By Supervisor Weishan

A RESOLUTION

Authorizing and directing the rehiring of former displaced County housekeepers to service the Courthouse Facility

WHEREAS, the 2010 Adopted Budget outsourced housekeeping functions for the Courthouse Complex, City Campus, Behavioral Health Division and DHHS-Children's Detention Center; and

WHEREAS, approximately twenty (20) former County Facility Worker positions have not been hired by the new private vendor(s) or gained other employment opportunities; and

WHEREAS, due to numerous concerns about the procurement process, the County Board on November 7, 2013, voted to reject File No. 13-581 (vote 17-0) to award the housekeeping and janitorial contract to another private vendor; and

WHEREAS, the County has the ability to designate one building, such as the Courthouse, that could be serviced by the displaced County Facility Workers; now, therefore,

BE IT RESOLVED, that the Milwaukee County Board of Supervisors does hereby authorize and direct the Director, Department of Administrative Services, to designate that housekeeping services for the Courthouse Building be provided by displaced former County Facility Workers; and

BE IT FURTHER RESOLVED, to the extent that the former workers choose not to rejoin County employment, or leave through attrition, the housekeeping and janitorial services will be provided by new public employees.

MILWAUKEE COUNTY FISCAL NOTE FORM

DATE: January 15, 2014

Original Fiscal Note ☒

Substitute Fiscal Note ☐

SUBJECT: A resolution authorizing and directing the rehiring of former displaced County housekeepers to service the Courthouse Facility

FISCAL EFFECT:

☐ No Direct County Fiscal Impact

☐ Existing Staff Time Required

☒ Increase Operating Expenditures
(If checked, check one of two boxes below)

☐ Absorbed Within Agency's Budget

☒ Not Absorbed Within Agency's Budget

☐ Decrease Operating Expenditures

☐ Increase Operating Revenues

☐ Decrease Operating Revenues

☐ Increase Capital Expenditures

☐ Decrease Capital Expenditures

☐ Increase Capital Revenues

☐ Decrease Capital Revenues

☒ Use of contingent funds

	Expenditure or Revenue Category	Current Year	Subsequent Year
Operating Budget	Expenditure	$399,327	$588,877
	Revenue	$20,335	$32,091
	Net Cost	$378,992	$556,786
Capital Improvement Budget	Expenditure	$0	$0
	Revenue	$0	$0
	Net Cost	$0	$0

DESCRIPTION OF FISCAL EFFECT

In the space below, you must provide the following information. Attach additional pages if necessary.

A. Briefly describe the nature of the action that is being requested or proposed, and the new or changed conditions that would occur if the request or proposal were adopted.
B. State the direct costs, savings or anticipated revenues associated with the requested or proposed action in the current budget year and how those were calculated. [1] If annualized or subsequent year fiscal impacts are substantially different from current year impacts, then those shall be stated as well. In addition, cite any one-time costs associated with the action, the source of any new or additional revenues (e.g. State, Federal, user fee or private donation), the use of contingent funds, and/or the use of budgeted appropriations due to surpluses or change in purpose required to fund the requested action.
C. Discuss the budgetary impacts associated with the proposed action in the current year. A statement that sufficient funds are budgeted should be justified with information regarding the amount of budgeted appropriations in the relevant account and whether that amount is sufficient to offset the cost of the requested action. If relevant, discussion of budgetary impacts in subsequent years also shall be discussed. Subsequent year fiscal impacts shall be noted for the entire period in which the requested or proposed action would be implemented when it is reasonable to do so (i.e. a five-year lease agreement shall specify the costs/savings for each of the five years in question). Otherwise, impacts associated with the existing and subsequent budget years should be cited.
D. Describe any assumptions or interpretations that were utilized to provide the information on this form.

Approval of this resolution authorizes and directs the Director, Department of Administrative Services, to designate that housekeeping services for the Courthouse Building will be provided by displaced former County Facility Workers. Currently these services are provided on a month-to-month contract with Mid-American Building Services at a monthly cost of $35,407, or $424,884 per year. Mid-American is also paid to clean the Criminal Justice Facility ($8,337/month), Safety Building ($14,171/month), Medical Examiner ($2,439/month), City Campus ($7,927/month), Vel Phillips Juvenile Justice Center ($18,638/month), Children's Adolescent Treatment Center ($6,414/month), Highway Facility ($1,582/month), Fleet Services ($1,583/month) and Facilities West ($1,295/month).

The fiscal impact of this resolution assumes that the former County housekeepers would be hired at the 4th step ($14.23/hr) in pay range 10Z, which is the current pay range for housekeepers at General Mitchell International Airport. This is a seven-step pay range from $10.69/hour to $16.63/hour, or $22,245 to $34,593 annually. The Housekeeper In-Charge position is assumed to be hired at the third step ($17.18/hour) of pay range 12, which is the current pay range for In-Charge housekeepers at the Airport. This is a five-step pay range from $15.99/hour to $18.02/hour, or $33,263 to $37,481 annually. (Many former County housekeepers were at the top step of discontinued pay range 7-F when they were laid off in 2009. The hourly rate was $14.65 at that time.)

The Facilities Maintenance Manager estimates that twenty housekeeping positions would be needed to approximate the cleaning standards included in the current contract with Mid-

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[1] If it is assumed that there is no fiscal impact associated with the requested action, then an explanatory statement that justifies that conclusion shall be provided. If precise impacts cannot be calculated, then an estimate or range should be provided.

[2] Community Business Development Partners' review is required on all professional service and public work construction contracts.

American. This includes one In-Charge position. In addition, approximately $40,000 in cleaning supplies would be needed annually that are currently provided through the contract with Mid-American.

This fiscal note assume that the County employees would be hired at the beginning of pay period 10 (April 13, 2014) and that the monthly contract with Mid-American for cleaning the Courthouse would be terminated at the end of April 2014. Based on these assumptions, the additional cost to provide housekeeping services for the Courthouse building would be approximately $378,992 more in 2014 if County employees were used and an additional $556,786 for the full-year in 2015.

The assumptions for 2015 assume that the County employees would receive a step-increase after the 9th payroll period and that the Mid-American monthly cost would have remained the same at $35,407 per month. Costs for County active healthcare are assumed at $13,836 per year, and pension costs are calculated at 10.4 percent of salary, with employee pension contribution revenues calculated at 5.2 percent of salary.

Using these figures, the full-year cost in 2015 for a housekeeper is $46,668, which includes $30,563 in salary and $16,105 in net fringe benefit costs. The Housekeeper In-Charge position would cost $54,955, which includes $36,437 in salary and $18,518 in net fringe benefit costs. The partial year cost for 2014 for a housekeeper is $30,886, which includes $19,353 in salary and $11,522 in net fringe benefit costs. The Housekeeper In-Charge position would cost $35,406, which includes $23,358 in salary and $12,048 in net fringe benefit costs.

If approved, this fiscal note assumes that an appropriation transfer would be necessary at some point in 2014 to realign expenditures within Org. 5700 – DAS - Facilities Management accounts to transfer funds within contractual accounts to personal services. In addition, the increased cost to provide this service would most likely require a transfer from Org. Unit 1945 – Appropriation for Contingencies at some point in 2014.

Department/Prepared By Steve Cady, Director of Research Services, Office of the Comptroller

Authorized Signature Stephen J. Cady

Did DAS-Fiscal Staff Review? ☐ Yes ☒ No

Did CBDP Review?[2] ☐ Yes ☐ No ☒ Not Required

MILWAUKEE COUNTY BOARD OF SUPERVISORS

DATE: February 6, 2014

AMENDMENT NO. 1 to Item #4

Resolution File No. 14-108

Ordinance File No.

COMMITTEE: Finance, Personnel and Audit

OFFERED BY SUPERVISOR(S): Weishan

ADD AND/OR DELETE AS FOLLOWS:

Amend the WHEREAS clause beginning on or near line 21 as follows:

WHEREAS, the County has the ability to designate one building, such as the Courthouse, that could be serviced by the displaced County Facility Workers; ~~now, therefore,~~ and

Add two new WHEREAS clauses immediately after as follows:

WHEREAS, at its meeting on January 30, 2014, members of the Committee on Finance, Personnel and Audit were informed that it would require a total of 21 newly created county positions to service the Courthouse Facility and to meet the standards contained in the current private vendor cleaning contract; and

WHEREAS, staff from the Department of Human Resources testified that due to Civil Service rules, recall and layoff rights and the length of time that has elapsed since the facility workers were laid off, the former facility worker staff would need to compete with other applicants for these classified service positions; now, therefore,

Amend the BE IT RESOLVED clauses and add a position create chart as follows:

BE IT RESOLVED, that the Milwaukee County Board of Supervisors does hereby authorize and direct the Director, Department of Administrative Services, to designate that housekeeping services for the Courthouse Building be provided by ~~displaced former~~ County ~~Facility Workers~~ employees; and

BE IT FURTHER RESOLVED, ~~to the extent that the former workers choose not to rejoin County employment, or leave through attrition, the housekeeping and janitorial services will be provided by new public employees.~~ that the following position actions are approved for the Department of Administrative Services – Facilities Management

Division, to provide staff to provide housekeeping services for the Courthouse effective April 13, 2014:

Org Unit 5700 – DAS Facilities Management Division

	Title	No. of Positions	Pay Range
Create	Housekeeper*	19	10Z
	Housekeeper In-Charge*	1	12
	Housekeeper Supervisor*	1	16

*Subject to titling and classification review by the Department of Human Resources.

MILWAUKEE COUNTY FISCAL NOTE FORM

DATE: February 5, 2014

Original Fiscal Note ☐

Substitute Fiscal Note ☒

SUBJECT: A resolution authorizing and directing the rehiring of former displaced County housekeepers to service the Courthouse Facility

FISCAL EFFECT:

☐ No Direct County Fiscal Impact

☐ Existing Staff Time Required

☒ Increase Operating Expenditures
(If checked, check one of two boxes below)

☐ Absorbed Within Agency's Budget

☒ Not Absorbed Within Agency's Budget

☐ Decrease Operating Expenditures

☐ Increase Operating Revenues

☐ Decrease Operating Revenues

☐ Increase Capital Expenditures

☐ Decrease Capital Expenditures

☐ Increase Capital Revenues

☐ Decrease Capital Revenues

☒ Use of contingent funds

	Expenditure or Revenue Category	Current Year	Subsequent Year
Operating Budget	Expenditure	$440,655	$665,932
	Revenue	$22,745	$35,007
	Net Cost	$417,910	$630,925
Capital Improvement Budget	Expenditure	$0	$0
	Revenue	$0	$0
	Net Cost	$0	$0

DESCRIPTION OF FISCAL EFFECT

In the space below, you must provide the following information. Attach additional pages if necessary.

A. Briefly describe the nature of the action that is being requested or proposed, and the new or changed conditions that would occur if the request or proposal were adopted.
B. State the direct costs, savings or anticipated revenues associated with the requested or proposed action in the current budget year and how those were calculated. [1] If annualized or subsequent year fiscal impacts are substantially different from current year impacts, then those shall be stated as well. In addition, cite any one-time costs associated with the action, the source of any new or additional revenues (e.g. State, Federal, user fee or private donation), the use of contingent funds, and/or the use of budgeted appropriations due to surpluses or change in purpose required to fund the requested action.
C. Discuss the budgetary impacts associated with the proposed action in the current year. A statement that sufficient funds are budgeted should be justified with information regarding the amount of budgeted appropriations in the relevant account and whether that amount is sufficient to offset the cost of the requested action. If relevant, discussion of budgetary impacts in subsequent years also shall be discussed. Subsequent year fiscal impacts shall be noted for the entire period in which the requested or proposed action would be implemented when it is reasonable to do so (i.e. a five-year lease agreement shall specify the costs/savings for each of the five years in question). Otherwise, impacts associated with the existing and subsequent budget years should be cited.
D. Describe any assumptions or interpretations that were utilized to provide the information on this form.

Approval of this resolution authorizes and directs the Director, Department of Administrative Services, to designate that housekeeping services for the Courthouse Building will be provided by County employees. Currently these services are provided on a month-to-month contract with Mid-American Building Services at a monthly cost of $35,407, or $424,884 per year. Mid-American is also paid to clean the Criminal Justice Facility ($8,337/month), Safety Building ($14,171/month), Medical Examiner ($2,439/month), City Campus ($7,927/month), Vel Phillips Juvenile Justice Center ($18,638/month), Children's Adolescent Treatment Center ($6,414/month), Highway Facility ($1,582/month), Fleet Services ($1,583/month) and Facilities West ($1,295/month).

This resolution authorizes the creation of 21 positions, including 19 Housekeepers, one Housekeeper In-charge and one Housekeeper Supervisor. The fiscal impact of this resolution assumes that the 19 Housekeepers would be hired at the 4th step ($14.23/hr) in pay range 10Z, which is the current pay range for housekeepers at General Mitchell International Airport. This is a seven-step pay range from $10.69/hour to $16.63/hour, or $22,245 to $34,593 annually. The Housekeeper In-Charge position is assumed to be hired at the third step ($17.18/hour) of pay range 12, which is the current pay range for In-Charge housekeepers at the Airport. This is a five-step pay range from $15.99/hour to $18.02/hour, or $33,263 to $37,481 annually. The Housekeeper Supervisor position would be hired at the third step of pay range 16 ($19.06/hour). (Many former County housekeepers were at the top step of discontinued pay range 7-F when they were laid off in 2009. The hourly rate was $14.65 at that time.)

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[1] If it is assumed that there is no fiscal impact associated with the requested action, then an explanatory statement that justifies that conclusion shall be provided. If precise impacts cannot be calculated, then an estimate or range should be provided.

[2] Community Business Development Partners' review is required on all professional service and public work construction contracts.

The Facilities Maintenance Manager estimates that, in addition to these 21 positions needed to approximate the cleaning standards included in the current contract with Mid-American, $40,000 in cleaning supplies would be needed annually that are currently provided through the contract with Mid-American.

This fiscal note assume that the County employees would be hired at the beginning of pay period 10 (April 13, 2014) and that the monthly contract with Mid-American for cleaning the Courthouse would be terminated at the end of April 2014. Based on these assumptions, the additional cost to provide housekeeping services for the Courthouse building would be approximately $417,910 more in 2014 if County employees were used and an additional $630,924 for the full-year in 2015.

The assumptions for 2015 assume that the County employees would receive a step-increase after the 9th payroll period and that the Mid-American monthly cost would have remained the same at $35,407 per month. Costs for County active healthcare are assumed at $13,836 per year, and pension costs are calculated at 10.4 percent of salary, with employee pension contribution revenues calculated at 5.2 percent of salary.

If approved, this fiscal note assumes that an appropriation transfer would be necessary at some point in 2014 to realign expenditures within Org. 5700 – DAS - Facilities Management accounts to transfer funds within contractual accounts to personal services. In addition, the increased cost to provide this service would most likely require a transfer from Org. Unit 1945 – Appropriation for Contingencies at some point in 2014.

This revised fiscal note was written by the Research Services Division with the fiscal calculations provided by the Department of Administrative Services Office of Performance, Strategy and Budget (PSB) in anticipation of an amendment to add an additional position (Housekeeper Supervisor) and formally create the positions.

Department/Prepared By Steve Cady, Director of Research Services, Office of the Comptroller

Authorized Signature Stephen J. Cady

Did DAS-Fiscal Staff Review? ☒ Yes ☐ No

Did CBDP Review?[2] ☐ Yes ☐ No ☒ Not Required

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: March 5, 2014

TO: Marina Dimitrijevic, Chairwoman, County Board of Supervisors

FROM: Brian Dranzik, Director, Department of Transportation

SUBJECT: Route 55 (Layton Avenue) – Extension to 108th Street (Highway 100)

POLICY

Proposed additions, deletions, and modifications to transit routes and services are subject to County Board approval prior to implementation. Requests for such changes are researched and reported to the County Board by Transit System staff.

BACKGROUND

Route 55 (Layton Avenue) operates primarily along Layton Avenue between Lake Drive and 76th Street. Service operates seven days a week at approximately 30 to 45 minute headways. The route carries approximately 1,100 rides/weekday, 790 rides/Saturday and 410 rides/Sunday.

After MCTS was notified by Simon Properties (owners of Southridge Mall) that buses could not layover on the mall property effective November 1, 2013, the route's western endpoint was temporarily relocated at 74th St. & Holmes Ave. MCTS has received requests from passengers, residents and the City of Greenfield to modify Route 55 to extend west to 108th St. and serve new destinations along Layton Ave.

The route extension is proposed to operate west on Layton Ave. to 108th St. and then south to the Hales Corners park-ride lot and layover (see map). The route would continue to serve the bus stop at Southridge Mall and other stops along 76th Street. This extension would provide new service to a variety of destinations including the Social Security office at 84th St. & Layton Ave., Layton Terrace (senior center housing complex) at 92nd St. & Layton Ave., and a Wal-Mart at 108th St. and Layton Ave. This extension would also create a new transfer location for Route 55 and Route 28 (108th Street) passengers as well as open up opportunity for mobility and increased independence. Finally, it addresses a gap in the system identified in the Milwaukee County Transit System Development Plan prepared by Southeastern Wisconsin Regional Planning Commission in 2010.

The City of Greenfield has been supportive of MCTS during the recent changes at Southridge Mall and has expressed great interest in extending Route 55 to 108th St. MCTS and City of Greenfield staff have conducted a preliminary review of new bus stop locations and will determine which stops would benefit from the New Freedom barrier removal program.

Currently the route operates with 2 or 3 buses, depending on the day and/or time of day. In order to avoid one hour headways with this extension, it would be necessary to operate 3 buses at all times, seven days a week. Staff recommends adding six (6) hours to Route 55 during the evenings on weekdays and Saturdays and eighteen (18) hours on Sundays.

With a start date of June 8, 2014 (effective date for Summer Schedule), the total additional bus hours in 2014 would be 1,584 hours (2,886 annually) and cost $115,600 ($210,700 annually). The cost of operating this extension would be partially offset by revenue from overall net gains in ridership.

It is estimated that this service would generate a net increase of 75 rides/weekday, 60 rides/Saturday and 130 rides/Sunday for an overall increase of 16,760 rides in 2014 (30,200 rides annually). The estimated increase in revenue in 2014 would be $15,400 ($27,800 annually). The net operating cost of this service extension in 2014 would be $100,200 ($182,900 annually).

RECOMMENDATION

Based on requests from passengers and the City of Greenfield, MCTS recommends Route 55 (Layton Ave.) be extended to 108th St. New bus stops would be agreed upon with the City of Greenfield and buses would layover at the Hales Corners park-ride lot. This layover location would be a permanent site and replace the temporary location at 74th St. and Holmes Ave.

FISCAL NOTE
Approval of this recommendation would incur a net increase in operating cost in 2014 of $100,200 ($182,900 annually). This recommendation would not require any additional tax levy due to other savings generated by MCTS and an increase in State operating assistance.

Prepared by: Sandra Kellner, Chief Operating Officer, MCTS
Mike Giugno, Managing Director, MCTS

Approved by:

_____
Brian Dranzik
Director, Department of Transportation

Attachment (1)

cc: Chris Abele, Milwaukee County Executive
Michael Mayo, Sr., Chairperson, Transportation, Public Works & Transit Committee
Kelly Bablitch, Chief of Staff, County Board of Supervisors
Amber Moreen, Chief of Staff, Milwaukee County Executive Chris Abele
John Zapfel, Deputy Chief of Staff, Milwaukee County Executive Chris Abele
Don Tyler, Director, Department of Administrative Services
Josh Fudge, Interim Fiscal and Budget Administrator, Department of Administrative Services
Anthony Geiger, Fiscal and Budget Analyst, Department of Administrative Services

File No.
Journal

(Item) From the Director of the Department of Transportation, recommending that Route 55 be extended via Layton Avenue and 108th Street to the Hales Corners park-ride lot effective June 8, 2014.

RESOLUTION

WHEREAS MCTS has received requests from passengers, residents and the City of Greenfield to extend Route 55 along Layton Avenue from 76th Street to 108th Street (Highway 100); and

WHEREAS, after MCTS was notified by Simon Properties (owners of Southridge Mall) that buses could not layover on the mall property effective November 1, 2013, the Route 55 western endpoint was temporarily relocated at 74th St. & Holmes Ave; and

WHEREAS, the new routing involves buses operating west on Layton Ave., south on 108th St., and east to the Hales Corners park-ride lot to a layover in the lot; and

WHEREAS, Route 55 would serve a variety of destinations including two shopping centers and other businesses between 76th St. and 84th St., a Social Security Administration office at 84th St., the Layton Terrace Senior Community complex at 92nd St., and the Wal-Mart store at 108th St.; and

WHEREAS, this extension would also create a new transfer opportunity for Route 55 and Route 28 (108th Street) passengers and would address a gap in the system identified in the Milwaukee County Transit System Development Plan prepared by the Southeastern Wisconsin Regional Planning Commission in 2010; and

WHEREAS, officials from the City of Greenfield have been supportive of MCTS during the recent changes at Southridge Mall and have expressed great interest in this route extension; and

WHEREAS, MCTS and City of Greenfield staff have conducted a preliminary review of new bus stop locations and determined which stops may benefit from the New Freedom barrier removal program; and

WHEREAS, MCTS staff recommends adding six (6) hours to Route 55 during the evenings on weekdays and Saturdays and eighteen (18) hours on Sundays to avoid one hour headways; and

WHEREAS, the total additional bus hours and cost in 2014 would be 1,584 hours (2,886 hours annually) and $115,600 ($210,700 annually); and

WHEREAS, it is estimated this service would generate a net increase of 75 rides/weekday, 60 rides/Saturday and 130 rides/Sunday for an overall increase of 16,760 rides in 2014 (30,200 rides annually); and

WHEREAS, the estimated increase in revenue in 2014 would be $15,400 ($27,800 annually) and the 2014 net operating cost of this extension would be $100,200 ($182,900 annually); now, therefore

BE IT RESOLVED, that Route 55 be extended to the Hales Corners park-ride located near 108th Street & Layton Avenue effective June 8, 2014.

MILWAUKEE COUNTY FISCAL NOTE FORM

DATE: 3/5/2014

Original Fiscal Note ☒

Substitute Fiscal Note ☐

SUBJECT: Service Extension of MCTS Route 55 (Layton Avenue) to Highway 100

FISCAL EFFECT:

☐ No Direct County Fiscal Impact

☐ Existing Staff Time Required

☒ Increase Operating Expenditures
(If checked, check one of two boxes below)

☒ Absorbed Within Agency's Budget

☐ Not Absorbed Within Agency's Budget

☐ Decrease Operating Expenditures

☐ Increase Operating Revenues

☐ Decrease Operating Revenues

☐ Increase Capital Expenditures

☐ Decrease Capital Expenditures

☐ Increase Capital Revenues

☐ Decrease Capital Revenues

☐ Use of contingent funds

Indicate below the dollar change from budget for any submission that is projected to result in increased/decreased expenditures or revenues in the current year.

	Expenditure or Revenue Category	Current Year	Subsequent Year
Operating Budget	Expenditure	$115,600	$210,700
	Revenue	$15,400	$27,800
	Net Cost	$100,200	$182,900
Capital Improvement Budget	Expenditure		
	Revenue		
	Net Cost		

DESCRIPTION OF FISCAL EFFECT

In the space below, you must provide the following information. Attach additional pages if necessary.

A. Briefly describe the nature of the action that is being requested or proposed, and the new or changed conditions that would occur if the request or proposal were adopted.
B. State the direct costs, savings or anticipated revenues associated with the requested or proposed action in the current budget year and how those were calculated. [1] If annualized or subsequent year fiscal impacts are substantially different from current year impacts, then those shall be stated as well. In addition, cite any one-time costs associated with the action, the source of any new or additional revenues (e.g. State, Federal, user fee or private donation), the use of contingent funds, and/or the use of budgeted appropriations due to surpluses or change in purpose required to fund the requested action.
C. Discuss the budgetary impacts associated with the proposed action in the current year. A statement that sufficient funds are budgeted should be justified with information regarding the amount of budgeted appropriations in the relevant account and whether that amount is sufficient to offset the cost of the requested action. If relevant, discussion of budgetary impacts in subsequent years also shall be discussed. Subsequent year fiscal impacts shall be noted for the entire period in which the requested or proposed action would be implemented when it is reasonable to do so (i.e. a five-year lease agreement shall specify the costs/savings for each of the five years in question). Otherwise, impacts associated with the existing and subsequent budget years should be cited.
D. Describe any assumptions or interpretations that were utilized to provide the information on this form.

A. Extend Route 55 to serve commercial, retail and residential destinations along Layton Avenue between 76th St. and 108th St., enabling County residents to have greater access to jobs and shopping. It will also provide for a permanent layover location after having been displaced from Southridge Mall. This modification would result in 6 additional bus hours per weekday and Saturday and 18 additional bus hours per Sunday.

B. This service extension is anticipated to cost an additional $115,600 in 2014 ($210,700 annually). The cost will be partially offset by new ridership revenue of 60 rides per weekday, 75 rides per Saturday and 130 rides per Sunday. The net operating cost is estimated at $100,200 ($182,900 annually).

C. This increase in service will be funded in 2014 as result of expense savings obtained from the OPEB valuation conducted in December 2013. In 2015, the increased service hours will be funded as result of an increase in State Operating Assistance (Section 85.20).

[1] If it is assumed that there is no fiscal impact associated with the requested action, then an explanatory statement that justifies that conclusion shall be provided. If precise impacts cannot be calculated, then an estimate or range should be provided.

D. MCTS used an average rate of $73 per bus hour and $0.92 per passenger to calculate the estimated cost and revenue increase. Ridership estimates are based on a combined result using Southeastern Regional Planning Commission's Headway Change Model and MCTS passenger per bus hour (PBH) from routes with similarly situated land use patterns and frequency of service.

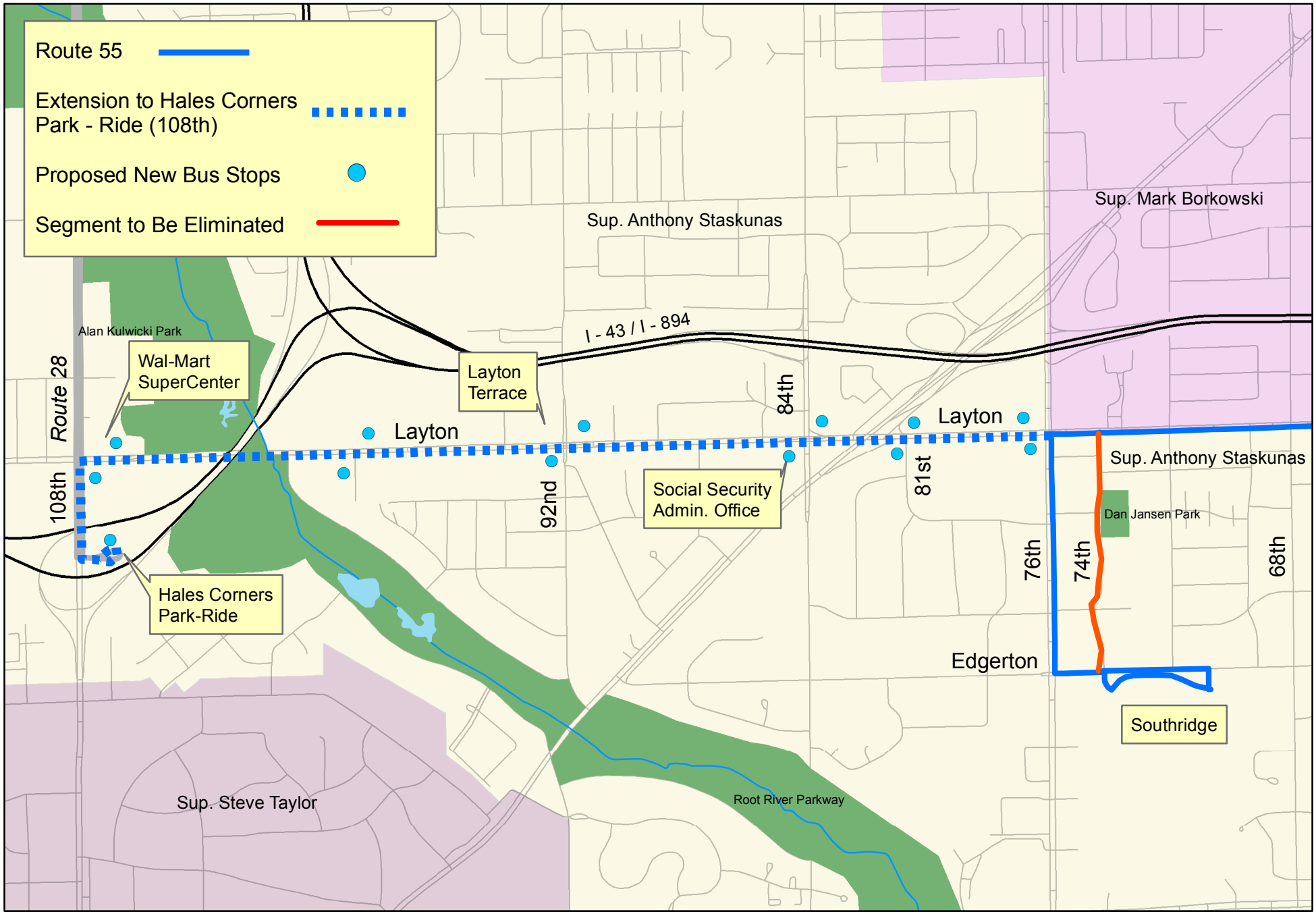
Department/Prepared By Michael Giugno, Managing Director, MCTS

Authorized Signature _____

Did DAS-Fiscal Staff Review? ☐ Yes ☒ No

Reviewed With:

MCTS Route 55 - Layton Avenue
Proposed Extension to 108th & Layton (Hales Corners park-ride)
Summer 2014



COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: December 27, 2013

TO: Marina Dimitrijevic, Chairwoman, County Board of Supervisors
Michael Mayo, Sr., Chairman, Transportation, Public Works and Transit committee

FROM: Brian Dranzik, Director, Department of Transportation

SUBJECT: **BUILDING LEASE AGREEMENT BETWEEN MILWAUKEE COUNTY AND LAKE TOWER TRAINS AND HOBBIES**

POLICY

County Board approval is required for Milwaukee County to enter into a building lease agreement with Lake Tower Trains and Hobbies for a former storage building at Milwaukee County's MKE Regional Business Park at General Mitchell International Airport (GMIA).

BACKGROUND

The owner of Lake Tower Trains and Hobbies is Terry Czajkowski.

Building 126 is located at 215 East Boden Street. The approximately 650 square foot building area is a former open space storage facility. Mr. Czajkowski intends to use the building for Lake Tower Trains and Hobbies. Lake Tower Trains and Hobbies moving into this space would allow for the consolidation of warehousing, light manufacturing, assembly and distribution of model railroad, and other hobby related items, into one central facility. It is not a retail facility.

RECOMMENDATION

Airport staff recommends that Milwaukee County enter into a lease agreement with Lake Tower Trains and Hobbies, effective March 1, 2014, for the lease of approximately 650 square feet of space at Milwaukee County's MKE Regional Business Park, under standard terms and conditions for County-owned land and building space, inclusive of the following:

1. The term of the triple net lease agreement shall be for three (3) years, effective March 1, 2014, and ending February 28, 2017, with one (1) two-year mutual renewal option.

2. Any furniture, office equipment, or any other material identified will be inventoried in the building and made available to Lake Tower Trains and Hobbies at no charge, to be returned at the conclusion of the lease.

3. Rental for the approximately 650 square feet of space in the building will be established at: $2.00/sq. ft. for an approximate total of $1,300.00 for the first year of the lease. This rental rate was developed by comparison of appraisal information for similar storage/warehouse space at Milwaukee County's MKE Regional Business Park. An option to extend the lease term for an additional two years shall be at the fair market value lease rate, to be reappraised for the option period.

4. The lease agreement shall contain the current standard insurance and environmental language

for similar agreements. Under these terms of this triple net lease agreement, Lake Tower Trains and Hobbies will be responsible for the cost of insurance, utilities and common area maintenance charges.

FISCAL NOTE

Rental revenues will be approximately $1,300.00 for the first year of the agreement. There is no tax levy impact.

Prepared by: Ted J. Torcivia, Airport Business Manager

Approved by:

Brian Dranzik, Director Department of Transportation	C. Barry Bateman Airport Director

H:\Private\Clerk Typist\Aa01\TPW&T 13\04 - January 14\REPORT - Lake Tower Trains Lease 126 440th.doc

File No. _____
Journal _____

(ITEM) From the Director, of Department of Transportation, requesting that Milwaukee County enter into a building lease agreement with Lake Tower Trains and Hobbies at Milwaukee County's MKE Regional Business Park at General Mitchell International Airport (GMIA) by recommending adoption of the following.

RESOLUTION

WHEREAS, Lake Tower Trains and Hobbies wants to enter into a building Lease Agreement with Milwaukee County for a former storage building at Milwaukee County's MKE Regional Business Part at General Mitchell International Airport (GMIA); and

WHEREAS, Lake Tower Trains and Hobbies intends to use the approximately 650 square foot area for warehousing, light manufacturing, assembly, and distribution of model railroad and other hobby related items; now, therefore

BE IT RESOLVED, that the Director, of Department of Transportation, and the Airport Director are hereby authorized to enter into a lease agreement with Lake Tower Trains and Hobbies, effective March 1, 2014, for the lease of: approximately 650 square feet of space (215 East Boden Street) at Milwaukee County's MKE Regional Business Park, under the following terms and conditions:

1. The term of the triple net lease agreement shall be for three (3) years, effective March 1, 2014, and ending February 28, 2017, with one (1) two-year mutual renewal option.

2. Any furniture, office equipment, or any other material identified will be inventoried in the building and made available to Lake Tower Trains and Hobbies at no charge, to be returned at the conclusion of the lease.

3. Rental for the approximately 650 square feet of space in the building will be established at: $2.00/sq. ft. for an approximate total of $1,300.00 for the first year of the lease. This rental rate was developed by comparison of appraisal information for similar storage/warehouse space at Milwaukee County's MKE Regional Business Park. An option to extend the lease term for an additional two years shall be at the fair market value lease rate, to be reappraised for the option period.

4. The lease agreement shall contain the current standard insurance and environmental language for similar agreements. Under these terms of this triple net lease agreement, Lake Tower Trains and Hobbies will be responsible for the cost of insurance, utilities and common area maintenance charges.

MILWAUKEE COUNTY FISCAL NOTE FORM

DATE: December 27, 2013

Original Fiscal Note ☒

Substitute Fiscal Note ☐

SUBJECT: BUILDING LEASE AGREEMENT BETWEEN MILWAUKEE COUNTY AND LAKE TOWER TRAINS AND HOBBIES

FISCAL EFFECT:

☒ No Direct County Fiscal Impact

☐ Existing Staff Time Required

☐ Increase Operating Expenditures
(If checked, check one of two boxes below)

☐ Absorbed Within Agency's Budget

☐ Not Absorbed Within Agency's Budget

☐ Decrease Operating Expenditures

☐ Increase Operating Revenues

☐ Decrease Operating Revenues

☐ Increase Capital Expenditures

☐ Decrease Capital Expenditures

☐ Increase Capital Revenues

☐ Decrease Capital Revenues

☐ Use of Contingent Funds

Indicate below the dollar change from budget for any submission that is projected to result in increased/decreased expenditures or revenues in the current year.

	Expenditure or Revenue Category	Current Year	Subsequent Year
Operating Budget	Expenditure	0	0
	Revenue	1,083	1,300
	Net Cost	0	0
Capital Improvement Budget	Expenditure	0	0
	Revenue	0	0
	Net Cost	0	0

DESCRIPTION OF FISCAL EFFECT

In the space below, you must provide the following information. Attach additional pages if necessary.

A. Briefly describe the nature of the action that is being requested or proposed, and the new or changed conditions that would occur if the request or proposal were adopted.
B. State the direct costs, savings or anticipated revenues associated with the requested or proposed action in the current budget year and how those were calculated. [1] If annualized or subsequent year fiscal impacts are substantially different from current year impacts, then those shall be stated as well. In addition, cite any one-time costs associated with the action, the source of any new or additional revenues (e.g. State, Federal, user fee or private donation), the use of contingent funds, and/or the use of budgeted appropriations due to surpluses or change in purpose required to fund the requested action.
C. Discuss the budgetary impacts associated with the proposed action in the current year. A statement that sufficient funds are budgeted should be justified with information regarding the amount of budgeted appropriations in the relevant account and whether that amount is sufficient to offset the cost of the requested action. If relevant, discussion of budgetary impacts in subsequent years also shall be discussed. Subsequent year fiscal impacts shall be noted for the entire period in which the requested or proposed action would be implemented when it is reasonable to do so (i.e. a five-year lease agreement shall specify the costs/savings for each of the five years in question). Otherwise, impacts associated with the existing and subsequent budget years should be cited.
D. Describe any assumptions or interpretations that were utilized to provide the information on this form.

The airport will receive total rental revenues of $1,300.00 for the first year of the agreement. There is no tax levy impact.

Department/Prepared by: Ted J. Torcivia, Airport Business Manager

Authorized Signature _____

Did DAS-Fiscal Staff Review? ☐ Yes ☒ No

Did CBDP Review?[2] ☐ Yes ☐ No ☒ Not Required

H:\Private\Clerk Typist\Aa01\TPW&T 13\04 - January 14\FISCAL NOTE - Lake Tower Trains Lease 126 440th.doc

[1] If it is assumed that there is no fiscal impact associated with the requested action, then an explanatory statement that justifies that conclusion shall be provided. If precise impacts cannot be calculated, then an estimate or range should be provided.
[2] Community Business Development Partners' review is required on all professional service and public work construction contracts.

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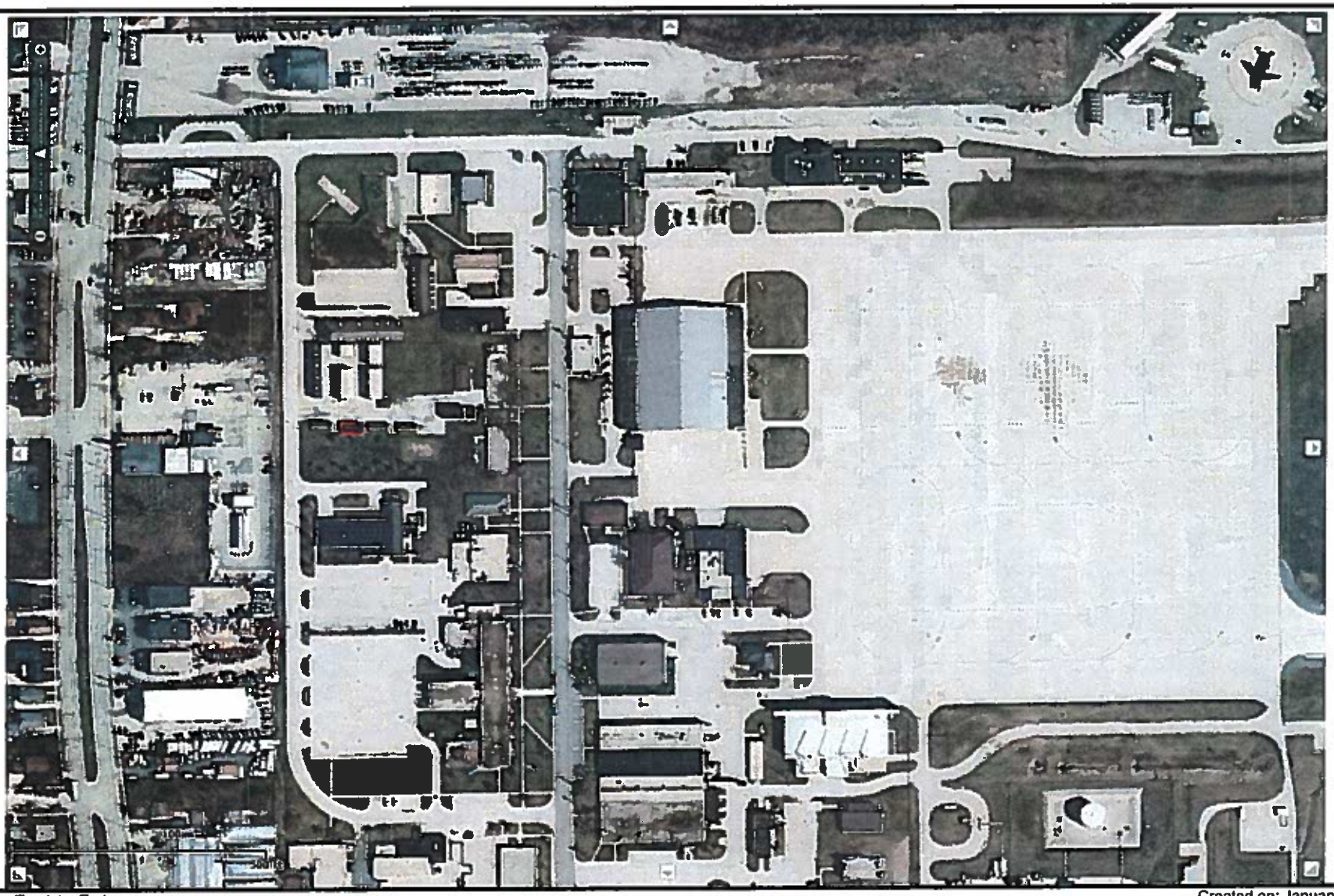
Created By: Torcivia, Ted

Created on: January 14, 2014

EXHIBIT "A"

215 EAST BODEN STREET

MITCHELL



Created By: Torcivia, Ted

Created on: January 14, 2014

EXHIBIT "B"

215 EAST BODEN STREET

MITCHELL

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: February 4, 2014

TO: Supervisor Marina Dimitrijevic, Chairwoman, County Board of Supervisors
Supervisor Michael Mayo, Sr., Chairman, Transportation, Public Works and Transit Committee

FROM: Brian Dranzik, Director, Department of Transportation

SUBJECT: **AIRPORT PAYMENT TO SOUTHWEST AIRLINES TO MITIGATE RELOCATION EXPENSES**

POLICY

Payments to airlines for relocation expenses require County Board approval.

BACKGROUND

Southwest Airlines entered the Milwaukee market in November of 2009, and occupied two (2) gates on the D Concourse. In May 2011, Southwest purchased Airtran Airways, and over time has relocated its D Concourse Southwest operations to the eight (8) gates that Airtran leased on C Concourse.

During this time, it was anticipated that United Airlines would move from its two (2) gates on the C Concourse to Continental Airlines gates on the E Concourse to facilitate its merger with Continental Airlines. This would have been a convenient coincidence for Southwest's need for 10 gates. However, the United Airlines move did not occur in a timely way after its announced merger with Continental. In order to merge its operations, Southwest deemed it necessary and desirable to move US Airways from C Concourse to D Concourse, which provided Southwest with a total of ten (10) gates on C Concourse. Southwest is now the largest carrier at General Mitchell International Airport, with 43.5% of the market as of October 2013.

Southwest has requested that GMIA help mitigate some of the expenses in moving and remodeling its facilities in recognition of the merger and the move of US Airways from C Concourse to D Concourse.

The County Board previously approved a $300,000 payment to Delta Airlines to help in its move from E Concourse to D Concourse.

Southwest has expended a total of $2,968,559 in the move from D to C Concourse, and to move U.S. Airways from C to D Concourse.

RECOMMENDATION

Airport staff recommends a payment of $463,134 to Southwest, which was the amount of relocating two (2) hydrant fuel pits to accommodate the larger aircraft of Southwest (vs. Airtran's aircraft) in the C Concourse gate layout. This amount included a replacement of a hydrant control valve in the pits, which the airport required.

FISCAL NOTE

Payment of $463,134 will be funded by the Airport Development Fund Account. There is no tax levy impact.

Prepared by: Barry Bateman, Airport Director

Approved by:

Brian Dranzik, Director, Department of Transportation	C. Barry Bateman Airport Director

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File No.
Journal

(Item) From the Director, Department of Transportation, and the Airport Director requesting County Board approval to make a payment to Southwest Airlines for relocation expenses by recommending adoption of the following:

RESOLUTION

WHEREAS, Southwest Airlines entered the Milwaukee market in November of 2009 and occupied two (2) gates on the D Concourse; and

WHEREAS, in May 2011, Southwest purchased Airtran Airways, and over time has relocated its D Concourse Southwest operations to the eight (8) gates that Airtran leased on C Concourse; and

WHEREAS, in order to merge its operations, Southwest deemed it necessary and desirable to move US Airways from C Concourse to D Concourse, which then provided Southwest with a total of ten (10) gates on C Concourse; and

WHEREAS, Southwest is now the largest carrier at General Mitchell International Airport, with 43.5% of the market as of October 2013; and

WHEREAS, Southwest has requested that GMIA help mitigate some of the expenses in moving and remodeling its facilities in recognition of the merger and the move of US Airways from C Concourse to D Concourse;

WHEREAS, the County Board previously approved a $300,000 payment to Delta Airlines to help in its move from E Concourse to D Concourse now, therefore,

BE IT RESOLVED, that the Director of Transportation and the Airport Director are hereby authorized to make a payment of $463,134 to Southwest Airlines, which was the amount of relocating two (2) hydrant fuel pits to accommodate the larger aircraft of Southwest (vs. Airtran's aircraft) in the C Concourse gate layout. This amount included a replacement of a hydrant control valve in the pits, which the airport required.

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MILWAUKEE COUNTY FISCAL NOTE FORM

DATE: 2/4/14

Original Fiscal Note ☒

Substitute Fiscal Note ☐

SUBJECT: AIRPORT PAYMENT TO SOUTHWEST AIRLINES TO MITIGATE RELOCATION EXPENSES

FISCAL EFFECT:

☒ No Direct County Fiscal Impact

☐ Existing Staff Time Required

☒ Increase Operating Expenditures
(If checked, check one of two boxes below)

☒ Absorbed Within Agency's Budget

☐ Not Absorbed Within Agency's Budget

☐ Decrease Operating Expenditures

☐ Increase Operating Revenues

☐ Decrease Operating Revenues

☐ Increase Capital Expenditures

☐ Decrease Capital Expenditures

☐ Increase Capital Revenues

☐ Decrease Capital Revenues

☐ Use of contingent funds

Indicate below the dollar change from budget for any submission that is projected to result in increased/decreased expenditures or revenues in the current year.

	Expenditure or Revenue Category	Current Year	Subsequent Year
Operating Budget	Expenditure	463,134	
	Revenue	463,134	
	Net Cost	0	
Capital Improvement Budget	Expenditure		
	Revenue		
	Net Cost		

DESCRIPTION OF FISCAL EFFECT

In the space below, you must provide the following information. Attach additional pages if necessary.

A. Briefly describe the nature of the action that is being requested or proposed, and the new or changed conditions that would occur if the request or proposal were adopted.
B. State the direct costs, savings or anticipated revenues associated with the requested or proposed action in the current budget year and how those were calculated. [1] If annualized or subsequent year fiscal impacts are substantially different from current year impacts, then those shall be stated as well. In addition, cite any one-time costs associated with the action, the source of any new or additional revenues (e.g. State, Federal, user fee or private donation), the use of contingent funds, and/or the use of budgeted appropriations due to surpluses or change in purpose required to fund the requested action.
C. Discuss the budgetary impacts associated with the proposed action in the current year. A statement that sufficient funds are budgeted should be justified with information regarding the amount of budgeted appropriations in the relevant account and whether that amount is sufficient to offset the cost of the requested action. If relevant, discussion of budgetary impacts in subsequent years also shall be discussed. Subsequent year fiscal impacts shall be noted for the entire period in which the requested or proposed action would be implemented when it is reasonable to do so (i.e. a five-year lease agreement shall specify the costs/savings for each of the five years in question). Otherwise, impacts associated with the existing and subsequent budget years should be cited.
D. Describe any assumptions or interpretations that were utilized to provide the information on this form.

Payment of $463,134 will be funded by the Airport Development Fund Account. There is no tax levy impact.

Department/Prepared By C. Barry Bateman, Airport Director

Authorized Signature _____

Did DAS-Fiscal Staff Review? ☐ Yes ☒ No

Did CBDP Review?[2] ☐ Yes ☐ No ☒ Not Required

H:\Private\Clerk Typist\Aa01\TPW&T 14\03 - March 14\FISCAL NOTE - Airport Payment to Southwest Airlines to Mitigate Relocation Expenses.doc

[1] If it is assumed that there is no fiscal impact associated with the requested action, then an explanatory statement that justifies that conclusion shall be provided. If precise impacts cannot be calculated, then an estimate or range should be provided.
[2] Community Business Development Partners' review is required on all professional service and public work construction contracts.

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: February 6, 2014

TO: Supervisor Marina Dimitrijevic, Chairwoman, County Board of Supervisors
Supervisor Michael Mayo, Sr., Chairman, Transportation, Public Works and Transit Committee

FROM: Brian Dranzik, Director, Department of Transportation

SUBJECT: **AUTHORIZATION FOR AIRPORT TO ENTER INTO CAPITAL LEASES FOR VEHICLES**

POLICY

County Board approval is required to enter into capital leases.

BACKGROUND

In the 2011 Adopted County Budget under the DOT-Fleet Management Section (5300) a new policy was enacted whereas "As a result of the new purchasing program, County departments will no longer be provided expenditure authority for new vehicle leases in their operating budgets except for DOT-Airport Division." This new policy was enacted because it made financial sense for Milwaukee County to purchase vehicles outright through the Fleet Management Division of the County Department of Transportation rather than lease-to-own them. Conversely, the capital lease option has been a financial benefit to the Airport Division due to the number of years airport vehicles typically remain in service, the relatively low number of miles they accrue annually, and the environment within which they operate. Therefore in order to accommodate the Airport's needs, each year since 2011 the Milwaukee County Board has included a statement in the narrative of the Adopted Operating Budget providing authority for the Airport to lease-to-own or purchase Airport specific vehicles and/or appropriate equipment.

Because of the new budget narrative format adopted in 2014, the usual statement granting the Airport expenditure authority to enter into lease-to-own agreements was inadvertently left out of the Department of Transportation – Airport Division (5040) budget narrative. Thus, a board resolution granting expenditure authority will now be required before the Airport can enter into any new 2014 capital leases.

RECOMMENDATION

Airport staff recommends that the County Board approve a resolution granting the Airport expenditure authority to enter into capital leases for vehicles and similar equipment. This recommendation is based on the following considerations: 1) entering into lease-to-own agreements for vehicles and similar equipment is financially beneficial to the Airport due to the number of years airport vehicles typically remain in service, the relatively low number of miles they accrue annually, and the environment within which they operate, 2) that this approval has been granted annually in recent years through the budget process, and 3) the usual statement

granting the requested expenditure authority to enter into capital leases was inadvertently missed in the process of converting to the new budget narrative format in 2014. The Airport will coordinate all capital leases for vehicles with the Department of Administrative Services and Fleet Management Divisions to ensure the terms of and respective leases are favorable and within the Airport's budget.

FISCAL NOTE

The 2014 adopted budget for the Airport Division (account 5051-8587 Major Maintenance - Capital Lease) includes an appropriation of $465,150 for the lease of vehicles used in airport operations. New vehicles in 2014 include a ramp sweeper unit, a runway paint/rubber removal machine, and several truck/sport utility vehicles for the airfield. Of this amount, approximately $230,000 is budgeted for existing vehicle leases. There is no tax levy impact.

Prepared by: Terry Blue, Deputy Airport Director Operations/Maintenance

Approved by:

Brian Dranzik, Director, Department of Transportation	C. Barry Bateman Airport Director

File No.
Journal

(Item) From the Director, Department of Transportation, and the Airport Director requesting County Board approval for airport to enter into capital leases for vehicles and equipment, by recommending adoption of the following:

RESOLUTION

WHEREAS, the capital lease option to procure new vehicles has been a financial benefit to the Airport Division due to the number of years airport vehicles typically remain in service, the relatively low number of miles they accrue annually, and the environment within which they operate ; and

WHEREAS, in order to accommodate the Airport's needs, each year since 2011 the Milwaukee County Board has included a statement in the narrative of the Adopted Operating Budget providing authority for the Airport to lease-to-own or purchase Airport specific vehicles and/or appropriate equipment.; and

WHEREAS, because of the new budget narrative format adopted in 2014, the usual statement granting the Airport expenditure authority to enter into lease-to-own agreements was inadvertently left out of the Department of Transportation – Airport Division (5040) budget narrative; and

WHEREAS, a board resolution granting expenditure authority will now be required before the Airport can enter into any new 2014 capital leases, now, therefore

BE IT RESOLVED, that the Director of Transportation and the Airport Director are hereby authorized to enter into new 2014 capital leases for airport vehicles and equipment.

MILWAUKEE COUNTY FISCAL NOTE FORM

DATE: 2/6/14

Original Fiscal Note ☒

Substitute Fiscal Note ☐

SUBJECT: AUTHORIZATION FOR AIRPORT TO ENTER INTO CAPITAL LEASES FOR VEHICLES

FISCAL EFFECT:

☒ No Direct County Fiscal Impact

☐ Existing Staff Time Required

☐ Increase Operating Expenditures
(If checked, check one of two boxes below)

☒ Absorbed Within Agency's Budget

☐ Not Absorbed Within Agency's Budget

☐ Decrease Operating Expenditures

☐ Increase Operating Revenues

☐ Decrease Operating Revenues

☐ Increase Capital Expenditures

☐ Decrease Capital Expenditures

☐ Increase Capital Revenues

☐ Decrease Capital Revenues

☐ Use of contingent funds

Indicate below the dollar change from budget for any submission that is projected to result in increased/decreased expenditures or revenues in the current year.

	Expenditure or Revenue Category	Current Year	Subsequent Year
Operating Budget	Expenditure	465,150	
	Revenue	465,150	
	Net Cost	0	
Capital Improvement Budget	Expenditure		
	Revenue		
	Net Cost		

DESCRIPTION OF FISCAL EFFECT

In the space below, you must provide the following information. Attach additional pages if necessary.

A. Briefly describe the nature of the action that is being requested or proposed, and the new or changed conditions that would occur if the request or proposal were adopted.
B. State the direct costs, savings or anticipated revenues associated with the requested or proposed action in the current budget year and how those were calculated. [1] If annualized or subsequent year fiscal impacts are substantially different from current year impacts, then those shall be stated as well. In addition, cite any one-time costs associated with the action, the source of any new or additional revenues (e.g. State, Federal, user fee or private donation), the use of contingent funds, and/or the use of budgeted appropriations due to surpluses or change in purpose required to fund the requested action.
C. Discuss the budgetary impacts associated with the proposed action in the current year. A statement that sufficient funds are budgeted should be justified with information regarding the amount of budgeted appropriations in the relevant account and whether that amount is sufficient to offset the cost of the requested action. If relevant, discussion of budgetary impacts in subsequent years also shall be discussed. Subsequent year fiscal impacts shall be noted for the entire period in which the requested or proposed action would be implemented when it is reasonable to do so (i.e. a five-year lease agreement shall specify the costs/savings for each of the five years in question). Otherwise, impacts associated with the existing and subsequent budget years should be cited.
D. Describe any assumptions or interpretations that were utilized to provide the information on this form.

The 2014 adopted budget for the Airport Division (account 5051-8587 Major Maintenance - Capital Lease) includes an appropriation of $465,150 for the lease of vehicles used in airport operations. New vehicles in 2014 include a ramp sweeper unit, a runway paint/rubber removal machine, and several truck/sport utility vehicles for the airfield. Of this amount, approximately $230,000 is budgeted for existing vehicle leases. There is no tax levy impact.

Department/Prepared By Terry Blue, Deputy Airport Director

Authorized Signature _____

Did DAS-Fiscal Staff Review? ☐ Yes ☒ No

Did CBDP Review?[2] ☐ Yes ☐ No ☒ Not Required

[1] If it is assumed that there is no fiscal impact associated with the requested action, then an explanatory statement that justifies that conclusion shall be provided. If precise impacts cannot be calculated, then an estimate or range should be provided.
[2] Community Business Development Partners' review is required on all professional service and public work construction contracts.

REVISED

14-38

6

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: February 4, 2014

TO: Supervisor Marina Dimitrijevic, Chairwoman, County Board of Supervisors
Supervisor Michael Mayo, Sr., Chairman, Transportation, Public Works and Transit Committee

FROM: Brian Dranzik, Director, Department of Transportation

SUBJECT: **GMIA BAGGAGE CLAIM REMODELING**

POLICY

Informational Report.

BACKGROUND

Work commenced on the remodeling of the Baggage Claim Building in September, 2013. The prime contractor for the building is C.D. Smith, Inc. The prime contractor for the baggage handling equipment is Jervis B. Webb, Inc. Total project cost is approximately $45 million.

Because the building has to be kept operational at all times, and due to the phasing, the remodeling will take 22 months; expected completion is summer 2015.

Phase 1 is underway at the south end. The building has been stripped down to steel; relocation of equipment and infrastructure work in the basement is underway.

In addition to a new Baggage Claim Building, the front sidewalk, roadway, and middle island canopy are being replaced. A new glass canopy will cover four of the six lanes of the bag claim road, providing weather protection for passenger pick up. A "green roof" is part of the final work.

Prepared by: Barry Bateman, Airport Director

Approved by:

Brian Dranzik, Director,
Department of Transportation

C. Barry Bateman
Airport Director

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COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: December 27, 2013

TO: Supervisor Marina Dimitrijevic, Chairwoman, County Board of Supervisors
Supervisor Michael Mayo, Sr., Chairman, Transportation, Public Works and Transit Committee

FROM: Brian Dranzik, Director, Department of Transportation

SUBJECT: **STATUS OF GMIA IN-LINE SCREENING PROJECT**

POLICY

Informational Report.

BACKGROUND

Work is nearing completion on the in-line baggage screening system. This project will provide security screening for checked baggage.

The prime contractor for the project is C.D. Smith, Inc.; the prime contractor for the baggage handling equipment is Jervis B. Webb, Inc.

Started in April, 2012, the project will cost approximately $24 million, with $14 million provided by a TSA grant. Currently underway is the integration of the individual airline baggage make up carousels into the screening system.

Completion is expected in May, 2014. After certification by the TSA, the screening units located in front of the ticket counters will be removed, and the ticket counter building will be restored to its original purpose.

Prepared by: Barry Bateman, Airport Director

Approved by:

Brian Dranzik, Director, Department of Transportation	C. Barry Bateman Airport Director

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Community Business Development Partners

MILWAUKEE COUNTY

RUBEN L ANTHONY, Jr, PhD • Interim Director, DBE Liaison Officer, ACDBE Liaison Officer

INTER-OFFICE COMMUNICATION

DATE: February 4, 2014

TO: Supervisor Marina Dimitrijevic, Chair, County Board of Supervisors
Supervisor Patricia Jursik, Chair, Economic & Community Development Committee
Supervisor Michael Mayo, Sr., Chair, Transportation, Public Works & Transit Committee

FROM: Ruben L. Anthony Jr. Ph.D., Interim Director, Community Business Development Partners

SUBJECT: DBE WAIVER REPORT FOR DECEMBER OF 2013

DIRECTIVE

At the request of the Committee on Economic and Community Development, the Community Business Development Partners Department (CBDP) provides a monthly update on the Disadvantaged Business Enterprise (DBE) utilization waivers requested by, and granted to, Milwaukee County departments/divisions.

BACKGROUND

CBDP is responsible for designing, implementing, monitoring and enforcing Milwaukee County's DBE Program in order to maintain compliance with Federal Regulations and Milwaukee County Ordinances. Implementation of the Program includes assignment of participation goals on, both, Federal and County funded contracts, as well as monitoring and enforcing compliance of these contracts. Participation goals may only be established on contracts where opportunities exist for ready, willing and able certified firms to perform commercially useful functions related to the satisfaction of those contracts.

In 1999, the United States Department of Transportation (USDOT) implemented DBE Program rules with seven (7) key objectives directed at creating a level playing field on which certified firms could compete fairly for USDOT-assisted contracts. This legislation, 49 CFR Parts 23 and 26, requires all recipients of USDOT funds to establish and maintain a DBE program that, not only, complies with the intent and language of the legislation, but that has also been reviewed and approved by USDOT. As a result of public and private stakeholder input, Milwaukee County determined and approved, by action of the County Executive and the full County Board, to establish and maintain a program based upon the Federal DBE Program rules and standards for all of its contracts. This action designed to ensure the same level of commitment and consistency in approach to the facilitation of small business involvement when and where appropriate has been enacted in Chapter 42 of the Milwaukee County Code of General Ordinances.

Milwaukee County is required to provide and establish contract opportunities for certified firms on its projects based upon the number of ready, willing and able firms certified to perform within the scope(s) of each of these projects. Only firms certified through Wisconsin's Unified Certification Program (UCP), a consortium of over 24 municipalities and agencies throughout the State, count as ready, willing and able firms for this purpose. Four of the UCP members serve as certifying partners for the consortium, Milwaukee County, WisDOT, Dane County, and the City of Madison. Milwaukee County has the responsibility of verifying and maintaining the certification status of 354 of the 840 currently certified firms throughout the State, while processing all new applications for DBE certification.

MILWAUKEE COUNTY - CITY CAMPUS • 2711 WEST WELLS STREET, 8TH FLOOR, ROOM 830 • MILWAUKEE, WI 53208
EMAIL cbdp@milwcnty.com • TELEPHONE (414) 278-5248 • FAX (414) 223-1958

WAIVER REQUESTS

When CBDP receives a waiver request from a department/division, staff thoroughly reviews it and available supporting documentation before rendering a determination. The Interim Director may require staff to gather more comprehensive information or to provide more detailed clarification regarding any identified issues prior to issuing a determination.

WAIVER REPORT SUMMARY

The figures below include Professional & Management Service and Capital Improvement/Maintenance contracts awarded during December of 2013. This report does not include contracts awarded by the Procurement Division of the Department of Administrative Services processes under Chapter 32. Please see the attachment for waivers requested as broken out by owner department, contractor/consultant awarded, scope of services rendered, total contract amounts, and reason for approval.

Total Contracted Dollars for Period	**$ 5,993,051.54**
Total Contracted Dollars w/o DBE Participation	**$ 1,816,297.00**
Percentage of Contracts w/o DBE Participation	**30.3%**
Total Contracted Dollars w/ Waiver Approval	**$ 1,816,297.00**
Percentage of Contracts w/ Waiver Approval	**30.3%**
Total Contracted Dollars w/o Waiver Approval	**$ 0.00**
Percentage of Contracts w/o Waiver Approval	**0.0%**

It is also important to note that the Milwaukee County Code of General Ordinances exempts various contracts from DBE participation consideration review for services such as those used for the purpose of securing credit rating services related to debt issuance and administration. These exemptions appear as Chapter 56.30(2)(a), and 56.30(10)(a).

Total Contracted Dollars for Period	**$ 5,993,051.54**
Total Exempted Contract Dollars	**$ 0.00**
Percentage of Exempted Contracts for Period	**0.0%**

RECOMMENDATION

CBDP prepared this informational report, and recommends that it be received and filed, as such.

Approved by:

Ruben L. Anthony Jr., Ph.D.
Interim Director, CBDP

CC: Chris Abele, Milwaukee County Executive

Milwaukee County Community Business Development Partners Department (CBDP)
DBE Waiver Report December 2013

DEPARTMENT	CONSULTANT/CONTRACTOR	SCOPE OF SERVICES	CONTRACT AMOUNT	APPROVAL REASON
		Approved Waivers [1]		
Combined Court Related	JusticePoint, Inc.	GPS electronic monitoring, pretrial supervision monitoring	1,673,740.00	Specialized Service
Child Support Enforcement	United Migrant Opportunity Services, Inc.	Assist non-custodial parent to obtain employment	92,000.00	Specialized Service
Parks by DAS - FM	T. J. Emmerich	Lincoln Park Golf Course Irrigation	24,780.00	Specialized Consulting Service
Parks by DAS - FM	AECOM	Mill Pond Dam Inspection	9,975.00	Annual Consultant Utilization
Parks by DAS - FM	Endpoint Solutions	War Memorial Art Museum HVAC Improvements - Environmental	5,020.00	Annual Consultant Utilization
Fleet by DAS - FM	Jackson MacCudden	Fleet Maintenance Garage Modifications Asbestos Abatement Consulting Services	4,158.00	Annual Consultant Utilization
Parks by DAS - FM	Jackson MacCudden	Martin Luther King Center HVAC Upgrade Asbestos Abatement Consulting Services	2,616.00	Annual Consultant Utilization
Courthouse by DAS - FM	Jackson MacCudden	Courthouse Justice Center Build Out	2,008.00	Annual Consultant Utilization
MCTS by DAS - FM	Graef	MCTS - Bus Wash & Vacuum Replacements	2,000.00	Annual Consultant Utilization
		Contracts Issued Without Review [2]		
		None		
		Exempted Contracts [3]		
		None		

Total Contract $ Amount for Period [4]	**$5,993,051.54**
Total Contract $ Amount w/o DBE Participation for Period	**1,816,297.00**
Percentage w/o DBE Participation	**30.3%**
Total Approved Waiver $ Amount	**1,816,297.00**
Percentage Waived	**30.3%**
Total Unapproved Waiver $ Amount	**0.00**
Percentage w/o Waiver Approval	**0.0%**
Total Exempted $ Amount	**0.00**
Percentage Exempted	**0.0%**

[1] Waivers approved by CBDP; within guidelines of Code of General Ordinances

[2] Contracts issued by Departments in violation of the Code of General Ordinances;
CBDP is made aware of these projects when Accounts Payable forwards new contract information

[3] These contracts are exempted from Disadvantaged Business Enterprise participation review within the guidelines of Code of General Ordinance Chapter 56.30(2)(a) such as those used for the purpose of securing credit rating services related to debt issuance and administration

[4] Total does not include Procurement Division Figures

Community Business Development Partners

MILWAUKEE COUNTY

Ruben L Anthony, Jr., PhD • Interim Director, DBE Liaison Officer, ACDBE Liaison Officer

INTER-OFFICE COMMUNICATION

DATE: February 10, 2014

TO: Supervisor Marina Dimitrijevic, Chair, County Board Supervisors
SupervisornPatricia Jursik, Chair, Economic & Community Development Committee
Supervisor Michael Mayo, Sr., Chair, Transportation, Public Works & Transit Committee

FROM: Ruben L. Anthony Jr. Ph.D., Interim Director, Community Business Development Partners

SUBJECT: CBDP Micro Loan Program & Outreach - Status

Directive

The 2014 budget indicates that, CBDP will develop and execute a comprehensive business outreach program for small and disadvantaged enterprises that will include the promotion of the Microloan Fund, the Revolving Loan Fund, and a series of educational seminars. CBDP will provide reports regarding outreach activities, microloan and revolving loan fund utilization, business-to-government (B2G) implementation and utilization and any other efforts to promote the disadvantaged and small business programs to the Economic and Community Development Committee and the Transportation, Public Works, and Transit Committee on a monthly basis.

Loan Programs

Milwaukee County CBDP staff has met with two non-profit foundations and two financial institutions since October 21, 2013, to discuss ways to service the new CBDP Microloan Program. The first meeting with a non-profit in October of last year did not materialize. The company decided it was too expensive to service the CBDP Microloan Program.

On November 26, 2013, CBDP staff met with another non-profit organization. The organization was interested in underwriting the loan; however, they suggested CBDP find a financial institution to deposit and service the loan.

On December 3 & 16, 2013, CBDP staff met with a financial institution that showed great interest in the program. Unfortunately, they have since receded saying it would be too expensive to service the loan program. CBDP also met with a Community Bank in December 2013; they sent a letter of interest in January 2014. The non-profit organization that CBDP staff met with in November 2013 has set up another meeting on February 10, 2014, to tentatively discuss how they will underwrite the loan for CBDP.

Going forward, CBDP has decided that they will have to service the Microloan in-house. We will secure a financial institution for depositing the loan amount in the next two weeks.

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Outreach and Education

CBDP will have an Educational Seminar on February 19, 2014 for all newly certified firms in the last quarter. These seminars will be held at CBDP offices every three months. The topics will include:

- **How to manage your DBE Certificate**
- **Contracting with Milwaukee County**

As a means of outreach, the Milwaukee County Community Business Development Partners publishes a newsletter periodically. The newsletter features current information about business development and a calendar of upcoming meetings and events.

A copy of the January 2014 newsletter is available on http://county.milwaukee.gov/cbdp/cbdp-newsletter.htm

B2G Now

On November 18, 2013 CBDP began the preliminary planning for the implementation for the Business to Government Now (B2G Now) system. This system will create a DBE compliance, monitoring and management system.

Three components will be implemented: 1) Certification Management, 2) Online Applications and 3) Contract Compliance.

In January the B2G Now consultants began the implementation of the Certification Management module. The graphic user interface is nearly complete. It has been customized for Milwaukee County and a link has been created to the CBDP web-page (but has not been activated). Staff training has begun on the Certification management module. The certification module should go live on February 25, 2014.

The unified certification directory has been linked to the site, but other data items still need to be linked. On February 25, 2014, the online application implementation will begin. Following this, the implementation of the Contract Compliance module will begin.

Approved by

Ruben L. Anthony Jr. / jmw

Ruben L. Anthony Jr. Ph.D.
Interim Director, CBDP

CC: Chris Abele, Milwaukee County Executive

COUNTY OF MILWAUKEE

INTEROFFICE COMMUNICATION

Office of the Comptroller

DATE: February 25, 2014

TO: Supervisor Marina Dimitrijevic, Chairwoman, County Board of Supervisors
Supervisor Michael Mayo, Sr., Chairman, Transportation, Public Works & Transit Committee
Supervisor Willie Johnson, Jr., Co-Chairman, Finance, Audit & Personnel Committee
Supervisor David Cullen, Co-Chairman, Finance, Audit & Personnel Committee

FROM: Scott B. Manske, Comptroller on behalf of the Transit Workgroup

SUBJECT: Milwaukee County Transit System Outsource versus In-Source Report(for Information only)

REPORT OVERVIEW

The 2014 Adopted Budget for Milwaukee County included language directing the County Comptroller to form a Workgroup to identify and report on the advantages and challenges of in-sourcing versus outsourcing transit management and operations. The report of the Workgroup was to be submitted for review during the March 2014 committee cycle.

The Comptroller convened the group in early 2014 with the following groups represented:

1. County Comptroller
2. MCDOT
3. DAS-Office for Persons with Disabilities
4. Transit Services Advisory Committee
5. County Board designee
6. Corporation Counsel
7. SEWRPC

The Workgroup held multiple sessions and created a comprehensive list of relevant areas for inclusion in a discussion of the various models for operating the transit system in Milwaukee County. Substantial discussion occurred regarding blended models of in-sourcing and outsourcing although the report deals mainly with the current out-source model and full in-source model. Attached to this report is that document for your review. The document attempts to identify areas of analysis needed in addition to a discussion of impacts that switching models would have upon the operation of the system. The

document is an attempt to provide a starting point for the transition to in-house operations if that is the decision of the policymakers at a future date.

The Workgroup did not provide an endorsement of either model. It should be noted that there is limited experience available in other transit jurisdictions of a transition from an out-sourced system to an in-house system.

RECOMMENDATION

This is an informational report only. This report should be referred to and reviewed by the Transportation, Public Works and Transit Committee and the Finance, Personnel and Audit Committee.

Attachments:

Comparative Chart of current out-source model and insource areas of issues and discussion

Scott B. Manske
Milwaukee County Comptroller

cc: Supervisor Theo Lipscomb
Brian Dranzik, MCDOT Director
Steve Nigh, MCDOT
Bill Sell, Transportation Services Advisory Committee
Jeramey Jannene, Transportation Services Advisory Committee
Paul Bargren, Corporation Counsel
Lee Jones, Corporation Counsel
Kevin Muhs, SEWRPC

Category	Outsourced	In-Sourced
A. Personnel		
Salary Related	1. All employees are employed by MTS. 2. Salaries ranges submitted annually to MC from MTS.	1. All employees would have to be evaluated and re-hired when employed by MC. A transition of this size and scope may require additional staffing to handle all aspects of re-hiring. ❖ Corporation Counsel and Human Resources would have to give opinion on job classification, salary range and civil service classification. 2. Will require ordinance changes to Chapter 17 on personnel regarding benefits not addressed in the Union contract. 3. All salary ranges determined by union agreement or by DHR with some approvals required by the County Board.
Unions	1. The two (2) unions under MTS have existing contracts that were negotiated and are administered by MTS. Under this scenario, MTS submits ratified contracts as an informational report to the County Board. There are approximately 900 members of the ATU – drivers and mechanics and 30 members of office union. 2. There are approximately 70 non-represented FTEs. 3. Act 10 does not apply to the transit employee contracts per FTA rules, and since MTS is a private company. ❖ If vendor for County contract for transportation services moves away from MTS, concern is union may not agree to transfer	1. Existing labor contracts would be transferred to Milwaukee County if the unions agreed to the transfer. If not, the contracts would have to be renegotiated. As with Salaried personnel, a transition of this size and scope may require additional HR staffing to handle all aspects of re-hiring or transfers. 2. Contracts expire March 31, 2015 for both unions which is 3 months after projected transfer date of January 1, 2015 if it were to occur. Until new contracts are approved, status quo of current contracts prevails. 3. All future labor contracts negotiated by county administration and approved by County Board. 4. Act 10 does not apply to the transit employee contracts per FTA rules. ❖ If move away from current contract, concern is union may not agree to transfer. ❖ Issue of seniority would need to be resolved if employees are hired by the County with new start dates. ❖ FTA law requires under 13(c) that you must honor current negotiated contract or suffer penalty. Penalty is payment of wages for a period of six years.

Category	Outsourced	In-Sourced
Benefits	1. MTS has a separate pension system that vested employees are members of. 2. As of 1/1/13 MTS pension 83.40% funded and is current on its actuarial obligations.	1. An analysis would need to be conducted to ensure that if the employees became MC employees that the pension could remain separate and if unable to remain separate, ensure that enhanced benefits or added pressure on the plan do not result from becoming MC employees. 2. As of 1/1/13 MC ERS 87.32% funded and is current on its actuarial obligations. 3. FTA law requires under 13(c) that you must honor current negotiated contract or suffer penalty. Penalty is payment of wages for a period of six years. 4. County would be required to run two benefit systems for pension. Additional County pension staff may be required. 5. For health benefits, both entities have United Health Care, however, the County must honor contract with union for 3 months assuming 1/1/15 in source date and 3/31/15 end of existing contracts.
Grievances	1. Currently handled by MTS with existing staff resources and outside legal counsel.	1. Would become a responsibility of Labor Relations. ❖ Increased work load would most likely require additional staff resources including for Corporation Counsel.
Work rules	1. Existing work rules are covered under union agreement.	1. If covered by contract, must be followed by County.
	B. Financials	
Federal Funding	1. County is the contracting agency for all State and Federal funds. 2. Section 5307 funding of $18.0 million annually for mainly capital investments 3. Section 5339 funds of $2.0 million annually for bus and bus facilities.	1. No change since County is the contracting agency for all State and Federal funds.

Category	Outsourced	In-Sourced
State Funding	1. No change since the County is the contracting agency for all State and Federal funds. 2. Section 85.20 Urban Mass Transit Operating Assistance Program with annual operating assistance of $62.0 million for day-to-day operations. 3. Section 85.21 Specialized Transportation Assistance Program funding of $2.0 million for specialized operating services with some caveats.	1. No change since the County is the contracting agency for all State and Federal funds.
Fare box Revenue	1. Revenue estimated at $42.0 million annually is collected by the MTS and deposited and used as cash flow in operations.	1. No changes would occur in internal process used by MTS to deposit fare box revenue. Banking contract may change for where funds are deposited. 2. Would have to transfer to Treasurer cash sweeping functions so they become part of total County cash system.
Tax Levy	1. Annual Tax levy of $18.5 million is provided by Milwaukee County.	1. Tax Levy need would continue under insourcing. 2. May require additional tax levy for administrative overhead from MC DOT. 3. Possibly require transition costs for a two year period to migrate the following functions: payroll, treasurer, procurement, HR, Risk, Legal services and IT.
Oversight	1. Contract Administration is provided by the Milwaukee County Department of Transportation under the policy authority established by the County Board and County Executive. Annual operating and capital budgets established the monetary threshold to provide service. 2. MTS provides direct day-to-day oversight of the system.	1. Milwaukee County Department of Transportation – Director's Office would likely oversee this as division within the department with greater involvement in the direct day-to-day operation of the system. This would not change policy or budgetary authority currently in place. 2. Direct oversight would result in greater time commitment for DOT, policy personnel may be needed for developing resolution and ordinances. 3. County Board and County Executive would take a greater role in the approval of policy for MCTS.

Category	Outsourced	In-Sourced
Procurement	1. By contract, MTS performs all procurement activities necessary to operate transit services. 2. MTS is not required to come back to the County Board for approval of contracts once the funding is established through the annual budget process. 3. MTS must conform to FTA circular 4220.1F, MCO Chapters 32, 44, 56 in order to maintain federal funding. 4. MTS employs six (6) FTE to handle purchasing in addition to eight (8) FTE in the Stores. In addition, MTS utilizes outside legal counsel. 5. MC Procurement currently issues purchase orders for major FTA-funded capital equipment (e.g. buses, fare boxes) following MTS recommendation.	1. Will require an exemption to current Procurement policies to ensure expedient purchasing and/or compliance with FTA regulations. 2. Federal transit purchases have a distinct and significant regulation that must be followed. 3. An analysis would need to be performed to determine if the purchasing function could be merged with the existing procurement division or if maintaining a separate purchasing department for transit makes more sense. 4. This may require changes in ordinances to make certain transit operations are maintained and uninterrupted. 5. County must conform to FTA circular 4220.1F, MCO Chapters 32, 44, 56 in order to maintain federal funding. 6. MC Procurement currently issues purchase orders for major FTA-funded capital equipment (e.g. buses, fare boxes) following MTS recommendation.
Budget	1. Annually submit an operating budget conforming overall to the County's adopted budget structure. 2. All expenses for transit operations (with the exception of county charges) are essentially consolidated into a single object of expenditure. 3. One (1) FTE of Budget Manager at MTS.	1. Full immersion in the County Budgeting process with line items included in the County's system. 2. The County must follow budget rules under State Statute 59.60. ❖ Decisions would need to be made regarding the ability to reallocate money without board approval when appropriate. For other Departments, reallocation of money is performed via fund transfers approved by the Board. ❖ State Statute requires fund transfers for all transfers between major budget groups.
Policy	1. Policy (such as fares and routes) established by the County Board. 2. Intergovernmental and regional initiatives (if any) per County Board and administration.	1. No Change.

Category	Outsourced	In-Sourced
Systems	1. All systems are separate and independent from Milwaukee County.	1. MTS has a number of its own systems from IT to purchasing to payroll that are completely separate from and not linked to Milwaukee County systems. An inventory and analysis of these systems would need to be conducted to determine which could be absorbed by MC's systems and which would need to remain stand alone at Transit. 2. In a transition, Milwaukee County would have to pay the costs of operating systems for identical functions until transition is complete.
C. Administration		
Payroll	1. Four (4) FTE provide payroll services. The frequency of certain payroll functions is determined through collective bargaining. For example, certain employees are paid weekly while others are paid bi-weekly per union contracts.	1. County currently pays employees bi-weekly but payroll software has the ability to pay weekly if required. A staffing analysis would need to be conducted to determine number of payroll staff needed to transfer payroll to MC.
Human Resources	1. Eight (8) FTE provide Human Resource and Benefit services.	1. HR functions (inclusive of Labor Relations, Benefits, staffing and employee management) would need to be added to existing Milwaukee County HR functions.
Legal Services	1. Contracted out with two (2) different law firms	1. Handled by Corp Counsel? Add staff? Maintain contract?
Accounting	1. Eleven (11) FTE provide accounting and budget services. In addition, there are eight (8) FTE providing cashiering functions and five (5) FTE providing printing functions.	1. A staffing analysis would need to be conducted to determine number of staff needed to transfer accounting and budget functions to MC.
Information Technology	1. Eleven (11) FTE provide information technology services at MTS.	1. A staffing analysis would need to be conducted to determine number of IT staff needed to transfer IT functions to MC.
Risk Management/ Insurance Services	1. Six (6) FTE provide risk management services including worker's compensation services for MTS.	1. A staffing analysis would need to be conducted to determine number of risk staff needed to transfer payroll and risk functions to MC.
Contracts	1. Contracts are signed and executed by MTS.	1. All contracts would require review to determine assignability or to determine if they are in conflict with other contracts the county may have. 2. Due diligence review of all existing contracts required to determine whether contracts would be assignable to county (penalty?), terminated (penalty?) or renegotiated.
Government Relations	1. Conforms to Federal Public Law 101-121, Section 319 of FY 1190 Department of Interior Act.	2. Would have access to county lobbyists.

Category	Outsourced	In-Sourced
Marketing/Outreach	1. Handled in-house with five (5) FTE and through advertising agency. 2. Volunteer riders groups provide assistance. County Board appointed: Transportation Services Advisory Committee (TSAC) and Citizens' Initiative: Milwaukee Transit Riders Union (MTRU) are the two main entities. Volunteer efforts could be continued and expanded.	1. Marketing function needed, whether in-house or through agency. 2. Volunteer efforts could be continued and expanded.
Paratransit	1. Handled in-house with twelve (12) FTE and two (2) outside contracts with providers for vans and one (1) for taxis.	1. Maintain existing staff and evaluate the status of contracts.
Maintenance	Approximately 170 FTE providing both building and vehicle maintenance.	1. Majority of staff would remain. An examination of any potential efficiency with Fleet and Facilities Maintenance departments would be warranted.
Scheduling/Planning	Ten (10) FTE provide this function.	1. Maintain existing staff. 2. Planning could be on a longer term basis vs. the duration of a contract under the out-source model.
D. Outstanding/Open Questions		
Legal Issues		1. Status of Paratransit contracts? 2. Could contracts be assigned? 3. Would new contracts be needed? 4. Would there be penalties?
Insurance	MTS is self-insured and maintains some insurances, indemnity and bonding coverage. County pays for cost. UIC, WC, FMLA handled by MTS.	1. MC would need to examine what changes would be needed to current insurance to include transit coverage. May affect premiums. 2. Employees probably would become part of county's risk pools (effect?); administration needs would increase.
Employees		1. If all employees become MC employees can current MC employees apply for jobs with transit? 2. If 2 pension systems are maintained, how will the lateral transfer of vested employees from one system to the other be handled?
Union		1. What is the impact of Act 10 v. federal collective bargaining rights? Are there any areas that are not subject to collective bargaining similar to the public safety unions?
Other options		**Option one** - Move only top two management positions in-house. Assume ownership of MTS but employees do not become MC employees. **Option two** – Contract out for top two management positions and all remaining employees become MC employees.

Category	Outsourced	In-Sourced
Regional Transit Authority		1. Consideration should be given to which structure would be easiest to transition to a RTA should one be created in future years.

Milwaukee County Transit Plus On-Time Performance and Customer Satisfaction Generally are Good

But Better Oversight of Vendor Complaint Resolution Efforts is Needed

December 2013

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December 19, 2013

To the Honorable Chairman
of the Board of Supervisors
of the County of Milwaukee

We have completed the audit report titled *Milwaukee County Transit Plus On-Time Performance and Customer Satisfaction Generally are Good, But Better Oversight of Vendor Complaint Resolution Efforts is Needed (December 2013)*.

The attached audit report is in response to a budget directive calling for an analysis of Transit Plus' quality of service and effectiveness of program controls to prevent fraudulent billing for services. As detailed in the report, a customer satisfaction survey conducted by the Audit Services Division generally reflected a high level of satisfaction with Transit Plus paratransit van services. The report also describes how continuous monitoring and a revised administrative fee structure have effectively eliminated detectable levels of fraudulent overcharges for paratransit taxicab services, but has increased administrative costs to the program.

The report provides recommendations to address specific issues noted during the audit.

A response from the Milwaukee County Department of Transportation (MCDOT), with input from Milwaukee Transit Services, Inc. (MTS, which manages and operates the Transit Plus program) is included as **Exhibit 4.** We appreciate the cooperation extended by staff and management from MCDOT and MTS during the course of this audit.

Please refer this report to the Committee on Finance, Personnel and Audit.

Jerome J. Heer
Director of Audits

JJH/DCJ/cah

Attachment

cc: Scott B. Manske, Milwaukee County Comptroller
Milwaukee County Board of Supervisors
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Milwaukee County Transit Plus On-Time Performance and Customer Satisfaction Generally are Good
But Better Oversight of Vendor Complaint Resolution Efforts is Needed

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Summary

The Milwaukee County Department of Transportation (MCDOT) provides public transit services through the Milwaukee County Transit System (MCTS). Management of the transit system, including paratransit services, is provided by Milwaukee Transport Services, Inc. (MTS), a private, non-profit corporation. MCDOT administers the management contract between the County and MTS. Transit Plus is the name of the program under which MTS provides accessible transportation services for those persons whose use of an MCTS fixed-route bus is limited due to a qualifying disability under the Americans with Disabilities Act (ADA). Paratransit operations include the provision of client orientation to transportation services as well as demand responsive transportation. There are two forms of transportation provided under the Transit Plus program, taxicab service, for more ambulatory clients, and van service for more physically challenged clients. Operating expenses for 2013 are budgeted at $19.0 million. Program revenue for 2013 is budgeted at $17.6 million, resulting in budgeted tax levy support of approximately $1.3 million.

This audit is in response to a budget directive calling for an analysis of Transit Plus' quality of service and effectiveness of program controls to prevent fraudulent billing for services. Based on prior audit work in this area and the relative volume of rides provided by van and taxicab vendors, we focused on customer satisfaction with van service and fraud controls over taxicab fares.

A customer satisfaction survey conducted by the Audit Services Division generally reflected a high level of satisfaction with Transit Plus van services.

Telephone contact was attempted with 413 clients; we successfully completed 121 surveys (29.3% response rate). The 121 respondents accounted for a total of 9,873 Transit Plus van rides in 2012. Following are highlights of the survey responses.

- 93% of respondents indicated they used van services the most and data show these respondents took a total of 9,663 van trips in 2012.
- 88% of the respondents indicated they were always satisfied or satisfied most of the time with their paratransit services. Data show these respondents took a total of 8,530 van trips in 2012.
- 82% of the respondents said they always or most of the time were able to schedule a pickup at the time they requested.
- Almost all of the respondents (93%) said they always feel safe when they use the paratransit services.

- 92% of the respondents said they were satisfied with their treatment by Transit Plus staff when they sought initial approval or renewal of their program eligibility.

Viewed in their totality, the results of our telephone survey of Transit Plus clients generally indicate a very high level of satisfaction with paratransit services.

Transit Plus van service vendors' on-time performance averaged 95.7% during 2012, exceeding contractual standards; proactive monitoring of compliance with ADA requirements for comparability with fixed-route bus service travel times could help ensure superior customer service.

Transit Plus van service is provided by two private vendors. Transit Express is the primary service provider for the northern portion of Milwaukee County, while First Transit is the primary service provider for the southern portion. MTS provided a downloaded data file, containing nearly 558,000 records, of all paratransit van trips booked for 2012. After adjusting the database for trip cancellations, rides for caretakers accompanying clients and some minor data entry errors, we analyzed 414,834 scheduled and provided rides in 2012. Data show Transit Express provided approximately 60% of the paratransit van service rides in 2012, while First Transit provided approximately 40% of the rides.

Transit Plus provides a 25-minute buffer for paratransit providers to be defined as 'on time' for a scheduled pickup. Federal guidelines permit a window of up to 30 minutes. Our analysis of the van service data showed:

- Collectively, the two van service providers exceeded the 25-minute timeframe in 18,032 of the 414,834 rides analyzed. This means that the two van service providers were late for pickups in 4.3% of the rides analyzed in 2012 or, conversely, met the on-time performance standard in 95.7% of the rides. Transit Express exceeded the 25-minute threshold in 5.0% of its rides, while First Transit exceeded the limit in 3.2% of its rides.

- Inclement weather conditions negatively impacted van service providers' on-time performance, but both van service providers met their contractual on-time performance standards throughout 2012. The data reflect that on-time performance was the lowest during the four months of December, January, February and March—typically among the most inclement of the year.

- Rides scheduled on a regular basis (subscription rides) had a better on-time performance record than those scheduled on an infrequent basis (demand rides). In 2012, approximately 54.5**%** of van service rides were regularly scheduled, routine trips known as subscription rides. Examples of subscription rides include clients going to work or to regularly scheduled appointments. The remaining 45.5**%** of trips (demand trips) are more ad hoc in nature, such as a medical appointment or social event. The on-time performance of regularly scheduled subscription rides was better than that of demand rides, with an average of 3.2% of subscription rides exceeding the 25-minute limit during 2012 compared to 5.7% of demand rides that exceeded the standard.

- Transit Plus van service providers met the program's overall ride duration standard (monthly average of 47-minutes) throughout 2012, but nearly one in five rides was one hour or more in duration. Compliance with an ADA fixed-route comparability standard is difficult to gauge. Transit Plus' monthly average standard appears sufficient to prevent or detect consistent excess travel times indicative of system capacity problems. However, Transit Plus should proactively monitor compliance with the ADA standard to help ensure superior customer service. The Americans with Disabilities Act requires that service levels for paratransit services must be comparable to those available to the public via fixed route service lines. We question the comparability of van rides that exceed fixed-route travel times by 15 minutes or more based on a 15–20 minute parameter suggested by federal guidelines. Our random sample of 50 paratransit van rides provided in October 2012 showed only one van ride (2%) that exceeded the maximum estimated fixed-route travel times by 15 minutes or more. However, from a separate random sample of 25 paratransit van rides drawn from rides that exceeded 60 minutes in travel time, nine van rides (36%) exceeded the 15 minute parameter. Currently, Transit Plus management reviews the comparability of paratransit van and fixed-route services in response to individual complaints. Reviews should be performed on a regular basis, include efforts to identify patterns, and could include soliciting input from affected clients when appropriate to identify extenuating circumstances.

Transit Plus needs a more proactive approach to ensure providers comply with contract requirements for complaint investigation/resolution processes.

Transit Plus provides several ways for clients to file complaints regarding paratransit services. These include direct phone numbers of transportation providers, a telephone number at Transit Plus, an e-mail address on the MCTS website, and a fax number for Transit Plus. The model of permitting service providers the opportunity to directly receive and resolve complaints from clients allows for the most efficient resolution of daily operational issues. In addition, the ability for clients to contact Transit Plus directly provides an outlet for clients whose complaints are not adequately addressed by providers. However, Transit Plus management has not met its oversight responsibilities to monitor providers' compliance with the complaint resolution contract requirements. Specifically, Transit Plus management was unable to provide any evidence of reviewing provider complaint records for completeness or timely investigation/resolution. To keep the number of complaints received in perspective, it should be noted that in 2012, there were 689 complaints recorded by Transit Plus, or less than two-tenths of one percent of the 572,146 total paratransit van and taxicab rides provided.

One complaint brought to our attention brings to light two important policy considerations regarding Transit Plus van service: video surveillance and wheelchair securement.

The complaint, detailed in this report, involved serious allegations related to van drivers' handling of issues concerning the safe securement and restraint of a wheelchair-bound client. There is significant divergence in the client's family members' description of events and those detailed in written incident reports and a subsequent investigation of the matter by MCTS and the Federal

Transit Administration. Lacking a video recording of the incident, a question as to which description most accurately characterizes key details of the incident cannot be answered conclusively. Unlike fixed-route buses, there is no continuous video monitoring of activity within the vehicle that can be retrieved at a later date. While no surveillance system is infallible, a policy of equipping paratransit service vans with active surveillance cameras would greatly enhance Transit Plus' ability to investigate and resolve disputed service incidents.

A second policy consideration involves how to properly address seemingly conflicting ADA standards relating to the safe transport of paratransit clients. ADA requires that paratransit service vans must be equipped with wheelchair securement and personal restraint equipment. Yet at the same time, drivers specifically are not permitted to deny transportation service based on an inability to properly secure a client's wheelchair. This latter provision appears to place paratransit programs such as Transit Plus in the position of potentially having to provide service in a clearly unsafe manner. While we note that ADA regulations permit transit agencies to adopt a mandatory securement policy, we were unable to identify a best practice that addresses this apparent conflict in the ADA requirements. Transit Plus management said it believes the current practice of advising clients that they must permit drivers to properly secure their mobility devices, and training drivers in doing so, is appropriate. We include a recommendation that MCDOT form a workgroup of appropriate stakeholders, including the Office of Milwaukee County Corporation Counsel, to review the appropriateness of Transit Plus policies, procedures and contract requirements related to compliance with ADA wheelchair securement, wheelchair bound client restraints, and legally defensible service denial protocols regarding client safety concerns.

Continuous monitoring and a revised administrative fee structure has effectively eliminated detectable levels of fraudulent overcharges for paratransit taxicab services, but has increased administrative costs to the program.

The potential variability of taxicab fares makes Transit Plus taxicab service a high-risk area for fraud. A strong fraud detection/deterrent control was implemented by Transit Plus in 2004. We confirmed the effectiveness of Transit Plus' Taxi Fare Checker system in July 2005 as part of an investigation of an Audit Hotline tip alleging paratransit taxicab fare overcharges. We reviewed the Taxi Fare Checker reports for the one-year period from July 1, 2012 through June 30, 2013 and noted that there were negligible overcharges identified. Transit Plus staff stated that there have been virtually no overcharges since Transit Plus started paying an administrative fee to American United in 2009.

There is no management control that can provide 100% assurance that a Transit Plus taxicab service client cannot be the victim of a fraudulent overcharge on a given trip. However, based on our past review of Transit Plus' Taxi Fare Checker system, management's continuous monitoring of that system, and the elimination of a past administrative fee structure that had the effect of encouraging overcharges, we conclude Transit Plus has effectively eliminated any widespread overcharging for taxicab services. We also conclude that any overcharges that occur are limited in number and in magnitude.

It should be noted that the per-ride administrative fees paid to American United by Transit Plus for paratransit taxicab service in 2012 totaled approximately $370,000, while our review in 2005 indicated overcharges were being identified at an annualized rate of less than $10,000. However, it is unlikely the paratransit taxicab service could have continued without the revised administrative fee structure. American United is currently the sole provider of Transit Plus taxicab service.

Transit Plus is operating within ADA guidelines relating to eligibility certifications and re-certification of eligibility at reasonable intervals. However, management has no formal procedure in place to help ensure consistency in judgments applied by individual assessors.

We reviewed documentation for 25 randomly selected clients whose assessment in 2012 resulted in approved eligibility. Appropriate forms documenting medical conditions and assessment/review processes were on file for all 25 clients reviewed.

Transit Plus records show there were 3,285 assessments completed in 2012. The data show that 14.9% of new applicants were denied eligibility for Transit Plus services in 2012. The approved clientele comprised a mix of persons with permanent and temporary disabilities. About 54% of the clients certified as eligible in 2012 were deemed persons with permanent disabilities, while 38% were deemed persons with non-permanent disabilities. The remaining 8% of clients whose eligibility was approved in 2012 were classified as having short-term disabilities. Eligibility certification periods ranged from less than one year to seven years, with nearly 20% judged to have permanent disabilities with no recertification required.

Given the considerable latitude provided individual assessors in determining appropriate re-certification intervals, as well as concerns expressed during our client focus groups with the frequency of some re-certifications, we believe a structured management oversight approach to help ensure consistent eligibility determination decision-making among assessors is warranted.

The two van service providers were in compliance with Transit Plus contract requirements for documented background checks and verifications of valid drivers' licenses on file for their employees.

We reviewed records for all 204 drivers employed by Transit Plus' two van service providers or their two subcontractor providers during 2012. Highlights of those record reviews include:

- **Valid Drivers' Licenses:** Each of the 204 drivers had valid State of Wisconsin drivers' licenses as well as valid Public Passenger Vehicle Licenses.

  No more than three moving violations, convictions or license suspensions within the past three years: All but one driver reviewed was in compliance with this requirement. The lone exception was an individual convicted of participating in an armed robbery and serving time in the House of Correction with Huber work release privileges. Upon providing this information to the provider, the driver was terminated in August 2013.

- No convictions for DUI (Driving Under the Influence) or DWI (Driving While Intoxicated) in past five years and no more than one on record. There were no drivers with a DUI or DWI conviction within the past five years.

- Both providers had processes in place to regularly review the criminal and driving records of the drivers they employed.

The Transit Plus Advisory Council's membership has not been properly maintained under by-laws governing the entity.

In 1998, Milwaukee County established the Transit Plus Advisory Council (TPAC), a 13-member advisory board appointed by the Milwaukee County Director of Transportation (MCDOT). The TPAC mission is to serve as an advocate for persons with disabilities. TPAC by-laws reflect that members are appointed by the Milwaukee County Director of Transportation; that all appointments are for two-year terms; and that terms are staggered so that approximately half of the council is up for appointment each year. The by-laws also have a provision for TPAC to provide a list of potential appointments to the Director of MCDOT for TPAC appointments. However, the Director's Office of MCDOT could not produce any record of TPAC appointments, and could not recall the last time such appointments were made.

Recommendations are included to address each of the issues identified in this audit report. We would like to acknowledge the cooperation provided by MTS, Transit Plus providers and the MCDOT throughout the course of the audit. A management response from the Department of Transportation is included as **Exhibit 4**.

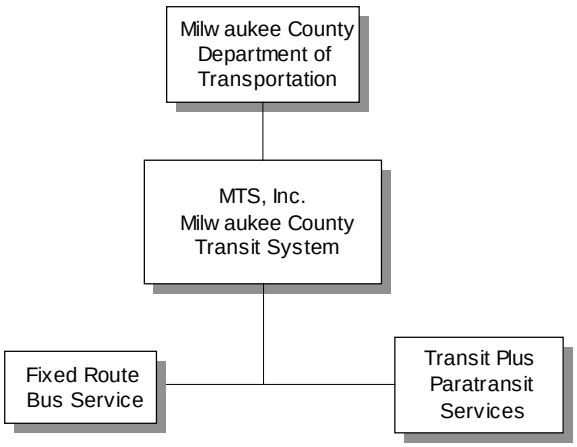
Background

The Milwaukee County Department of Transportation (MCDOT) provides public transit services through the Milwaukee County Transit System (MCTS). Management of the transit system, including paratransit services, is provided by Milwaukee Transport Services, Inc. (MTS), a private, non-profit corporation. MCDOT administers the management contract between the County and MTS.

The Director's Office of MCDOT provides County oversight as well as conducts various transit related studies, and prepares and administers federal and state transit grants. MCDOT personnel also facilitate the acquisition of capital equipment as well as provide design and construction services for capital facilities. Transit Plus is the name of the program under which MTS provides accessible transportation services for those persons whose use of an MCTS fixed-route bus is limited due to a qualifying disability under the Americans with Disabilities Act (ADA). Paratransit operations include the provision of client orientation to transportation services as well as demand responsive transportation. There are two forms of transportation provided under the Transit Plus program, taxicab service, for more ambulatory clients, and van service for more physically challenged clients.

Figure 1 shows an abbreviated organizational chart depicting the relationship between Milwaukee County and MTS in operating the Transit Plus program.

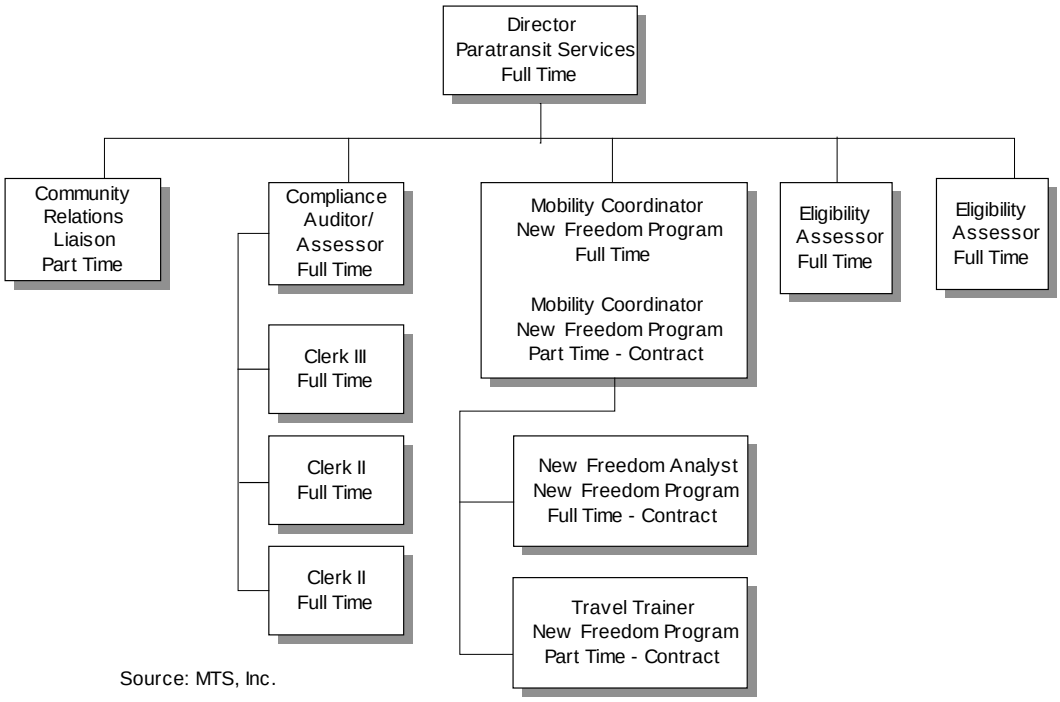
Figure 1
Milwaukee County Transit System



Source: 2013 Milwaukee County Adopted Budget and Milwaukee County Transit System Website

Transit Plus has a staff of 12 (nine full time and three part time). **Figure 2** shows the Transit Plus organizational chart as of October 2013.

Figure 2
Paratransit Services



Source: MTS, Inc.

Operating expenses for 2013 are budgeted at $19.0 million, an increase of approximately $3.1 million from 2012 actual expenses of $15.9 million. Program revenue for 2013 is budgeted at $17.6 million, a decrease of about $1.2 million from the 2012 actual level of $18.8 million, resulting in budgeted tax levy support of approximately $1.3 million. Total gross paratransit trips for 2013 are budgeted at 679,429, an increase of 18.8% over the 2012 actual ride total of 572,146. Gross trips are defined as one-way rides from point of client pickup to point of client destination and count both clients and non-paying Personal Care Attendants. The gross trip totals cited include van service, taxicab service and van service trips provided to clients of Goodwill Industries under separate contract (agency trips).

Filtering the gross trip information to focus on individual client van rides shows that in calendar year 2012, the Transit Plus program provided 459,805 van rides to approximately 6,500 unique clients. During the same period, Transit Plus subsidized client fares for 71,505 taxicab rides.

This audit is in response to a budget directive calling for an analysis of Transit Plus' quality of service and effectiveness of program controls to prevent fraudulent billing for services. Based on prior audit work in this area and the relative volume of rides provided by van and taxicab vendors, we focused on performance and customer satisfaction with paratransit van services, and with fraud controls over taxicab fares.

Payments to vendors for van rides in 2012 totaled $12.9 million, resulting in an average cost of $28.03 per ride. Individual clients purchase tickets at the rate of $4 per ride (reduced to $3.50 for 2014) from the program, while institutional agencies purchasing tickets on behalf of their clients are charged $16.55 per ticket.

Table 1 shows the trend in Transit Plus van rides during the six-year period 2008 through 2012. The data show that there were 43.4% fewer Transit Plus van rides in 2012 than in 2008.

Table 1
Transit Plus Van Rides
2008−2012

Year	Rides	% Change
2008	812,409	
2009	874,416	7.6%
2010	832,136	-4.8%
2011	678,676	-18.4%
2012	459,805	-32.2%
Total Change, 2008—2012	**-352,604**	**-43.4%**

Source: Transit Plus program ridership data. Client rides only; does not include Personal Care Attendant or companion rides.

Two policy initiatives in recent years have contributed to a significant reduction in the number of van rides provided under the Transit Plus program:

- In 2009, MCTS began coordinating with the Milwaukee County Office for Persons with Disabilities and other County agencies to continue to provide free bus rides on the fixed-route system for eligible persons with disabilities through the Federal New Freedom Initiative. The County sponsored the New Freedom Pass, with the goal of continuing to expand mobility and reducing the need for paratransit service. Free rides tracked under the program increased from 69,696 in 2010 to 95,988 in 2012. According to Transit Plus management, this number is significantly understated because only passengers requiring mobility device securement are included.

- In 2010, Transit Plus substantially increased the price of van ride tickets to institutions that received Title 19 funding, such as the County's Family Care program and Goodwill Industries. The rationale for this initiative was that Title 19 funding for those institutions includes a client transportation component. As previously noted, the ticket price for agency rides in 2012 was $16.55 as opposed to $4 per ride for Transit Plus clients. Prior to 2010, institutions paid the same price for van ride tickets as Transit Plus clients.

Under contracts that expired October 31, 2012, there were two van service providers. One provided service for clients in the northern portion of the County, while the other provided service for clients in the southern portion of the County. In a 2012 Request for Proposals (RFP) solicitation, MTS entertained proposals for each service area individually, as well as for serving Milwaukee County as a whole. Thus, the process could potentially result in either one or two vendors serving existing clientele for the new contract period. Due to the reduction in van service ridership, MTS reasoned that it potentially could be more economical for a single vendor to provide service for the entire County.

An appeal of an initial contract award decision and related management decisions led to the negotiation of separate three-year emergency contract extensions with the two existing van service vendors. Circumstances and decisions leading to the issuance of the three-year contract extensions were the subject of a separate audit report issued in April of this year.

Also in April 2013, MCDOT issued an RFP seeking competitive proposals for management of MCTS. In July, MCDOT issued a notice of intent to award a management contract to MV Transportation, Inc., effective January 1, 2014. As of the writing of this report, the contract award, which is subject to County Board approval, has been delayed pending appeals from MTS and another firm that submitted a proposal. The 2014 Adopted Budget included a one-year extension of the current contract, with a 90-day cancellation provision. The budget also contained a provision for a study of the potential advantages and disadvantages of directly managing and operating the MCTS as an internal department or division.

Section 1: A customer satisfaction survey conducted by the Audit Services Division generally reflected a high level of satisfaction with Transit Plus van services.

We obtained the assistance of advocacy groups in developing a methodology to survey Transit Plus customers.

A primary objective of this audit was to determine the general level of satisfaction among clients of the Transit Plus program. Given the special needs of the paratransit clientele, we obtained the assistance of advocacy groups in developing a methodology to survey Transit Plus customers. This included a preliminary meeting with officials from Disability Rights Wisconsin (DRW) and IndependenceFirst, two local, non-profit organizations. DRW is part of a national system of federally mandated independent disability agencies established to advocate vigorously on behalf of the human and legal rights of people with disabilities. IndependenceFirst, directed and controlled by persons with disabilities, facilitates empowerment of individuals with disabilities through education, advocacy and independent living services.

At that initial meeting, we obtained input on potential areas of client concern, as well as guidance on how best to structure a survey instrument for clients with special needs. The advocacy groups facilitated the formation of three focus groups of Transit Plus clients that we engaged to solicit customer feedback on service issues relevant to the consumers of the services. The purpose of the small focus groups was to identify potential issues of interest among Transit Plus clients for development and inclusion in a more structured customer satisfaction survey.

During the focus group sessions, a majority of the participants indicated they were pleased with the overall program. In addition, the following areas of concern were mentioned:

- Lateness in meeting scheduled pickup times.

- Miscommunication between user and provider causing clients to sometimes wait in the wrong places for pickup.
- Excessive wait times on the telephone to schedule rides.
- Excessive ride times in relation to trip distances.
- Rudeness of staff from both providers and Transit Plus.
- Limited accessibility to tickets (e.g., tickets must be purchased at Milwaukee County Transit Center, as opposed to local retail outlets).
- Complaints are not taken seriously or are not resolved.

Based on the input of the focus groups and additional suggestions from the advocacy groups, we developed a survey instrument to gauge customer satisfaction from a broader sampling of Transit Plus consumers. The survey instrument used is attached as **Exhibit 2**.

Our survey sample was randomly drawn from a database of 557,722 paratransit trip records for 2012.

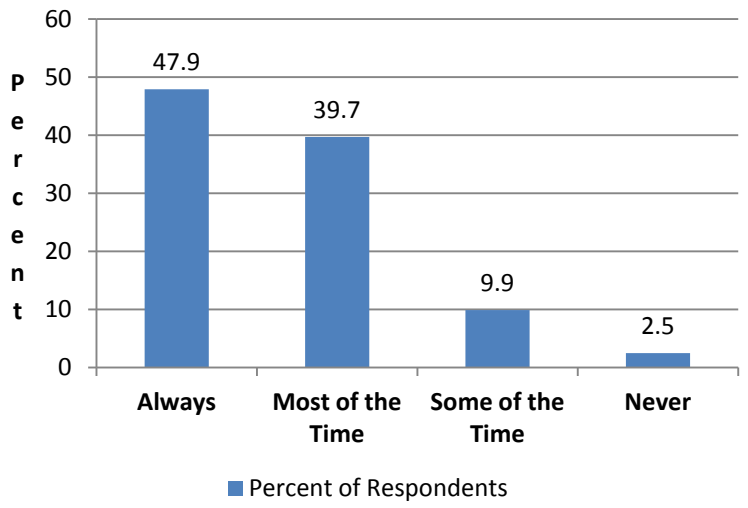
Anticipating a relatively low response to an open-ended telephone survey, we chose to forego a sampling methodology upon which a statistical inference could be made about the entire universe of Transit Plus consumers. However, our survey sample was randomly drawn from a database of 557,722 paratransit trip records for 2012. Coupled with separate reviews of trip data analytics and consumer complaint records, we believe the results of our survey provide a reasonable basis for assessing the general level of customer satisfaction with Transit Plus program services.

Telephone contact was attempted with 413 clients during the five business days from June 5 through June 11, 2013. From those calls, we successfully completed 121 surveys (29.3% response rate). The 121 respondents accounted for a total of 9,873 Transit Plus van rides in 2012. Following are highlights of the survey responses:

- 93% of respondents indicated they used van services the most and data show these respondents took a total of 9,663 van trips in 2012.

Figure 3

Question: How satisfied are you with your paratransit services?



Source: Audit Services Division telephone survey of Transit Plus clients.

- As shown in **Figure 3**, 88% of the respondents indicated they were always satisfied or satisfied most of the time with their paratransit services. Data show these respondents took a total of 8,530 van trips in 2012.

- When asked "What do you <u>not</u> like about the paratransit services you have used?"

  - The most frequent response (44%) was "Nothing." Data show these clients took a total of 4,831 trips in 2012.

  - One-third of the respondents (33%) indicated problems with timeliness of drop-offs/pickups or ride duration. These respondents took a total of 3,349 van trips in 2012.

  - Discourteousness was cited as a problem by 6% of respondents. A variety of other concerns relating to safety, scheduling, address problems and other issues, were indentified by a total of 17% of respondents.

- When asked "What do you like best about the paratransit services you have used?"

  - A total of 86% of respondents had something positive to say about their experiences with paratransit services.

This included comments on: the courteousness of service providers (40% of respondents), on-time pickups and drop-offs (29% of respondents) and the convenience of service (13% of respondents). Data show those with favorable comments took 9,020 van trips in 2012.

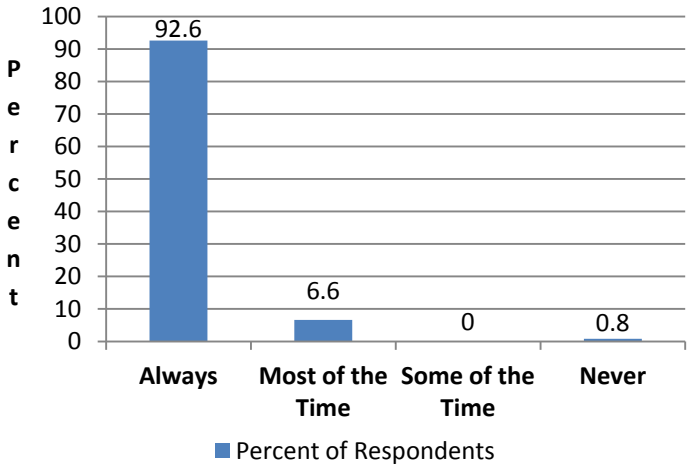
82% of the respondents said they always or most of the time were able to schedule a pickup at the time they requested.

- 82% of the respondents said they always or most of the time were able to schedule a pickup at the time they requested and data show these respondents took a total of 8,857 van trips in 2012.

- Almost all of the respondents (93%) said they always feel safe when they use the paratransit services, as reflected in **Figure 4**.

Figure 4

Question: When you use paratransit services, do you feel safe?



Source: Audit Services Division telephone survey of Transit Plus clients.

- 19% of the respondents indicated that they have made a complaint regarding paratransit services. Of those lodging complaints, 39% indicated the complaint was resolved within 10 days; 9% said their complaints were resolved within time periods exceeding 10 days; but 44% said their complaints usually are not resolved at all. *[Note: We describe the results of our separate review of Transit Plus complaint resolution efforts in **Section 3** of this report.]* The 19% of respondents that said they filed complaints accounted for 3,582 rides in 2012.

- 53% of the respondents had a variety of suggested areas for improving Transit Plus services. The most frequently cited areas of improvement included scheduling (14.0%) and improved on-time performance (12.4%).

- 92% of the respondents said they were satisfied with their treatment by Transit Plus staff when they sought initial approval or renewal of their program eligibility.

Viewed in their totality, the results of our telephone survey of Transit Plus clients generally indicate a very high level of satisfaction with paratransit services.

Viewed in their totality, the results of our telephone survey of Transit Plus clients generally indicate a very high level of satisfaction with paratransit services.

In subsequent sections of this report, we conduct independent analyses of van service timeliness and consumer complaint resolution efforts by the Transit Plus program.

Section 2: Transit Plus van service vendors' on-time performance averaged 95.7% during 2012, exceeding contractual standards; proactive monitoring for compliance with ADA requirements for comparability with fixed-route bus service travel times could help ensure superior customer service.

Transit Plus van service is provided by two private vendors. Transit Express is the primary service provider for the northern portion of Milwaukee County, while First Transit is the primary service provider for the southern portion.

Transit Plus sets up all new clients in its Trapeze system (a software scheduling program licensed by Transit Plus, with provider access), and in its Oracle database. Oracle is a database used by MTS in its operation of the Milwaukee County Transit System. Transit Plus has the ability to modify clients' profile data at any time, and has read-only access to client trip schedules. While the two providers do not have the ability to set up or remove clients from the Trapeze system, each provider uses the system to schedule and log all rides. Drivers are required to log all pickup and drop-off times in a manifest. At the end of each day, all van drivers submit their manifests to their respective providers, where separate staff enter the data from the manifests into the Trapeze system.

We analyzed 414,834 scheduled and provided rides in 2012.

At our request, MTS provided a downloaded data file, containing nearly 558,000 records, of all paratransit van trips booked for 2012. After adjusting the database for trip cancellations, rides for caretakers accompanying clients and some minor data entry errors, we analyzed 414,834 scheduled and provided rides in 2012. **Table 2** provides breakouts of the rides analyzed by service provider.

Table 2
Breakout of Rides Analyzed by Provider

Provider	Rides	Percent
Transit Express (Northern Sector)	255,065	61.5%
First Transit (Southern Sector)	159,769	38.5%
Population Used for Trips Analysis	414,834	100.0%

Source: Transit Plus Oracle data file of 2012 paratransit van trips.

Transit Plus van service providers were within allowable ranges for on-time pickups in 95.7% of the rides analyzed in 2012.

Transit Plus provides a 25-minute buffer for paratransit providers to be defined as 'on time.'

Transit Plus provides a 25-minute buffer for paratransit providers to be defined as 'on time' for a scheduled pickup. Federal guidelines permit a window of up to 30 minutes. Collectively, the two van service providers exceeded the 25-minute timeframe in 18,032 of the 414,834 rides analyzed. This means that the two van service providers were late for pickups in 4.3% of the rides analyzed in 2012 or, conversely, met the on-time performance standard in 95.7% of the rides. As shown in **Table 3**, Transit Express exceeded the 25-minute threshold in 5.0% of its rides, while First Transit exceeded the limit in 3.2% of its rides.

Table 3
Transit Plus 2012 Van Rides
Breakout of Late Rides by Provider

Provider	Total Rides	Late Rides	% Late
Transit Express	255,065	12,871	5.0%
First Transit	159,769	5,161	3.2%
Totals	**414,834**	**18,032**	**4.3%**

Source: Transit Plus Oracle data file of 2012 paratransit van trips.

While inclement weather conditions negatively impacted van service providers' on-time performance, both van service providers met their contractual on-time performance standards throughout 2012.

Both van service providers exceeded minimum on-time performance standards in each month of 2012.

Transit Plus' contracts with the van service providers require an overall on-time performance record of 92%, measured on a monthly basis. As shown in **Tables 4** and **5,** both providers exceeded the minimum on-time performance standard in each month of 2012. The data also reflect that on-time performance was the lowest during the four months of December, January, February and March—typically among the most inclement of the year. **Table 4** shows the on-time performance of Transit Express, serving primarily the northern sector of Milwaukee County.

Table 4
On-Time Performance by
Transit Express, by Month in 2012

Month	Rides On Time	Total Rides	Percent On-Time Rides
January	20,528	21,808	94.1%
February	20,549	21,832	94.1%
March	21,892	23,389	93.6%
April	20,175	21,999	95.2%
May	20,502	21,704	94.5%
June	19,585	20,510	95.5%
July	19,700	20,676	95.3%
August	21,519	22,280	96.6%
September	19,466	20,333	95.7%
October	21,231	22,423	94.7%
November	19,563	20,388	96.0%
December	17,484	18,523	94.4%
Total	**242,194**	**255,065**	**95.0%**

Source: Transit Plus Oracle data file of 2012 paratransit van trips.

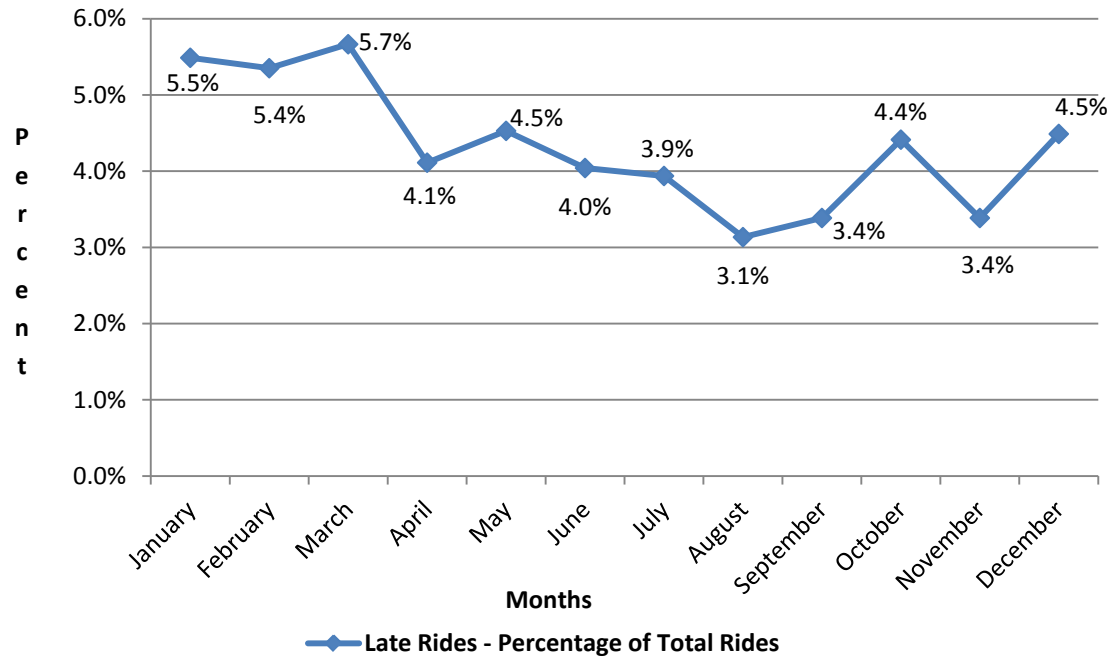
Table 5 shows the on-time performance of First Transit, serving primarily the southern sector of Milwaukee County.

Table 5
On-Time Performance by
First Transit, by Month in 2012

Month	Rides On-Time	Total Rides	Percent On-Time Rides
January	13,347	14,034	95.1%
February	13,094	13,713	95.5%
March	13,490	14,118	95.6%
April	12,824	13,215	97.0%
May	13,268	13,668	97.1%
June	12,896	13,339	96.7%
July	12,482	12,825	97.3%
August	13,521	13,894	97.3%
September	12,179	12,421	98.1%
October	13,680	14,100	97.0%
November	12,394	12,689	97.7%
December	11,433	11,753	97.3%
Total	**154,608**	**159,769**	**96.8%**

Source: Transit Plus Oracle data file of 2012 paratransit van trips.

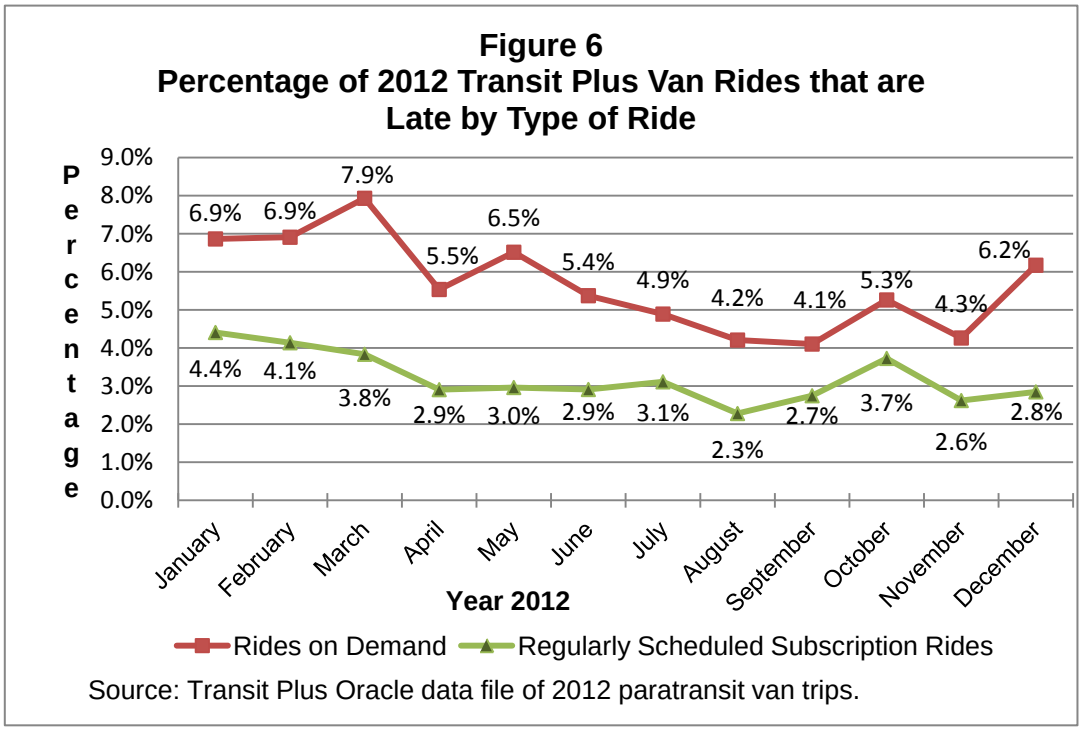
Figure 5 displays the collective performance of the two providers in terms of the number of rides exceeding the 25-minute threshold for on-time performance as a percentage of total rides each month.



Source: Transit Plus Oracle data file of 2012 paratransit van rides.

Rides scheduled on a regular basis (subscription rides) had a better on-time performance record than those scheduled on an infrequent basis (demand rides).

In 2012, approximately 54.5**%** of van service rides were regularly scheduled, routine trips known as subscription rides. Examples of subscription rides include clients going to work or to regularly scheduled appointments. The remaining 45.5**%** of trips (demand trips) are more ad hoc in nature, such as a medical appointment or social event. As shown in **Figure 6**, the on-time performance of regularly scheduled subscription rides was better than that of demand rides, with an average of 3.2% of subscription rides exceeding the 25-minute limit during 2012 compared to 5.7% of demand rides that exceeded the standard.



Source: Transit Plus Oracle data file of 2012 paratransit van trips.

Transit Plus van service providers met the program's overall ride duration standard throughout 2012, but nearly one in five rides was one hour or more in duration. Compliance with an ADA fixed-route comparability standard is difficult to gauge; Transit Plus should establish an ongoing monitoring effort for the ADA standard.

Transit Plus van service in Milwaukee County includes door-to-door service, exceeding the minimally-required curbside service. Van service is not, however, guaranteed to be direct. For scheduling and efficiency purposes, additional paratransit clients may be picked up and/or dropped off in conjunction with an individual client's scheduled trip. Excessive trip duration, or travel time, was one complaint mentioned by a small number of clients in our focus groups and by just 4% of respondents to our client telephone survey.

As shown in **Table 6**, approximately one in six trips (16.6%) provided by Transit Express in 2012 and approximately one in five trips (20.5%) provided by First Transit in 2012, exceeded one hour in travel time.

Table 6
2012 Transit Plus Van Rides
Exceeding One Hour in Duration, by Provider

Provider	Rides	Rides > 1 Hour	% Rides > 1 Hour
Transit Express	255,065	42,319	16.6%
First Transit	159,769	32,737	20.5%
Total	**414,834**	**75,056**	**18.1%**

Source: Transit Plus Oracle data file of 2012 paratransit van trips.

There are two separate standards related to travel times that Transit Plus van service providers must meet.

There are two separate standards related to travel times that Transit Plus van service providers must meet. The first standard is a contractual requirement for an average monthly trip duration standard of 47 minutes. Further, for any month in which average travel times exceed 55 minutes, a penalty of $5,000 is assessed. In addition, the contract states that:

> ***Ride Duration****. In the event MTS determines that the Contractor has established a pattern or practice of excessive ride times during peak periods, the Contractor will be required to adjust capacity to ensure that ride times fall within acceptable levels and to reimburse the client the fare paid for the trip or trips. If the overall average monthly ride duration exceeds 55 minutes, a penalty of $5,000 will be assessed for each month the average exceeds that limit.* [Section 22.4]

Both van service providers were in compliance with the 47-minute ride duration standard throughout the year.

We applied the 47-minute standard to the rides provided by Transit Express and First Transit in 2012 and found both providers were in compliance with the standard throughout the year. Average monthly travel times for the two providers are shown in **Table 7**.

Table 7
2012 Transit Plus Van Service Trips
Average Monthly Travel Times in Minutes

Month	Transit Express	First Transit
January	37.9	42.6
February	38.7	43.3
March	39.1	42.3
April	38.0	41.7
May	38.6	42.8
June	39.3	42.7
July	39.1	40.6
August	38.9	41.5
September	38.6	40.7
October	39.6	41.3
November	38.8	40.4
December	38.2	38.2
Annual Average	**38.7**	**41.6**

Note: Transit Plus contractual standard = 47 minutes.

Source: Transit Plus Oracle data file of 2012 paratransit van trips.

The Americans with Disabilities Act requires that service levels for paratransit services must be comparable to those available to the public via fixed route service lines.

The second standard relates to an Americans with Disabilities Act requirement (addressed in 49 CFR §31.121) that service levels for paratransit services must be comparable to those available to the public via fixed route service lines. Federal regulations specify service criteria that must be met for a paratransit system to be deemed comparable to fixed route service, including a prohibition against substantial numbers of trips with excessive trip lengths (i.e., travel times).

We discussed travel time standards with Transit Plus management. The current program manager, who has been in

Transit Plus uses a computer mapping program located on the MCTS website to estimate fixed route service travel times.

the position for less than two years, was uncertain how the contractual standard of 47-minutes was determined, or how it related to the ADA requirement. According to the manager, Transit Plus uses a computer mapping program located on the MCTS website to estimate fixed route service travel times. The program is primarily used for the convenience of the public to estimate travel times on the MTS fixed-route bus service. The program includes allowances for anticipated traffic flow, walking distances to bus stops and waiting times for route transfers, if applicable. The program also provides options for alternate pickup times and/or routes in close proximity to the information input by the consumer. Therefore, a range of estimated travel times is typically provided. According to the program manager, compliance with this standard is not monitored by Transit Plus staff on an ongoing basis, but is used for investigating and resolving individual client complaints.

We randomly selected 50 van rides from October 2012 to evaluate comparability to estimated MTS fixed-route travel times. Since we performed this analysis during weekdays, we eliminated van rides that occurred on weekends, when traffic flows and fixed route service levels vary considerably from our test dates. For the 50 van rides tested, just one van ride (2%) exceeded the maximum fixed-route travel time estimates by more than 15 minutes. We question the comparability of van rides that exceed fixed-route travel times by 15 minutes or more based on a 15–20 minute parameter suggested by federal guidelines. This test suggests Transit Plus' monthly average standard appears sufficient to prevent or detect consistent excess travel times indicative of system capacity problems. Highlights of this information are shown in **Table 8.**

Table 8
2012 Transit Plus Van Rides with
Travel Times Exceeding Fixed Route Times
From Random Sample of 50
Times in Minutes

Van Service Travel Times	Fixed Route Travel Times* Min.	Max	Van Travel Times Exceeding Maximum Fixed Route Travel Times
134	74	94	40
69	46	58	11
28	11	18	10
68	35	59	9
35	25	29	6
52	20	48	4
59	39	58	1

*Estimated

Note: Americans with Disability Act standard = travel times must be comparable. We question the comparability of van travel times exceeding maximum fixed-route time by 15 minutes or more (see highlight) based on federal guidelines. Van trips randomly selected from all October 2012 Transit Plus van service trips.

Source: Transit Plus Oracle data file of 2012 paratransit van trips and MCTS fixed-route travel time estimator.

From a random sample of 25 paratransit van rides that exceeded 60 minutes in travel time, we found nine van rides (36%) exceeded maximum fixed-route travel time estimates by 15 minutes or more.

However, from a separate random sample of 25 paratransit van rides drawn from rides that exceeded 60 minutes in travel time, nine van rides (36%) exceeded maximum fixed-route travel time estimates by 15 minutes or more. Details of this information is shown in **Table 9**.

Table 9
2012 Transit Plus Van Rides with
Travel Times Exceeding Fixed Route Times
From Random Sample of 25 Van Rides
Exceeding 60 Minutes in Duration
Times in Minutes

Van Service Travel Times	Fixed Route Travel Times* Min.	Fixed Route Travel Times* Max	Van Travel Times Exceeding Maximum Fixed Route Travel Times
96	24	29	67
110	32	45	65
104	42	42	62
83	27	36	47
79	27	36	43
93	50	63	30
99	65	77	22
74	43	53	21
72	44	55	17
63	43	48	15
103	70	93	10

*Estimated

Note: Americans with Disability Act standard = travel times must be comparable. We question the comparability of van travel times exceeding maximum fixed-route time by 15 minutes or more (see highlights) based on federal guidelines. Van trips randomly selected from all October 2012 Transit Plus van service trips of 60 minutes or longer.

Source: Transit Plus Oracle data file of 2012 paratransit van trips and MCTS fixed-route travel time estimator.

In discussing the results of our tests with Transit Plus management, it was suggested that some of the times estimated for fixed-route travel might appear excessive due to Milwaukee County's policy of providing paratransit service to all locations within its boundaries. Milwaukee County's policy exceeds the federal minimum standard paratransit services must be provided to all areas within ¾ of a mile from any fixed-route bus line. However, since the estimator includes walking times from bus stops, destinations outside of the ¾ mile parameter would serve to increase the maximum fixed-route time estimates, which would reduce the number of exceptions noted from our tests.

In further examining the estimates calculated during our tests, we determined that three of the maximum estimates included

walking time only estimates (meaning there were no fixed-route bus lines suitable for comparison). In such instances, federal guidelines state that the paratransit service provider should develop a separate indicator of comparability, such as a multiple of direct automobile drive times (e.g., Boston uses a standard of twice the normal automobile drive time).

Based on our tests indicating a relatively high proportion of van service trips with travel times of 60 minutes or longer exceed comparable travel times for fixed-route bus service, we believe Transit Plus should proactively monitor compliance with the ADA standard to help ensure superior customer service. Such an effort might also reveal the need for Transit Plus to develop an additional standard for measuring excessive ride times in those instances where fixed-route comparisons are unrealistic.

We recommend MCDOT management ensures that Transit Plus program management:

1. *Reviews, on a sample basis, paratransit van service trips with travel times exceeding 60 minutes each month to determine compliance with ADA requirements for comparability with fixed-route service travel times. Reviews should be performed on a regular basis, include efforts to identify patterns, and could include soliciting input from affected clients when appropriate to explain extenuating circumstances. Such an effort could also reveal the need for Transit Plus to develop additional criteria for measuring excessive travel times in those instances where fixed-route comparisons are unrealistic.*

Section 3: Transit Plus needs a more proactive approach to ensure providers comply with contract requirements for complaint investigation/resolution processes.

Transit Plus provides several ways for clients to file complaints regarding paratransit services. These include direct phone numbers of transportation providers, a telephone number at Transit Plus, an e-mail address on the MCTS website, and a fax number for Transit Plus. All this information is printed in the Transit Plus client handbook and is available on the Transit Plus website.

The Transit Plus service contracts state that providers shall maintain a record of complaints received and shall work toward the positive resolution of all complaints in a timely manner. The contracts further provide Transit Plus authority to assess liquidated damages in the amount of $100 for each unresolved complaint.

The model of permitting service providers the opportunity to directly receive and resolve complaints from clients makes sense from a customer service perspective.

The model of permitting service providers the opportunity to directly receive and resolve complaints from clients relating to issues such as scheduling or late pickup and drop-off times makes sense from a customer service perspective. Direct contact allows for the most efficient resolution of those daily operational issues. In addition, the ability for clients to contact Transit Plus directly provides an outlet for clients whose complaints are not adequately addressed by providers. This creates an added incentive for providers to quickly respond and address complaints to clients' satisfaction. Direct contact with Transit Plus staff also is appropriate for complaints regarding program issues such as eligibility determinations.

Transit Plus management is not meeting its oversight responsibilities to ensure service providers' compliance with contractual complaint resolution requirements.

Transit Plus management was unable to provide any evidence of reviewing provider complaint records for completeness or timely investigation/resolution.

Transit Plus management has not met its oversight responsibilities to monitor providers' compliance with the complaint resolution contract requirements. Specifically, Transit Plus management was unable to provide any evidence of reviewing provider complaint records for completeness or timely responses/resolutions. Further, Transit Plus has no written policies or procedures to guide staff in either monitoring provider complaint resolution processes or in addressing client complaints addressed directly to Transit Plus. The Transit Plus Director indicated she has recently begun a process, including obtaining input from providers, to identify a method to capture all relevant data related to client complaints made directly to providers.

Transit Plus management should modify its database of direct client complaints to enhance its ability to identify possible patterns indicating service problems.

Transit Plus maintains a database of client complaints. The database includes complaints addressed directly to the program, as well as those received directly by providers and relayed to Transit Plus. The Transit Plus complaint database contains the date and time of complaint, the nature of the complaint, and the action that was taken to address the complaint. However, the database is structured such that details of the complaint, the action taken, and to whom the complaint relates are all comingled in the 'comments' data field. As a result, the comments field of each record must be manually reviewed to filter or group complaints by provider, by driver, by whether the complaint was successfully resolved, by time elapsed to resolve the issue, etc. Separate data fields can be added to isolate each of these types of data for enhanced analytics.

While we noted during the audit that the database specifically contains a data field for updating to whom the complaint relates, staff indicated that the contents of the data field are not accurate and cannot be relied upon to group complaints. This type of manual data entry error can easily be detected and avoided with automated edit checks to ensure that the data is accurately keyed. Transit Plus management has indicated it will work with MCTS information technology staff to address these issues.

Proper oversight of provider complaint resolution processes and improved monitoring of direct client complaints can be used by Transit Plus management to proactively improve relations with paratransit clients.

Transit Plus management is missing a valuable opportunity to analyze clients' concerns as reported by the individual paratransit service providers.

Transit Plus management is missing a valuable opportunity to analyze clients' concerns as reported by the individual paratransit service providers. Current efforts to analyze complaints logged directly with Transit Plus could also be enhanced with modifications to the program's complaint database. Failure to recognize patterns of complaints or unsatisfactory performance by providers or individual drivers in positively resolving clients' complaints could result in clients' disillusion with Transit Plus services. Such disillusion could result in reduced participation in the program and a reduced profile for persons with disabilities in community activities or in accessing needed services. To keep the number of complaints received in perspective, It should be noted that in 2012, there were 689 complaints recorded by Transit Plus, or less than two-tenths of one percent of the 572,146 total paratransit van and taxicab rides provided.

During site visits with van service providers, we confirmed that both vendors employ individuals to oversee customer complaints. During interviews, both providers stated that they focus their efforts on timely resolution of complaints, and that all

substantive complaints are reported to Transit Plus for inclusion in the program's complaint database.

To enforce service provider contract requirements related to complaint resolution processes and to proactively ensure the quality of paratransit service customer relations, we recommend MCDOT management ensures that Transit Plus program management:

2. *Proactively monitors service providers' processes for recording and responding to clients' complaints. Efforts should include, but not be limited to:*

    a. *the identification of patterns of complaints;*

    b. *a cross-check for any complaints received directly by Transit Plus that mentions a prior contact with a provider to help ensure that providers are recording all client complaints, as required by contract; and*

    c. *Randomly spot-check provider complaint resolutions by contacting clients for feedback regarding the disposition of their specific complaints.*

3. *Modifies its internal complaint database to improve the accuracy of data entry and to allow for automated filtering of such details as complaints by provider, by individual driver, by type of resolution, and time elapsed until resolution.*

4. *Develops and implements clear and concise policies and procedures for addressing and monitoring clients' complaints. The policies and procedures should address all complaints, including those submitted by clients to individual service providers, as well as those submitted directly to the Transit Plus program.*

One complaint brought to our attention brings to light two important policy considerations regarding Transit Plus van service: video surveillance and wheelchair securement.

One complaint was brought to our attention during the course of the audit. We reviewed a Transit Plus file regarding the complaint as well as the van provider's service contract and noted the following:

- The complaint was filed by a family member of a Transit Plus client. The client, who was non-communicative and confronted serious health issues, was transported in a wheelchair back and forth between his residence and a hospice center each weekday for several weeks. The complaint referenced two incidents that occurred on April 9, 2012 involving paratransit van service. The complaint contained several allegations surrounding the proper restraint of the client in his wheelchair during transport. During the morning trip from the client's residence to the facility and again on the return trip from the facility to the client's residence, the client was observed by the vans' drivers as slipping out from his seated position in his wheelchair.

  In the first instance, the driver reported the incident to the van service provider and the provider's safety officer was dispatched to the scene to render assistance. This incident was not reported to the client's family.

  In the second instance, according to a written incident report, the driver reported the incident but was within a quarter of a mile from the client's residence and stated he felt it was safer to have the dispatcher call the client's family so as to render assistance upon arrival.

There is significant divergence in the client's family members' description of events and those detailed in written incident reports and a subsequent investigation of the matter by MCTS.

- From this point on, there is significant divergence in the client's family members' description of events and those detailed in written incident reports and a subsequent investigation of the matter by MCTS:

  - According to the client family's complaint, a family member boarded the van and saw that the client had slipped down in his wheelchair and was hanging by his neck from the seat belt affixed to the vehicle. Later that night the client became unresponsive and three days later, the client passed away. According to the family member that boarded the van, the driver indicated he did not attempt to assist the client himself because it was against the provider's policy to do so.

  - According to the van service provider's written incident report, at no time during either the morning or afternoon trip was the vehicle restraint belt in contact with the client's neck. The van provider's contract with Transit Plus requires that drivers are thoroughly trained in providing assistance to riders both on and off the vehicle. The contract identifies an expectation that drivers provide all necessary and reasonable assistance to clients. This includes assistance boarding and exiting a vehicle, as well as assistance with seating while on the vehicle. However, the contract strictly prohibits drivers from lifting

or carrying passengers. The contract also states that drivers must be trained in proper response (as defined by the contractor) to emergency medical needs of riders (e.g., call 911) when warranted.

- According to a memo summarizing an internal MCTS review panel discussion, both van service providers have a policy of "no hands on" passenger assistance that is consistent with other paratransit providers in Wisconsin. The policy can be waived when, in a driver's judgment, the driver can render assistance in a manner that doesn't make matters worse. For instance, in the case of a client slipping from a wheelchair, a driver and client may agree that the driver can safely assist in repositioning the client. In this particular case, the client was non-communicative, unaccompanied by a Personal Care Attendant (PCA), and neither driver was comfortable rendering assistance on their own.

- Neither party disputes the fact that there was no attempt to contact the family of the client regarding the first (morning) incident of the client slipping from a seated position in his wheelchair.

Both parties acknowledge that the client, who typically brought and used a personal restraining seat belt affixed to his wheelchair when using Transit Plus services, did not bring along the seat belt affixed to his wheelchair on the day of the incidents.

- Both parties acknowledge that the client, who typically brought and used a personal restraining seat belt affixed to his wheelchair when using Transit Plus services, did not bring along his personal seat belt affixed to his wheelchair on the day of the incidents. Personal restraining belts are not provided by Transit Plus vendors; rather, they are designed to maintain placement in the wheelchair and are separate from the restraining belts and shoulder harnesses affixed to the vehicles.

- According to an investigation of the complaint by the Federal Transit Administration's (FTA) Office of Civil Rights, federal Americans with Disability Act regulations require that paratransit vehicles be equipped with securement devices capable of accommodating wheelchairs, as well as separate seatbelt and shoulder harness restraints for use by wheelchair users. However, the FTA further clarified:

  While the DOT ADA regulations require vehicles to be equipped with securement systems, they do not require that wheelchairs and mobility devices be secured. The DOT ADA regulations at 49 CFR § 37.165(d) permit transit agencies to adopt a mandatory securement policy; however, the regulations also specify that transportation cannot be denied to a wheelchair or its user on the ground that the device cannot be secured or restrained satisfactorily by the vehicle's securement system. In

***"ADA complementary paratransit is public transit and distinct from medical or human services transportation."* (Federal Transit Administration)**

> *such cases, transit personnel are permitted to use their best efforts to secure the passenger's mobility device. …The assistance operators must provide does not extend to attendant-type services. ADA complementary paratransit is public transit and distinct from medical or human services transportation.*

Our review of this complaint and record of subsequent investigations by MCTS and the FTA raises two important policy considerations. The first involves the disparate characterizations of the afternoon incident conveyed by the client's family and by the Transit Plus program. The question of whether or not the client's slipping from his wheelchair resulted in his 'hanging from the neck' by vehicle restraints cannot be answered conclusively.

Unlike fixed-route buses, there is no continuous video monitoring of activity within paratransit service vans that can be retrieved at a later date.

While there is a video camera on board each Transit Plus paratransit service van, they are designed to activate only upon sudden impact, as in the case of a vehicular accident. Unlike fixed-route buses, there is no continuous video monitoring of activity within the vehicle that can be retrieved at a later date. While no surveillance system is infallible, a policy of equipping paratransit service vans with active surveillance cameras would greatly enhance Transit Plus' ability to investigate and resolve disputed service incidents. The cost of video camera surveillance systems vary widely depending upon the number of cameras and technological capabilities specified. Our preliminary research indicates the cost of equipping approximately 160 vehicles, the current number of paratransit service vans deployed by Transit Plus, with surveillance cameras would range from approximately $300,000 to $800,000.

A second policy consideration involves how to properly address seemingly conflicting ADA standards relating to the safe transport of paratransit clients. ADA requires that paratransit service vans must be equipped with wheelchair securement and personal restraint equipment:

49 CFR §38.23 Mobility aid accessibility.

> (d) *Securement devices*—
>
> (3) *Mobility aids accommodated.* The securement system shall secure common wheelchairs and mobility aids and shall either be automatic or easily attached by a person familiar with the system and mobility aid and having average dexterity.
>
> …(7) *Seat belt and shoulder harness.* For each wheelchair or mobility aid securement device provided, a passenger seat belt and shoulder harness, complying with all applicable provisions of part 571 of this title, shall also be provided for use by wheelchair or mobility aid users. Such seat belts and shoulder harnesses shall not be used in lieu of a device which secures the wheelchair or mobility aid itself.

There also is a provision that appears to provide some latitude for paratransit service providers to deny service based on legitimate safety requirements. Yet at the same time, drivers specifically are not permitted to deny transportation service based on an inability to properly secure a client's wheelchair:

49 CFR §37.165 Lift and Securement use.

> (b) (1) With respect to wheelchair/occupant combinations that are larger or heavier than those to which the design standards for vehicles and equipment of 49 CFR part 38 refer….***The entity may decline to carry a wheelchair/occupant if the combined weight exceeds that of the lift specifications or if carriage of the wheelchair is demonstrated to be inconsistent with legitimate safety requirements***. [Emphasis added.]
>
> (3) The entity may require that an individual permit his or her wheelchair to be secured.
>
> (d) ***The entity may not deny transportation to a wheelchair or its user on the ground that the device cannot be secured or restrained satisfactorily by the vehicle's Securement system.*** [Emphasis added.]

We were unable to identify a best practice that addresses this apparent conflict in the ADA requirements.

This latter provision appears to place paratransit programs such as Transit Plus in the position of potentially having to provide service in a clearly unsafe manner. While we note the FTA's Office of Civil Rights' statement that "…*ADA regulations at 49 CFR § 37.165(d) permit transit agencies to adopt a* ***mandatory*** *securement policy…" [emphasis added],* we were unable to identify a best practice that addresses this apparent conflict in the ADA requirements: mandating providers have wheelchair securement equipment and at the same time prohibiting providers from denying service based on an inability to safely secure wheelchairs. Transit Plus management said it believes the current practice of advising clients that they must permit drivers to properly secure their mobility devices, and training drivers in doing so, is appropriate.

To address the issues raised from our review of this complaint and subsequent investigations, we recommend MCDOT management ensures that Transit Plus management:

5. *Includes in its next solicitation of paratransit van service proposals a requirement that vans are equipped with continuous surveillance cameras suitable for assisting in the investigations of disputed service complaints.*

6. *Convenes a workgroup including, but not limited to, Transit Plus staff, paratransit van service providers, the Milwaukee County Department of Transportation, the Milwaukee County Office of Persons with Disabilities, appropriate advocacy groups for persons with disabilities, and the Office of Corporation Counsel, to determine whether or not the Transit Plus program has appropriate policies, procedures and/or contract requirements in place regarding compliance with ADA wheelchair securement, wheelchair bound client restraints, and legally defensible service denial protocols regarding client safety concerns.*

Section 4: Continuous monitoring and a revised administrative fee structure has effectively eliminated detectable levels of fraudulent overcharges for paratransit taxicab services, but has increased administrative costs to the program.

Under Milwaukee County's Transit Plus paratransit program, if an accessible vehicle is not required and the rider can travel with minimal assistance, a taxicab can be used to reach a destination. Of the 572,146 Transit Plus rides provided in 2012 (including van service, taxicab service and contracted agency trips), 71,505 (12.5%) were provided with taxicabs. The 2012 total for paratransit taxicab rides represents a 37% reduction from the 2008 total of 113,200.

While van service operates on a shared ride basis (other riders may be picked up along the way) and requires a reservation at least one day in advance, taxicab service is available on an exclusive basis and does not require advanced booking.

As previously noted, van service clients pay a fixed fare of $4 each way, with Transit Plus paying the remaining portion of each trip cost (payments to vendors for van rides in 2012 totaled $12.9 million). The average cost of a van ride in 2012, including client fares and program subsidies, was $28.03 per ride. In contrast, Transit Plus taxicab service clients pay a variable fare that is determined on a time and mileage-based meter charge. Payment for taxicab rides, depending on the fare amount, is shared between the rider and a subsidy from Transit Plus. The taxicab fare payment structure for Transit Plus riders is provided in **Table 10**.

Table 10
Transit Plus
Taxicab Fare Payment Structure

Portion of Fare	Party Responsible for Payment
$4.00	Rider
$4.01 - $14.60	Transit Plus Subsidy
$14.61 and over	Rider

Source: Contract between MTS and American United.

As shown in **Table 10**, the rider is responsible for payment of the initial portion of the fare through $4 plus any amount in excess of $14.60. Transit Plus covers the portion between $4 and $14.61, to a maximum subsidy of $10.60.

The potential variability of taxicab fares makes Transit Plus taxicab service a high-risk area for fraud. A strong fraud detection/deterrent control was implemented by Transit Plus in 2004.

Metered taxicab fares are influenced by both the time and distance of a trip.

Since metered taxicab fares are influenced by both the time and distance of a trip, there is the potential for variability in the cost of any taxicab ride. While it stands to reason that fares for trips with different pickup and drop-off points will vary, trips with identical pickup and drop-off points may also vary due to a multitude of factors that can affect the time and distance required in completing trips. For example, the route taken can increase or decrease the distance traveled; time of day, traffic flow and road/weather conditions can affect the amount of time required to travel a given distance. Because these factors create ride variability, drivers are afforded the opportunity to 'boost' fares by taking longer routes, lingering unnecessarily, or driving at a sauntering pace.

In a June 1998 audit, we estimated the paratransit program in effect at that time, using a voucher system, had made $55,000 in

payments for rides that never occurred. Included in that estimate were payments for vouchers submitted on behalf of clients who were deceased prior to the dates of service claimed. Significant changes were made in paratransit service delivery and payment procedures as a result of that audit report.

To determine whether taxicab drivers are overcharging paratransit clients, Transit Plus monitors fares using its 'Taxi Fare Checker' system.

Currently, to determine whether taxicab drivers are overcharging paratransit clients, Transit Plus monitors fares using its 'Taxi Fare Checker' system. The system is used to generate semi-monthly reports that identify drivers who show a pattern of charging excessive fares. Excessive fares are determined by comparing a calculated 'reasonable' fare for each trip to the amount actually charged. The actual charges are provided electronically from American United. Reasonable fare amounts are based on an algorithm that uses the straight-line distance between pickup and drop-off points, taxicab meter logic, and various allotments to compensate for factors such as the imprecision associated with the method used for calculation of distance and the time needed for drivers to complete required paperwork.

Current Transit Plus policy, implemented in October 2004, provides a 'one-strike' approach to banning drivers from serving its riders. Any driver that accumulates overcharges totaling $50 or more, along with an average per trip overcharge of $1.80 or more over any monthly time period, is banned.

The Audit Services Division conducted a review of Transit Plus' Taxi Fare Checker system in July 2005 as part of an investigation of an Audit Hotline tip alleging paratransit taxicab fare overcharges. At that time, the primary Transit Plus taxicab service provider, American United, collected from its drivers a 20% share of the Transit Plus taxicab fares in exchange for administrative services provided. *[Note: American United holds*

the required City of Milwaukee taxicab licenses. The firm provides taxicabs, dispatch services and other types of support to drivers, acting as independent contractors, for certain financial considerations.]

Local media at the time reported that a number of drivers walked off the job in reaction to a policy American United had instituted that doubled the administrative fee for drivers identified as having overcharged for Transit Plus trips.

Data from the Taxi Fare Checker system indicated that, during the four-month period October 2004 through January 2005, 25 drivers overcharged Transit Plus clients on 646 trips, (approximately 1.6% of the estimated paratransit taxicab rides provided during the period). Overcharges for that period totaled $2,105 or an average of $3.26 per ride. Further analysis showed that the overcharges were paid entirely by the Transit Plus program on 80% of those trips, with clients paying all or a portion of the overcharge on 20% of the rides involving overcharges. Overcharges identified by the Taxi Fare Checker system were recouped from Transit Plus payments to American United.

We reviewed the Taxi Fare Checker reports for the one-year period from July 1, 2012 through June 30, 2013 and noted that there were negligible overcharges identified.

We reviewed the Taxi Fare Checker reports for the one-year period from July 1, 2012 through June 30, 2013 and noted that there were negligible overcharges identified. Transit Plus staff stated that there have been virtually no overcharges since Transit Plus started paying an administrative fee to American United in 2009.

Transit Plus implemented a per-ride administrative fee for taxicab providers in 2009.

When American United charged the drivers a fee based on 20% of the taxicab fares, there was an incentive for the drivers to overcharge the clients to recoup the fee.

Since June 1, 2009, Transit Plus has paid American United Taxicab an administrative fee in addition to the fare subsidy amounts.

Since June 1, 2009, Transit Plus has paid American United Taxicab an administrative fee in addition to the fare subsidy amounts. The concept of an administrative fee was included as a component of a Request for Proposal issued by Transit Plus in February 2009, seeking competitive proposals for the award of a new taxicab paratransit services contract in June of that year. Prospective bidders were required to specify an administrative fee amount as part of their proposal.

Transit Plus' inclusion of an administrative fee component in its RFP specifications was in response to American United's request for an amendment to its existing contract in October 2008. At that time, the service provider indicated that the contract was no longer a profitable venture for the business, citing:

- Staffing costs for two telephone operators on a 24/7 basis to handle all Transit Plus client calls.
- A no-show rate of 25%. The provider indicated this resulted in an immense waste of time and money for the service provider's staff, as well as the drivers' time and gas.
- Staffing costs for one full time and three part time persons to process Transit Plus-related charges, create invoices and audit the fares.
- Interest costs on a bank line of credit necessary to pay drivers while awaiting payment from Transit Plus.
- Refund charges that Transit Plus deemed to be inappropriate.

The current fee is $6 per taxicab ride. The original fee in 2009 was $5 per ride and has increased 25 cents per ride each year.

Transit Plus' continuous monitoring of paratransit taxicab fares and the implementation of a per-ride administrative fee paid to the provider appears to have effectively eliminated detectable levels of fraudulent overcharges for the service.

There is no management control that can provide 100% assurance that a Transit Plus taxicab service client cannot be the victim of a fraudulent overcharge on a given trip. However, based on our past review of Transit Plus' Taxi Fare Checker system, management's continuous monitoring of that system, and the elimination of a past administrative fee structure that had the effect of encouraging overcharges, we conclude Transit Plus has effectively eliminated any widespread overcharging for taxicab services. We also conclude that any overcharges that occur are limited in number and in magnitude.

It is unlikely the paratransit taxicab service could have continued without the revised administrative fee structure.

It should be noted that the per-ride administrative fees paid to American United by Transit Plus for paratransit taxicab service in 2012 totaled approximately $370,000, while our review in 2005 indicated overcharges were being identified at an annualized rate of less than $10,000. However, it is unlikely the paratransit taxicab service could have continued without the revised administrative fee structure. American United is currently the sole provider of Transit Plus taxicab service. Another provider, American Logistics, served a relatively small portion of the Transit Plus clientele until its most recent contract expired at the end of June 2012.

Section 5: Transit Plus is in compliance with ADA eligibility determination standards; an opportunity exists to demonstrate commitment to consistency in assessments.

Transit Plus is operating within ADA guidelines relating to eligibility certifications and re-certification of eligibility at reasonable intervals. However, management has no formal procedure in place to help ensure consistency in judgments applied by individual assessors.

ADA guidelines for re-certification of eligibility provide wide latitude in a paratransit program's ability to establish re-certification intervals.

One concern that was raised by Transit Plus clients during focus group discussions we conducted related to frustration with the frequency at which some clients must apply for program eligibility re-certification. ADA guidelines for re-certification of eligibility provide wide latitude in a paratransit program's ability to establish re-certification intervals. ADA regulations containing paratransit eligibility standards and process requirements are presented as **Exhibit 3**.

Transit Plus management identified the following factors as criteria that are taken into consideration when making paratransit eligibility decisions:

- Medical history.
- Whether a disability is temporary or permanent in nature and whether public transit access restrictions are unlimited or limited to certain conditions such as inclement weather.
- Likelihood of a change in the applicant's condition in the future.
- The assessor's observation of the applicants' mobility.

Transit Plus management stressed that eligibility decisions are functional in nature, taking into account all the factors noted above, as opposed to medical decisions.

We reviewed documentation for 25 randomly selected clients whose assessment in 2012 resulted in approved eligibility. Appropriate forms documenting medical conditions and assessment/review processes were on file for all 25 clients reviewed.

Transit Plus records show there were 3,285 assessments completed in 2012. As shown in **Table 11**, about three-fourths (74%) of the assessments were for new applicants, while about one-fourth (26%) were re-assessments of existing Transit Plus clients.

Table 11
Transit Plus Eligibility Assessments
Completed in 2012

Assessments	Number	Percentage
New	2,432	74.0%
Renewals	853	26.0%
Total	**3,285**	**100.0%**

Source: Transit Plus Oracle database.

14.9% of new applicants were denied eligibility for Transit Plus services in 2012.

The data show that 14.9% of new applicants were denied eligibility for Transit Plus services in 2012. A similar percentage (15.7%) of existing clients was denied eligibility as a result of their renewal assessments. The approval/denial rates for 2012 are shown in **Table 12**.

Table 12
Transit Plus Eligibility Assessments
Completed in 2012

Type	Assessments	Approved	Percentage	Denied	Percentage
New	2,432	2,070	85.1%	362	14.9%
Renewals	853	719	84.3%	134	15.7%
Total	**3,285**	**2,789**	**84.9%**	**496**	**15.1%**

Source: Transit Plus Oracle database.

The approved clientele comprised a mix of persons with permanent and temporary disabilities.

The approved clientele comprised a mix of persons with permanent and temporary disabilities. About 54% of the clients certified as eligible in 2012 were deemed persons with permanent disabilities, while 38% were deemed persons with non-permanent disabilities. The remaining 8% of clients whose eligibility was approved in 2012 were classified as having short-term disabilities. Each of these categories suggests a progressively shorter period before re-certification would be justified. During interviews with Transit Plus staff, even clients deemed to have permanent disabilities may be required to undergo a re-assessment at a future date, particularly those who are younger, to update photo IDs and to review any changes in circumstances.

Our review of the length of time clients were approved for eligibility before their next required re-certifications was limited to 1,370 records due to data entry omissions. As shown in **Table 13**, the assessments performed in 2012 resulted in a wide range of eligibility periods approved for clients before requiring a re-certification.

Table 13
Transit Plus 2012 Eligibility Assessments
Duration of Certification Periods

Year of Next Assessment	No. of Clients	Eligibility Certified for <	% of Total
2012	80	1 Year	5.8%
2013	174	2 Years	12.7%
2014	124	3 Years	9.1%
2015	611	4 Years	44.6%
2016	12	5 Years	0.9%
2017	99	6 Years	7.2%
2018	1	7 Years	0.1%
2050*	269	Permanent	19.6%
Total	**1,370**		**100.0%**

* Default year used for permanent certifications.

Source: Transit Plus Oracle database. Includes all records for clients certified as eligible in 2012 that contained re-assessment dates.

The variability in certification periods raises questions about the consistency of the eligibility decision-making process, particularly among different staff.

The variability in certification periods raises questions about the consistency of the eligibility decision-making process, particularly among different staff. One Transit Plus assessor told us that the "standard guideline for conditional eligibility is three years, unconditional is five years." She indicated she determines a client's length of eligibility based on his or her conditions (i.e. permanent or short-term), the doctor's report, and notes that she makes of a client's mobility when appearing for the assessment. She stated that she looks for "signs of advanced old age, multiple sicknesses, whether or not they are able to ride the bus, and functional ability to move."

Another Transit Plus assessor explained his decision-making process when renewing the eligibility of clients. He stated that he determines the length of service by looking at three factors:

- Location. Where does the client live? How far is the client's home from a bus stop?
- Medical condition. Has the client gotten better/worse/same?
- Age. If the client is over 60, he issues a permanent card.

The Transit Plus Director mentioned the importance of clients talking to the assessors if they have eligibility concerns and the assessors communicating to the clients information on the decision-making process. She stated decisions are made by the assessor based on the cumulative evidence of all things provided such as documents, discussions, ability to function in various weather conditions, as well as the assessor's own observations of the client's mobility. There is no formal management review process or structure designed to ensure consistency among the three assessors and occasional substitutes assigned to perform eligibility assessments for Transit Plus. According to the Transit Plus Director, she only reviews assessor eligibility determinations on the infrequent occasion when a client challenges a decision.

There is no formal management review process or structure designed to ensure consistency among the three assessors and occasional substitutes assigned to perform eligibility assessments for Transit Plus.

Given the considerable latitude provided individual assessors in determining appropriate re-certification intervals, as well as concerns expressed during our client focus groups with the frequency of some re-certifications, we believe a structured management oversight approach to help ensure consistent eligibility determination decision-making among assessors is warranted. This is not to say that assessments should be relegated to standardized or formulaic checklist processes. Rather, this could take the form of regular management spot-checks of assessor decisions, internal in-service meetings to discuss both eligibility approvals and denials and the reasoning behind them, or other methods identified by management.

To help ensure consistency among assessors in making Transit Plus eligibility determinations and in setting appropriate re-certification intervals, we recommend MCDOT management ensures that Transit Plus management:

7. *Implements a structured management oversight approach to help ensure consistent eligibility determination decision-making among assessors.*

Section 6: Driver qualifications and other issues.

The two van service providers were in compliance with Transit Plus contract requirements for documented background checks and verifications of valid drivers' licenses on file for their employees.

Transit Plus' contracts with paratransit van service providers contain a number of requirements designed to prohibit individuals with certain criminal histories or poor driving records from employment as paratransit van drivers. We reviewed provider records, Wisconsin Consolidated Court Automation Program (CCAP) records and City of Milwaukee records of Public Passenger Vehicle Licenses (PPVL). PPVLs are required by State Statute and City of Milwaukee Ordinance for individuals operating a public passenger vehicle, including those operated under the Transit Plus program. To obtain a PPVL, an applicant must be at least 18 years of age and hold a valid State of Wisconsin Motor Vehicle Driver's License.

We reviewed records for all 204 drivers employed by Transit Plus' two van service providers or their two subcontractor providers during 2012.

We reviewed records for all 204 drivers employed by Transit Plus' two van service providers or their two subcontractor providers during 2012. Highlights of those record reviews include:

- **Valid Drivers' Licenses:** Each of the 204 drivers had valid State of Wisconsin drivers' licenses as well as valid Public Passenger Vehicle Licenses.

- **No more than three moving violations, convictions or license suspensions within the past three years:** CCAP records showed 67 of the drivers had one or more moving violations or criminal offenses. However, only one of the 67 drivers had a violation within the past five years. As such, all but one driver reviewed was in compliance with this requirement.

  The lone exception was an individual convicted of participating in an armed robbery and serving time in the House of Correction with Huber work release privileges.

Upon providing this information to the provider, the driver was terminated in August 2013.

- No convictions for DUI (Driving Under the Influence) or DWI (Driving While Intoxicated) in past five years and no more than one on record. There were no drivers with a DUI or DWI conviction within the past five years.

Both providers had processes in place to regularly review the criminal and driving records of the drivers they employed.

- Both providers had processes in place to regularly review the criminal and driving records of the drivers they employed.

  One provider relies on the City of Milwaukee biennial PPVL certification process for criminal background checks, and participates in the State of Wisconsin Public Access Reports System (PARS) program that provides them notice of changes in employees' driving records and drug or alcohol related charges on a continuous basis. This provider also checks the Wisconsin Circuit Court Access website for potential criminal charges when drivers request time off for extended periods or to make court appearances.

  The other provider contracts with a private agency to conduct extensive multi-state criminal and driver record background checks in its hiring process. In addition to its reliance on the City of Milwaukee's biennial criminal background checks performed as part of the PPVL certification process, this provider's centralized corporate Criminal Background Check Unit, conducts annual reviews of each driver's motor vehicle record and has recently begun the process of registering for the State of Wisconsin PARS program.

Transit Plus should look to eliminate its dual entry of information into two automated systems at its earliest strategic opportunity.

In preparation for a number of the issues we examined during the course of our audit, we obtained information from two database systems maintained by Transit Plus. The Trapeze system is accessed by both Transit Plus and service providers and is primarily used to schedule and record client trip bookings, record related trip data such as pickup and drop-off times, and to maintain a means for providers to verify eligibility of clients for scheduling purposes. The core function of the Trapeze system is scheduling. The Oracle database is a separate system maintained by MCTS for general operations. Transit Plus

manually enters a large amount of the paratransit client data contained in the Trapeze system into its Oracle database to provide a greater range of analytical and reporting capabilities. Manual entry of data already contained in a separate system is inefficient and can lead to unnecessary errors or omissions. Transit Plus management indicated manual entry of the data in question is currently more cost-effective than additional licensing and programming costs associated with obtaining increased utility from the Trapeze system. As technologies advance and current systems become obsolete, these circumstances may change.

To address potential data integrity issues, we recommend MCDOT management ensures that Transit Plus management:

8. *Seeks an integrated solution to eliminate the need for manual entry of the same information into two automated systems at the earliest strategic opportunity.*

The Transit Plus Advisory Council's membership has not been properly maintained under by-laws governing the entity.

The TPAC mission is to serve as an advocate for persons with disabilities, in liaison with Transit Plus and its contracted providers.

In 1998, Milwaukee County established the Transit Plus Advisory Council (TPAC), a 13-member advisory board appointed by the Milwaukee County Director of Transportation (MCDOT). The TPAC mission is to serve as an advocate for persons with disabilities, in liaison with Transit Plus and its contracted providers. According to a memo dated February 16, 1999 from the Wisconsin Coalition for Advocacy, TPAC was formed as a result of negotiations between the Coalition and the County. According to the memo:

> *Starting with the Urban Mass Transit Act of 1964 and continuing through the ADA, federal law has required public transit providers to address the needs of the elderly and people with disabilities. The law requires both that their needs be addressed and that they are included in planning for transportation programs.*

Ongoing administrative support and staffing for TPAC is the responsibility of the County Department of Transportation. TPAC meetings occur on the third Tuesday of every month at 2 pm to 3:30 pm at the main offices of Milwaukee County Transit System.

TPAC by-laws reflect that members are appointed by the Milwaukee County Director of Transportation; that all appointments are for two-year terms; and that terms are staggered so that approximately half of the council is up for appointment each year. The by-laws also have a provision for TPAC to provide a list of potential appointments to the Director of MCDOT for TPAC appointments.

However, the Director's Office of MCDOT could not produce any record of TPAC appointments, and could not recall the last time such appointments were made. The Director of the Milwaukee County Office of Persons with Disabilities stated that he could not recall there being a County appointment to TPAC in many years.

To remain compliant with existing by-laws and the original intent of the Transit Plus Advisory Council, we recommend MCDOT management ensures that Transit Plus management:

9. *Works with the Transit Plus Advisory Council and the Milwaukee County Director of Transportation to re-establish the pattern of appointing TPAC members to two-year terms on a staggered basis such that approximately half of the council is up for appointment each year.*

Exhibit 1

Audit Scope

The primary objectives of this audit were to evaluate the Milwaukee County Transit Plus program's quality of service and effectiveness of program controls to prevent fraudulent billing for services. Based on prior audit work in this area and the relative volume of rides provided by van and taxicab vendors, we focused on performance and customer satisfaction with paratransit van services, and with fraud controls over taxicab fares.

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

We limited our review to the areas specified in this Audit Scope section. During the course of the audit, we:

- Obtained and reviewed applicable policies and procedures, budgets, internal forms, reports and correspondence relating to the audit objectives; reviewed previous audit reports related to Milwaukee County paratransit services.

- Interviewed management and staff from the Milwaukee County Transit System (MCTS), the Transit Plus program, paratransit service providers and the Milwaukee County Department of Transportation.

- Interviewed staff responsible for determining Transit Plus applicants' eligibility for services and observed the assessment process.

- Analyzed data to test van service providers' compliance with contractual performance standards related to on-time performance.

- Verified van service providers' compliance with contractual requirements related to driver qualifications and criminal background checks.

- Reviewed van service providers' compliance with contractual requirements related to timely resolution of client complaints and assessed Transit Plus program management's oversight of providers' complaint resolution processes.

- Solicited input from advocacy groups for persons with disabilities in developing a methodology to survey Transit Plus customers.

- Conducted focus groups with Transit Plus clients for insights in developing a customer satisfaction survey instrument.

- Conducted a telephone survey of a randomly selected sample of clients using paratransit services in 2012 regarding their level of satisfaction with, and the quality of, Transit Plus services.

- Attended training designated for MCTS bus drivers that included wheelchair accessibility on MCTS fixed-route buses and also a vendor meeting relating to bus camera technology.

- Reviewed applicable federal regulations and guidelines regarding Americans with Disabilities Act requirements for paratransit services.

- Performed a risk assessment of exposure to potential acts of fraud within the scope of the audit objectives.

- Reviewed taxi fare-checker reports for overcharges and taxi contracts relating to administrative fees for paratransit services.

Paratransit Client Survey

General Information for Surveyor:

Paratransit Services are contracted by Milwaukee County through three providers:

1. First Transit (Van Service)
2. Transit Express (Van Service), and
3. United Taxi (Taxi Service)

Milwaukee County Transit Bus System also provides FREE rides to Paratransit clients who are capable and willing to ride the fixed route buses (regular County buses) through the New Freedom Program.

Client: Demographics:

Pre-populated

Record Name of Surveyor: _____ **Date:** _____ **Time:** _____

Paratransit Client Survey

Start: Good (Morning, Afternoon) _____ (Client's name);

My name is _____. I am from the Audit Services Divisions of the Milwaukee County Office of the Comptroller. I would like to ask you a few questions regarding your Paratransit Services. It will only take a few minutes.

1. **Question:** Is that OK? (Check Box below):

Yes [ ] (Thank You!) No [ ] Thank you for your time. (Terminate Survey)

(If Yes, Go to Next Question)

2. **Question:** Please tell us which kind of paratransit service you use the most, van service,taxi service, or bus. As we continue the survey, we will focus on the service you are most familiar with. (Pick One)

Van Service [ ] Taxi Service [ ] Bus [ ]

3. **Question:** How satisfied are you with your Paratransit Services? (Check ONE Box below):

a. [ ] Always
b. [ ] Most of the Time
c. [ ] Some of the Time
d. [ ] Never

Explain: _____

_____

4. **Question:** What do you not like about the Paratransit Services you have used?

Explain:_____

_____

5. **Question:** What do you like best about the Paratransit Services you have used?

Paratransit Client Survey

Explain:_____

_____

6. **Question:** When you use the van service, are you able to get the pick-up time you requested? (Check ONE Box below):

   a. [ ] Always
   b. [ ] Most of the time
   c. [ ] Some of the time
   d. [ ] Never
   e. [ ] Not Applicable

Comments:_____

7. **Question:** What time of day do you mostly use Paratransit? (Check ONE Box below):

   a. [ ] Before 7 AM
   b. [ ] Between 7 AM and 9 AM
   c. [ ] Between 9 AM and 3 PM
   d. [ ] Between 3 PM and 7 PM
   e. [ ] After 7 PM
   f. [ ] Varies

Comments:_____

8. **Question:** When you use Paratransit Services, do you feel safe?

   a. [ ] Always
   b. [ ] Most of the time
   c. [ ] Some of the time
   d. [ ] Never

Comments:_____

Paratransit Client Survey

9. **Question:** Have you ever made a complaint? (Check ONE):

   a. [ ] YES
   b. [ ] NO (SKIP QUESTION 10)

Explain: _____

10. **Question:** How quickly are your complaints resolved? (Check ONE):

   b. [ ] Resolved in less than 10 days
   c. [ ] Takes more than 10 days to get resolved.
   d. [ ] Usually not resolved at all
   e. [ ] Other _____

Explain: _____

_____

11. **Question:** How can Paratransit Services be improved?

Explain: _____

_____

12. **Question:** When you go to apply or renew your Transit Plus Services how satisfied are you with how you are treated by the Transit Plus staff.

   a. [ ] Satisfied
   b. [ ] Not Satisfied

Explain: _____

_____

Thank you for your time, and we appreciate your comments.

Record Current Time: _____

ADA Paratransit Eligibility Standards and Process

Code of Federal Regulations
Title 49 Transportation
(excerpts)

§37.123 ADA paratransit eligibility: Standards.

(a) Public entities required by §37.121 of this subpart to provide complementary paratransit service shall provide the service to the ADA paratransit eligible individuals described in paragraph (e) of this section.

(b) If an individual meets the eligibility criteria of this section with respect to some trips but not others, the individual shall be ADA paratransit eligible only for those trips for which he or she meets the criteria.

(c) Individuals may be ADA paratransit eligible on the basis of a permanent or temporary disability.

(d) Public entities may provide complementary paratransit service to persons other than ADA paratransit eligible individuals. However, only the cost of service to ADA paratransit eligible individuals may be considered in a public entity's request for an undue financial burden waiver under §§37.151-37.155 of this part.

(e) The following individuals are ADA paratransit eligible:

(1) Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable individuals with disabilities.

(2) Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route.

(i) An individual is eligible under this paragraph with respect to travel on an otherwise accessible route on which the boarding or disembarking location which the individual would use is one at which boarding or disembarking from the vehicle is precluded as provided in §37.167(g) of this part.

(ii) An individual using a common wheelchair is eligible under this paragraph if the individual's wheelchair cannot be accommodated on an existing vehicle (e.g., because the vehicle's lift does not meet the standards of part 38 of this title), even if that vehicle is accessible to other individuals with disabilities and their mobility wheelchairs.

(iii) With respect to rail systems, an individual is eligible under this paragraph if the individual could use an accessible rail system, but—

(A) There is not yet one accessible car per train on the system; or

(B) Key stations have not yet been made accessible.

(3) Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system.

(i) Only a specific impairment-related condition which prevents the individual from traveling to a boarding location or from a disembarking location is a basis for eligibility under this paragraph. A condition which makes traveling to boarding location or from a disembarking location more difficult for a person with a specific impairment-related condition than for an individual who does not have the condition, but does not prevent the travel, is not a basis for eligibility under this paragraph.

(ii) Architectural barriers not under the control of the public entity providing fixed route service and environmental barriers (e.g., distance, terrain, weather) do not, standing alone, form a basis for eligibility under this paragraph. The interaction of such barriers with an individual's specific impairment-related condition may form a basis for eligibility under this paragraph, if the effect is to prevent the individual from traveling to a boarding location or from a disembarking location.

(f) Individuals accompanying an ADA paratransit eligible individual shall be provided service as follows:

(1) One other individual accompanying the ADA paratransit eligible individual shall be provided service—

(i) If the ADA paratransit eligible individual is traveling with a personal care attendant, the entity shall provide service to one other individual in addition to the attendant who is accompanying the eligible individual;

(ii) A family member or friend is regarded as a person accompanying the eligible individual, and not as a personal care attendant, unless the family member or friend registered is acting in the capacity of a personal care attendant;

(2) Additional individuals accompanying the ADA paratransit eligible individual shall be provided service, provided that space is available for them on the paratransit vehicle carrying the ADA paratransit eligible individual and that transportation of the additional individuals will not result in a denial of service to ADA paratransit eligible individuals;

(3) In order to be considered as “accompanying” the eligible individual for purposes of this paragraph (f), the other individual(s) shall have the same origin and destination as the eligible individual.

§37.125 ADA paratransit eligibility: Process.

Each public entity required to provide complementary paratransit service by §37.121 of this part shall establish a process for determining ADA paratransit eligibility.

(a) The process shall strictly limit ADA paratransit eligibility to individuals specified in §37.123 of this part.

(b) All information about the process, materials necessary to apply for eligibility, and notices and determinations concerning eligibility shall be made available in accessible formats, upon request.

(c) If, by a date 21 days following the submission of a complete application, the entity has not made a determination of eligibility, the applicant shall be treated as eligible and provided service until and unless the entity denies the application.

(d) The entity's determination concerning eligibility shall be in writing. If the determination is that the individual is ineligible, the determination shall state the reasons for the finding.

(e) The public entity shall provide documentation to each eligible individual stating that he or she is "ADA Paratransit Eligible." The documentation shall include the name of the eligible individual, the name of the transit provider, the telephone number of the entity's paratransit coordinator, an expiration date for eligibility, and any conditions or limitations on the individual's eligibility including the use of a personal care attendant.

(f) The entity may require recertification of the eligibility of ADA paratransit eligible individuals at reasonable intervals.

(g) The entity shall establish an administrative appeal process through which individuals who are denied eligibility can obtain review of the denial.

(1) The entity may require that an appeal be filed within 60 days of the denial of an individual's application.

(2) The process shall include an opportunity to be heard and to present information and arguments, separation of functions (*i.e.*, a decision by a person not involved with the initial decision to deny eligibility), and written notification of the decision, and the reasons for it.

(3) The entity is not required to provide paratransit service to the individual pending the determination on appeal. However, if the entity has not made a decision within 30 days of the completion of the appeal process, the entity shall provide paratransit service from that time until and unless a decision to deny the appeal is issued.

(h) The entity may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips.

(1) Trips missed by the individual for reasons beyond his or her control (including, but not limited to, trips which are missed due to operator error) shall not be a basis for determining that such a pattern or practice exists.

(2) Before suspending service, the entity shall take the following steps:

(i) Notify the individual in writing that the entity proposes to suspend service, citing with specificity the basis of the proposed suspension and setting forth the proposed sanction.

(ii) Provide the individual an opportunity to be heard and to present information and arguments;

(iii) Provide the individual with written notification of the decision and the reasons for it.

(3) The appeals process of paragraph (g) of this section is available to an individual on whom sanctions have been imposed under this paragraph. The sanction is stayed pending the outcome of the appeal.

(i) In applications for ADA paratransit eligibility, the entity may require the applicant to indicate whether or not he or she travels with a personal care attendant.

Source: U.S. Government Printing Office website at:

http://www.ecfr.gov/cgi-bin/text-idx?SID=06586a56ca4dd690619c577ddd333e70&node=49:1.0.1.1.27.6.18.2&rgn=div8

DATE: December 18, 2013

TO: Jerome J. Heer, Director of Audits

FROM: Brian Dranzik, Director of Transportation
Mike Giugno, Managing Director, Milwaukee County Transit System

SUBJECT: Response to "Milwaukee County Transit Plus On-Time Performance and Customer Satisfaction Generally are Good But Better Oversight of Vendor Complaint Resolution Efforts is Needed"

Transit Plus and The Milwaukee County Department of Transportation (MCDOT) would like to extend their thanks to the Milwaukee County Department of Audit for their time and effort in reviewing Transit Plus paratransit services. Transit Plus and Milwaukee County Transit System (MCTS) staff and the Department of Transportation agree that the Department of Audit was thorough, professional and respectful in their audit and analysis.

Milwaukee County Transit System has provided oversight and management of Milwaukee County's Transit Plus paratransit services since 2000. Throughout this tenure and continuing today, Transit Plus strives to ensure that Milwaukee County residents with disabilities have access to safe, reliable and cost effective transportation that provides for vital mobility and independence in the community.

Transit Plus staff is pleased to note that the results of the audit indicate a "very high" level of customer satisfaction with the service, with 88% of customers responding to the audit survey indicating that they are always satisfied or satisfied most of the time, and 93% of respondents saying that they feel safe when using the service. Feedback such as this indicates that Transit Plus is on the right track in efforts to provide outstanding customer service. Transit Plus welcomes the opportunity to work toward continued improvements, and views the audit results in that light.

Accordingly, Transit Plus, MCTS staff and MCDOT have each carefully reviewed the nine areas of improvement recommended by the Department of Audit and provide the following responses to each:

1. *Reviews, on a sample basis, paratransit van service trips with travel times exceeding 60 minutes each month to determine compliance with ADA requirements for comparability with fixed-route service travel times. Reviews should be performed on a regular basis, include efforts to identify patterns, and could include soliciting input from affected clients when appropriate to explain extenuating circumstances. Such an effort could also reveal the need for Transit Plus to develop an additional criteria for measuring excessive travel times in those instances where fixed route comparisons are unrealistic.*

Transit Plus agrees with this recommendation. Data sampling will be in addition to the checks already being performed to gauge vendor compliance with contractual requirements. Transit Plus will then report outcomes after a six month period of analysis to determine whether any patterns of trip violations have been identified. Transit Plus plans to initiate this process at the start of 2014.

2. *Proactively monitors service providers' processes for recording and responding to clients' complaints. Efforts should include, but not be limited to:*

    a. *the identification of patterns of complaints;*

    b. *a cross-check for any complaints received directly by Transit Plus that mentions a prior contact with a provider to help ensure that providers are recoding all client complaints, as required by contract; and*

    c. *Randomly spot-check provider complaint resolutions by contacting clients for feedback regarding the disposition of their specific complaints.*

Transit Plus agrees with this recommendation. Transit Plus will work with the vendors to ensure Transit Plus receives timely, accurate and complete logs of complaints received directly by the vendors in order to more closely monitor contract compliance with regard to complaint resolution. This includes the identification of patterns of complaints, cross-checking for any complaints received directly by Transit Plus that mentions a prior contact with a provider and randomly spot-checking provider complaint resolutions by contacting clients for feedback regarding the disposition of their specific complaints. Transit Plus had already begun working with the vendors on a format for capturing complaint data prior to the release of the audit recommendations, and will continue to work on and refine this process.

3. *Modifies its internal complaint database to improve the accuracy of data entry and to allow for automated filtering of such details as complaints by provider, by individual driver, and by type of resolution, and time elapsed until resolution.*

Transit Plus agrees with this recommendation. Transit Plus will work with the MCTS IT Department to update the Oracle complaint database to ensure we are able to capture and allow for automated filtering of complaints by provider, by individual driver, and by type of resolution, and time elapsed until resolution. Transit Plus will commence work on this during the first quarter of 2014.

4. *Develops and implements clear and concise policies and procedures for addressing and monitoring clients' complaints. The policies and procedures should address all complaints, including those submitted by clients to individual service providers, as well as those submitted directly to the Transit Plus program.*

Transit Plus agrees with this recommendation. Transit Plus will develop and implement clear and concise policies and procedures for addressing and monitoring clients' complaints. The policies and procedures will address all complaints, including those submitted to individual service providers, as well as those submitted directly to the Transit Plus program. Transit Plus will commence work on this during the first quarter of 2014.

5. *Includes in its next solicitation of paratransit van service proposals a requirement that vans are equipped with continuous surveillance cameras suitable for assisting in the investigations of disputed service complaints.*

Transit Plus agrees with this recommendation. Transit Plus will develop the next RFP specification for paratransit van service to include a requirement that vans are equipped with continuous surveillance cameras suitable for assisting in the investigations of disputed service complaints.

6. *Convenes a workgroup including, but not limited to, Transit Plus staff, paratransit van service providers, the Milwaukee County Department of Transportation, the Milwaukee County Office of Persons with Disabilities, appropriate advocacy groups for persons with disabilities, and the Office of Corporation Counsel, to determine whether or not the Transit Plus program has appropriate policies, procedures and /or contract requirements in place regarding compliance with ADA wheelchair securement, wheelchair bound client restraints, and legally defensible service denial protocols regarding client safety concerns.*

Transit Plus agrees with this recommendation and will work with the above mentioned groups and departments to convene a work group to review and if needed recommend changes to existing Transit Plus policies, procedures and /or contract requirements regarding compliance with ADA wheelchair securement, and securements for persons using mobility devices in transport on Transit Plus service vehicles. Transit Plus and MCDOT will work with the Office of Corporation Counsel to determine that there are legally defensible protocols in place regarding client safety concerns that also meet ADA requirements.

7. *Implements a structured management oversight approach to help ensure consistent eligibility determination decision-making among assessors.*

Transit Plus agrees with this recommendation and will develop a more structured management oversight approach with the goal of assuring there is consistency among the assessors when arriving at eligibility determinations. This process will be initiated at the beginning of 2014 and will include input from assessors as well as a review of industry best practices.

8. *Seeks an integrated solution to eliminate the need for manual entry of the same information into two automated systems at the earliest strategic opportunity.*

Transit Plus agrees with this recommendation. The ability to migrate toward an integrated, more fully automated system that would eliminate the need for manual data entry will be driven by available funding, and Transit Plus will present options to MCDOT so that they may determine the value and feasibility weighed against the costs and benefits of any such system.

9. *Works with the Transit Plus Advisory Council and the Milwaukee County Director of Transportation to re-establish the pattern of appointing TPAC members to two-year terms on a staggered basis such that approximately half of the council is up for appointment each year.*

Transit Plus agrees with the recommendation that the pattern of TPAC members being appointed to two-year terms on a staggered basis should be re-established. Transit Plus will act as liaison between TPAC and MCDOT to that end.

Brian Dranzik
Director of Transportation

Michael Giugno
Managing Director, MCTS

COUNTY OF MILWAUKEE
INTER-OFFICE COMMUNICATION

DATE: February 10, 2014

TO: Supervisor Michael Mayo, Sr., Chair, Transportation, Public Works & Transit Committee
Supervisor Gerry Broderick, Chair, Parks, Energy & Environment Committee

FROM: Gordie Bennett, Sustainability Director, DAS-Facilities Management

SUBJECT: **Requested follow-up to File No. 13-915, Planning and Implementing Clean Energy Investments in Wisconsin Communities grant (INFORMATIONAL)**

Background

File No. 13-915 was considered at the December 2013 meetings of the Committees on Transportation, Public Works, and Transit and Parks, Energy, and Environment.

As requested by the Committees, this informational report provides an update on the Clean Energy Investments in Wisconsin Communities grant application. A copy of the grant application, submitted by the Sustainability Director to the State Energy Office on December 13, 2013, is attached.

There were two funding tracks to the grant: 1) strategic energy plan development; and 2) clean energy project implementation. For all applications, the State Energy Office gave preference to proposals that would directly yield energy savings or renewable energy generation. The end result of track #1 would be a strategic energy plan, not energy savings or renewable energy generation. Consequently, to make Milwaukee County's grant application more competitive, the Sustainability Director proposed a project under track #2.

The proposed project was to incorporate solar-powered fans into the landfill gas control system at Doyne Park in Milwaukee. The solar fans could have reduced electric costs by up to $1,477 per year. However, the application was not selected for an award. Apparently, the selection process was very competitive - the State Energy Office received applications for more than four times the total grant amount.

Recommendation

No action requested. Informational only unless otherwise directed.

Prepared by: Gordie Bennett, Sustainability Director

Approved by:

Julie Esch, Director of Operations, DAS

Cc: Chris Abele, County Executive
Amber Moreen, Chief of Staff, County Executive
Marina Dimitrijevic, Chairwoman, Milwaukee County Board of Supervisors
Kelly Bablitch, Chief of Staff, County Board of Supervisors
John Zapfel, Deputy Chief of Staff, County Executive
Don Tyler, Director, DAS
Josh Fudge, Fiscal and Budget Administrator, DAS

Planning/Implementing Municipal Clean Energy Projects

Cover Page

		Application Submission Date: 12/13/13
Organization Name: Milwaukee County Office of Sustainability		
Primary Contact Name (First, Last): Gordie Bennett		
Primary Contact Title: Sustainability Director		
Mailing Address: 2711 West Wells Street, Room 217		
City: Milwaukee	**Zip: 53209**	**County: Milwaukee**
Phone: 414-278-4837	**Fax: 414-223-1366**	**Email: Gordon.Bennett@milwcnty.com**
Employer ID Number (W-9) : 396005720		**Amount Requested: $15,054.92**
Signature:		**Date: 12/13/13**

Submit completed application by December 13, 2013 at 05:00 PM CDT to:

Megan Levy, Director
State Energy Programs
Wisconsin State Energy Office
101 East Wilson St. 6th Floor
Madison, WI 53703
megan.levy@wisconsin.gov

For Internal Use Only		
Date Received:	**Reviewed by:**	**Score: □ A □ R**
□ Letter Sent Date:	**Contract Start Date:**	**Contract End Date:**

Planning/Implementing Municipal Clean Energy Projects

Project Narrative

1. INTRODUCTION TO THE PROJECT

The Milwaukee County Office of Sustainability is proposing to incorporate solar-powered fans into the previously installed landfill gas (LFG) control system at Doyne Park in Milwaukee. By installing and operating solar fans on top of five existing passive gas vent pipes, it may be possible to run the system's 15-horsepower blower less often – or perhaps even not at all. Consequently, the solar fans could help reduce energy use and costs, including environmental impacts, associated with operating the LFG control system.

2. APPLICANT BACKGROUND AND QUALIFICATIONS

Among local governments in Wisconsin, Milwaukee County is a leader in energy efficiency and the use of clean energy. In 2007, the Board of Supervisors adopted a 'Green Print' resolution that established 16 energy and conservation provisions for County operations. Since then, the County has establish ed benchmarks (around a 2007 baseline) for evaluating clean energy initiatives. Additionally, Milwaukee County has implemented energy savings performance contracts in approximately 5.5 million gross square feet of County facilities, resulting in more than $1.2 million in avoided energy costs. And, the County has gradually built one of the largest fleets of hybrid electric vehicles in the state.

The Milwaukee County Office of Sustainability was established in February 2013 with the hiring of a Sustainability Director. To date, much of the Office's efforts have focused on encouraging staff involvement with the County's sustainability program. With the help of the County Executive, the Office of Sustainability coordinated a "Kill-a-Watt" Challenge to reduce County electricity use by 2 percent from May-October 2013 relative to the same period in 2012. By encouraging conservation practices like turning off unnecessary lighting and using power management settings on computers, the County met its energy reduction goal and avoided around $128,000 in electricity costs.

3. DETAILED DESCRIPTION OF THE PROJECT

Located approximately 4.5 miles west of downtown Milwaukee, Doyne Park was used as a quarry in the early 1900's and later used by the City of Milwaukee for the disposal of solid waste (also formerly known as the Hawley Road Landfill). The site is approximately 40 acres in size. Milwaukee County owns the easterly 35 acres and the Badger Association of the Blind, who uses it for a parking lot, owns the westerly 5 acres. Records regarding waste disposal at the site are vague, but suggest that filling may have begun in the 1940's. WDNR records indicate that the site received wood, old appliances, and street sweepings before it closed in 1976. The total volume of the waste on the entire site is estimated to be between 2.5 and 5.2 million cubic yards.

In response to concerns that landfill gas might migrate into nearby residences, a perimeter LFG control system was installed at Doyne Park in 1998. The system was constructed along the southern boundary of the park and includes 38 gas extraction wells, two underground condensate tanks, and a blower station. In addition, methane detectors were installed in the basements of local residents. This project was conducted as a joint effort with the City of Milwaukee. The layout of the gas probes and extraction system for Doyne Landfill is illustrated in Figure 1. The proposed project would incorporate solar-powered fans into the perimeter LFG control system.

Figure 1

DOYNE LANDFILL
MILWAUKEE COUNTY
MILWAUKEE, WI
1"=100'
Legend
Limits of Waste
Header Piping
Landfill Sanitary & Leachate Pipes
N
0
250
500
1,000
Feet
Condensate Drain Type 1 - D
Blower Station
Condensate Cleanout
Condensate Drain Type 1 - C
Condensate Drain Type 2 - B
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4. PROJECTED ENERGY SAVINGS ON AN ANNUAL BASIS

Electricity use and costs metered by WE Energies for the existing LFG control system at Doyne Park is shown below. Based on this data, solar fans could help reduce annual electric use and costs by up to 19,729 kWh and $1,477, respectively.

Current Average kWh Used / Year (kWh):	19,729
Current Average $ / kWh:	0.0749
Current Estimated Annual Electricity Cost ($):	1,477
Percent of Active System Runtime Reduced:	100%
Time to Payback (Year):	10.2

Planning/Implementing Municipal Clean Energy Projects

Budget Justification Form

1. PERSONNEL

Position Title	Pay Rate ($/hr)	Time (est hours)	Total Compensation ($)	Requested from SEO ($)	Leverage ($)	Work Description
Sustainability Director	37.09	20	741.80	0	741.80	Coordinate grant activities and serve as point of contact for project; Meet with WDNR and prepare project-related reports as requested; Help research and communicate project requirements and specifications
Environmental Engineer	29.54	14	413.56	0	413.56	Provide technical assistance with project planning, design, and implementation; Guide project-related site preparation and construction

Additional Information: 'Total compensation' is wages only and does not include fringe

2. FRINGE

Position	Total Compensation ($)	Rate (%)	Total Fringe ($)	Requested from SEO ($)	Leverage ($)	Rate Basis
Sustainability Director	741.80	225	1,669.05	0	1,669.05	See Additional Information
Environmental Engineer	413.56	225	930.51	0	930.51	See Additional Information

Additional Information: Fringe rate percentage based on estimated fiscal year 2013 overhead rate of 2.25 for Milwaukee County Architecture, Engineering, and Environmental Services Division staff.

3. TRAVEL N/A

Description	In-state or Out-of-State	Total Cost ($)	Requested from SEO ($)	Leverage ($)	Basis of Cost

Additional Information:

4. SUPPLIES N/A

Description	Total Cost ($)	Requested from SEO ($)	Leverage ($)	Basis of Cost

Additional Information:

5. EQUIPMENT

Description	Total Cost (S)	Requested from SEO ($)	Leverage ($)	Basis of Cost
Five (5) solar fan kits including installation	7,500	7,500	0	Kits include solar fans, photovoltaic panels, voltage controllers, wiring/connection cables, and mounting hardware. $1,500/unit cost estimated by landfill engineering consultant, which has used solar fans for similar applications

Additional Information:

6. OTHER

Description	Total Cost (S)	Requested from SEO ($)	Leverage ($)	Basis of Cost
Planning and design of solar fans	1,300	1,300	0	Current landfill engineering consultant charges $100/hour. Based on project scope, we anticipate needing about 13 hours of planning and design help.
WDNR Project Review Fee(s)	1,000	1,000	0	Modifications to landfills require approval from WDNR. Thus, Milwaukee County may be required to pay WDNR fee(s) for reviewing the proposed project.

Additional Information:

7. INDIRECT COSTS

Description	Total Cost (S)	Requested from SEO ($)	Leverage ($)	Basis of Cost
Additional Landfill Gas Monitoring	1,500	1,500	0	WDNR may require additional monitoring of LFG control system after solar fans are installed. Current monitoring done by landfill engineering consultant four times/year at about $150/visit. Assume WDNR would require monthly monitoring (8 extra visits) for the 1st year after the fans are installed, bi-monthly reporting (2 extra visits) during Year 2, and quarterly monitoring resuming Year 3. Thus, LFG monitoring would be done 10 extra times for approximately $1,500.

Additional Information:

Planning/Implementing Municipal Clean Energy Projects

Budget Summary

SUMMARY

Category	Requested from SEO ($)	Leverage ($)	Total
Personnel	0	1,155.36	1,155.36
Fringe	0	2,599.56	2,599.56
Supplies	0	0	0
Equipment	7,500	0	7,500
Other	2,300	0	2,300
Total Direct Costs	9,800	3,754.92	13,554.92
Indirect	1,500	0	1,500
Total Year One Budget	11,300	3,754.92	15,054.92

Additional Information:

Planning/Implementing Municipal Clean Energy Projects

Personnel

1. **Gordie Bennett, MS, MCP***
   Sustainability Director
   Office of Sustainability
   Milwaukee County
   2711 West Wells Street, Room 217
   Milwaukee, WI 53209
   Gordon.Bennett@milwcnty.com
   414-278-4837

   Related activities and experience:
   - Direct implementation of Milwaukee County's Green Print resolution
   - Secured and administered $36,000 energy efficiency grant
   - Over four years experience preparing energy and emissions reports

2. **Sean Hayes, PE**
   Environmental Engineer
   Environmental Services
   Milwaukee County
   2711 West Wells Street, Room 211
   Milwaukee, WI 53209
   Sean.Hayes@milwcnty.com
   414-278-4891

   Related activities and experience:
   - Project manager for numerous public works projects, including $2.6M lift station
   - Five years experience operating and maintaining Doyne Park LFG control system
   - Managed design and installation of multiple solar PV and hot water systems

* Will coordinate grant activities and serve as a point of contact for project

Planning/Implementing Municipal Clean Energy Projects

Letter of Reference

ParkPeople
Friends of Milwaukee County Parks

The Park People

Friends of Milwaukee County Parks

Board of Directors

President
Susan Spoerk
Thomson Reuters

Vice President
Chuck Rozewicz
Community Volunteer

Treasurer
Patricia Hintz JD
Quarles and Brady

Secretary
Cheri Briscoe
Community Volunteer

Board Members

Cathy Brautigam
Loneshoe Graphics

Lauren Harpke, JD
Quarles and Brady

Keith Holt
Milwaukee Bicycle Works

John Lunz
Community Volunteer

Casey Renn
Gant Travel

Staci Staffaroni
Great Lakes Hemophilia Foundation

Nadine Weske
Community Volunteer

Jeff Martinka
Southeastern Wisconsin Watershed Trust

Katie Williams
Community Volunteer

Ex-officio

John Dargle
Milwaukee County Parks Director

Executive Director
James Goulee

Megan Levy, Director
State Energy Programs
Wisconsin State Energy Office
101 East Wilson St. 6th Floor
Madison, WI 53703.

December 12, 2013

Dear Ms. Levy:

The Park People of Milwaukee County wishes to express its support for the Milwaukee County Office of Sustainability's application for *Planning and Implementing Clean Energy Investments in Wisconsin Communities* funds for incorporating solar-powered fans into the landfill gas migration control system at Doyne Park. This innovative project would reduce the need for blowers and external power at the landfill, lowering Milwaukee County Parks' energy use and costs. In addition, the project would increase the use of renewable energy in our world-class parks system, conserving natural resources for the benefit of the community.

Milwaukee County has taken a number of steps to improve its energy efficiency and increase its use of clean energy. In 2007, the County adopted a 'Green Print' resolution consisting of 16 energy and conservation provisions. Since that time, total energy use in County facilities has decreased by almost 10 percent. More recently, the County has implemented six solar photovoltaic projects and three solar hot water projects. In total, the systems generate about 104,000 kWh of clean, renewable power per year - roughly equivalent to the electricity used to power 10 homes.

By incorporating solar fans into the Doyne Park Landfill, Milwaukee County can take another step towards integrating sustainability into its operations. We urge the State Energy Office to award the project a *Planning and Implementing Clean Energy Investments in Wisconsin Communities* grant.

Sincerely,

James P. Goulee
Executive Director
The Park People of Milwaukee County, Inc.

1845 North Farwell Avenue, Suite 100 – Milwaukee, WI 53202
(414) 273-PARK – (414) 273-7293 fax – www.parkpeoplemke.org

COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: February 10, 2014

TO: Supervisor Marina Dimitrijevic, Chairperson, County Board of Supervisors
Supervisor Michael Mayo, Sr., Chairperson, Transportation, Public Works Committee

FROM: Greg High, Director, AE&ES Section, Facilities Management Division, Department of Administrative Services

SUBJECT: **DAS –FM STAFFING PLAN/CONSULTANT USE FOR 2014 CAPITAL IMPROVEMENTS**

POLICY

Milwaukee County Professional Services Ordinance 56.30 (4)(a)(1) requires that the Department of Administrative Services, Facilities Management Division (DAS-FM) shall provide in February each year to the Committee on Finance and Audit, and the Committee on Transportation, Public Works and Transit an updated report on public works capital projects requiring the use of any professional services contract.

BACKGROUND

The Department of Administrative Services, Facilities Management Division has reviewed the approved 2014 adopted capital projects and has established the attached updated staffing and consultant use plan proposals for each. There are no significant changes to this staffing plan from that proposed in the adopted capital budget.

We have also indicated on the attached spreadsheets our recommendations to the Director of DAS for signature authority delegation to other County Departments for certain capital projects that will not be managed by DAS-FM. In 2014, several Owner Departments will manage specific projects directly and therefore have signature authority for any expenditure as indicated on the attached spreadsheet. County Board approval of the indicated signature authority recommendation will provide the appropriate signature authority for each project.

RECOMMENDATION

The Director of DAS recommends approval of the DAS-FM staff and consultant use plan for approved 2014 adopted capital projects.

Prepared by: Gregory G. High

Approved by:

_____

Gregory G. High. P.E., Director
AE&ES Section, DAS-FM Division

GGH:

Attachments (3): 2014 Capital Project Staffing Plan
Chapter 56, Section 56.20
Chapter 56, Section 56.30 (4)(a)(1)

cc: Chris Abele, Milwaukee County Executive
Amber Moreen, Chief of Staff, County Executive's Office
Michael Mayo Sr., Chair, Transportation, Public Works and Transit Committee
Willie Johnson, Jr., Co-Chair, Finance, Personnel, and Audit Committee
David Cullen, Co-Chair, Finance, Personnel, and Audit Committee
Kelly Bablitch, Chief of Staff, County Board of Supervisors
Scott Manske, Comptroller
Pam Bryant, Capital Finance Manager, Office of the Comptroller
Josh Fudge, Fiscal and Budget Administrator, DAS
Vince Masterson, Strategic Asset Coordinator, DAS
Brian Dranzik, Director, MCDOT
Clark Wantoch, Director, Highway Operations, MCDOT
James Martin, Interim Fiscal Administrator, MCDOT
Barry Bateman, Director, Airport Division, MCDOT
Gary Waszak, Interim Director, Facilities Management Division, DAS
Chris Lindbergh, CIO, IMSD Division
Laurie Panella, Deputy CIO, IMSD Division

56.20. Centralized administration of public works contracts and construction.
(1)
Policy. Uniformity of bid documents, contracts and procedures for construction of public works projects and centralization in one (1) office of related activities is essential to efficient management of public construction programs.
(2)
Definitions. As used in this ordinance:
(a)
"Public work project" means all projects for construction, repair, remodeling or major maintenance or capital improvements subject to s. 59.08, Wis. Stats., and authorized by the county board or departments of county government, including boards and commissions.
(b)
"Administration" means preparation of preliminary and final plans, specifications, project and professional service cost estimates, and bid documents; analysis of bids, preparation of schedules for plans, bidding and construction completion, making recommendations for award of contract, contract drafting, inspection of construction during work progress and reporting scheduled progress to responsible department on a monthly basis; drafting and recommending contract change orders and certificates of payment, and maintaining project records; establishment of a program for maintaining structural integrity of all capital improvements and routine major maintenance; recommending professional architectural, engineering and specialized trade consultants, drafting contracts and issuance of certificates of payment for such professional service, and review of all plans and specifications prepared by such professional consultants.
(3)
Central office. Administration of all public work projects shall be the function of, and centralized in, the appropriate department of transportation or the department of administrative services.
(4)
Service charge. The cost of all services performed by the appropriate department of transportation or the department of administrative services shall be charged, where applicable, against the project account, the department for which the services are rendered, or the revolving fund established in conformity with section 56.12 of the Code

56.30. - Professional services.

(4)

Professional services procedures. It shall be the responsibility of the administrator to conform with the following provisions when entering into a professional services contract and expending budgeted funds:

(a)

Professional services—Capital improvements. The following conditions shall apply to all capital projects.

(1)

During its annual budget process, departments shall provide a list to the county board of which capital projects contained in the recommended budget are intended to require the assistance of a professional services consultant. Departments are authorized to enter into contractual services or professional services agreements as may be required for specific capital improvement projects which have been approved by the county board through the budget process. Expenditures shall only be for those projects and professional services specifically identified in the budget write-up reviewed by the committee on finance, personnel and audit during the budget review process and approved by the county board, or for those projects approved by action of the county board. The budget write-up shall contain specific information as to the scope of the project, professional services required and estimated cost of the professional services work to be performed. The appropriate department of transportation or the department of administrative services shall provide in February of each year to the committee on finance, personnel and audit and the committee on transportation, public works and transit an updated report on public works capital projects requiring the use of a professional services contract. Any professional services work costing more than twenty thousand dollars ($20,000.00) which is not identified in the February report shall require county board approval.

DAS Facilties Management Division AE&ES Staffing Plan
2014 Adopted Capital Improvements
Milwaukee County

Proj	Sub-Proj	Project Description	2014 Adopted	SIGNATURE AUTHORITY OWNER	SIGNATURE AUTHORITY DAS-FM	Constrcution Contract Award	Construction Start	Construction Finish	COUNTY PROJECT MANAGER	DESIGN COUNTY STAFF	DESIGN CNTY & CONSUL	DESIGN CONSUL	DESIGN RFP	CONSTRUCTION MANAGEMENT COUNTY STAFF	CONSTRUCTION MANAGEMENT CNTY & CONSUL	CONSTRUCTION MANAGEMENT CONSUL	CONSTRUCTION MANAGEMENT RFP
		TRANSPORTATION															
		Highway and Bridges/Structures															
WH001	WH00115	S. 76th St. Intersects of Edgerton & Layton Ave.	$697,600	MCDOT		2015	2015	2015	Weddle-Henning	X					X		X
WH001	WH00117	**Intersection of CTH Y and S. 60th St.**	$98,700	MCDOT		2015	2015	2015	Weddle-Henning	X					X		X
WH001	WH00118	**CTH G & CTH S Intersection(2216-00-02)**	$129,650	MCDOT		2016	2016	2016	Weddle-Henning	X					X		X
WH001	WH00119	**CTH U and CTH BB Intersection (2160-01-02)**	$106,181	MCDOT		2016	2016	2016	Weddle-Henning	X					X		X
WH001	WH00120	**CTH Y Intersection w/ Pennsylvania and Whitnall**	$113,809	MCDOT		2016	2016	2016	Weddle-Henning	X					X		X
WH002	WH00203	**Traffic Signal Optimization**	$316,216	MCDOT		N/A	N/A	N/A	Weddle-Henning	X					N/A		N/A
WH010	WH01002	**Mill Rd. 43rd St. to Sydney Pl.**	$389,875	MCDOT		2016	2016	2016	Weddle-Henning	X					X		X
WH010	WH01017	South 76th St. (W. Puetz Rd. to W. Imperial Dr.)	$4,397,333	MCDOT		2014	2014	2015	Weddle-Henning	X					X		X
WH010	WH01019	**Old Loomis Rd-Warwick to Rawson & 76th to Hollow**	$173,200	MCDOT		2016	2016	2016/2017	Weddle-Henning	X					X		X
WH010	WH01021	**W. St. Martins Rd S. N Cape Rd to S Lvrs Lane Rd**	$346,300	MCDOT		2016	2016	2016/2017	Weddle-Henning	X					X		X
WH020	WH02012	S. 68th St. (W. Ryan Rd. to House of Corrections	$962,600	MCDOT		2014	2014	2014	Weddle-Henning		X		X		X		X
WH020	WH02015	S. North Cape Rd. (Hi-View Dr. to S. Carroll Cir	$2,807,400	MCDOT		2014/2015	2014/2015	2014/2015	Weddle-Henning		X		X		X		X
WH080	WH08023	**Whitnall Park Bridge #564**	$101,400	MCDOT		2016	2016	2016	Weddle-Henning		X		X		X		X
WH080	WH08024	**Whitnall Park Bridge #565**	$101,400	MCDOT		2016	2016	2016	Weddle-Henning		X		X		X		X
WH087	WH08701	Ryan Rd Culvert East of S 112th	$298,300	MCDOT		2014	2014	2014	Weddle-Henning		X		X		X		X
WH236	WH23601	Green Infrastructure- Layton,Rawson, 107th St.	$469,500	MCDOT		2014	2014	2014	Weddle-Henning		X		X	X			
WH		**Highway and Bridges/Structures**	**$11,509,464**														
		MCDOT Transportation Services Only-1/22/2014															
		The projects highlighted in **purple** above are in the **Design Phase** of the project															
		The unhighlighted projects are in the Construction Phase.															
		Transit															
WT		**Total Transit**	**$0**														
		Airports															
WA064	WA06401	GMIA Phase II Residential Sound Insulation Prog	$14,110,000	MCDOT													
WA122	WA12201	GMIA Airfield Pavement Rehabilitation	$1,120,000		X	Apr-14	May-14	Nov-14	Kipp	X				X			
WA123	WA12301	GMIA Airfield Safety Improvements	$400,000		X	Apr-14	May-14	Nov-14	Kipp	X				X			
WA125	WA12501	GMIA Security and Wildlife Deterrent Perimeter	$291,000		X	Jun-14	July-14	December-14	Raab	X				X			
WA163	WA16301	GMIA Perimeter Road Bridge over Howell Ave	$750,000		X		May-13	November-14	Stave			Mead & Hunt	X		X		
WA167	WA16701	GMIA Terminal Escalator Replacement	$1,300,000		X	Jan-14	May-14	October-15	Raab	X				X			
WA172	WA17201	GMIA Terminal Sanitary Sewer Utility Upgrade	$300,000		X	Jul-14	August-14	October-14	Gulgowski			X	X		X		
WA180	WA18001	GMIA 7L-25R Resurfacing	$2,100,000		X	Apr-14	May-14	Nov-14	Kipp	X				X			
WA181	WA18101	LJT Runway 4L-22R Pavement Resurface	$1,285,000		X	Apr-14	May-14	Nov-14	Kipp	X				X			
WA		**Total Airport**	**$21,656,000**														
		Environmental															
WV009	WV00901	County-wide Sanitary Sewers Repairs	$75,000		X	May-14	Jun-14	Oct-14	Stave	X				X			
WV024	WV02401	College Ave Storm Water Pond Upgrade	$96,538		X	Jul-14	Aug-14	Nov-14	Keith	X				X			
WV		**Total Environmental**	**$171,538**														
		Total Transportation and Public Works	**$33,337,002**														
		PARKS, RECREATION AND CULTURE															

DAS Facilties Management Division AE&ES Staffing Plan
2014 Adopted Capital Improvements
Milwaukee County

Proj	Sub-Proj	Project Description	2014 Adopted	SIGNATURE AUTHORITY: OWNER	SIGNATURE AUTHORITY: DAS-FM	Constrcution Contract Award	Construction Start	Construction Finish	COUNTY PROJECT MANAGER	DESIGN: COUNTY STAFF	DESIGN: CNTY & CONSUL	DESIGN: CONSUL	DESIGN: RFP	CONSTRUCTION MANAGEMENT: COUNTY STAFF	CONSTRUCTION MANAGEMENT: CNTY & CONSUL	CONSTRUCTION MANAGEMENT: CONSUL	CONSTRUCTION MANAGEMENT: RFP
		Milwaukee Public Museum															
WM010	WM01001	MPM Elevator & Escalator Modernization	$123,624		X	Aug-14	Sep-14	Dec-14	Tran			Annual		X			
WM015	WM01501	Museum Exterior Window Replacement	$658,390		X	Jun-14	Jul-14	Dec-14	Banach			HGA	X	X			
WM016	WM01601	Museum Fascade Repair	$895,963		X	Jun-14	Jul-14	Dec-14	Banach			HGA	X	X			
WM		**Total Milwaukee Public Museum**	**$1,677,977**														
		Department of Parks, Recreation & Culture															
WP129	WP12904	Countywide Athletic Fields and Courts (Rose Park)	$242,600		X	Aug-14	Sep-14	Oct-14	Stave		X	Annual		X			
WP203	WP20301	Kosciuszko Community Center HVAC	$200,000		X	Jul-14	Aug-14	Dec-14	Banach			X	X	X			
WP279	WP27905	Lindsay Park Walkways	$164,100		X	Apr-14	May-14	Sep-14	Stave	X				X			
WP279	WP27906	King Park Walkways	$356,900		X	Apr-14	Sep-14	Nov-14	Stave	X				X			
WP279	WP27907	Jackson Park Walkways	$157,700		X	Apr-14	May-14	Sep-14	Stave	X				X			
WP279	WP27911	Lincoln Park Walkways	$70,400		X	Apr-14	May-14	Sep-14	Stave	X				X			
WP279	WP27916	Madison Park Walkways	$153,400		X	Apr-14	May-14	Sep-14	Stave	X				X			
WP279	WP27921	Baran Park Walkways	$58,600		X	Apr-14	May-14	Sep-14	Stave	X				X			
WP279	WP27925	Smith Park Walkways	$287,600		X	Apr-14	May-14	Sep-14	Stave	X				X			
WP280	WP28001	Menomonee River Parkway Reconstruction	$3,195,600		X	May-14	Jun-14	Oct-14	Gulgowski		X	GAI	X		X		
WP294	WP29401	New Playground at Lincoln Park	$0														
WP296	WP29601	Smith Park Electrical Svcs Replacement	$99,100		X	Jun-14	Jul-14	Nov-14	Tran			Annual		X			
WP297	WP29701	Oak Leaf Trail Program - Sheridan Park	$396,000		X	Aug-14	Sep-14	Jun-15	Stave	X				X			
WP297	WP29702	Oak Leaf Trail Program - Grant Park	$104,000		X	Aug-14	Sep-14	Jun-15	Stave	X				X			
WP298	WP29801	South Shore Boat Launch	$84,000		X	NA	NA	NA	Hayes			X	X				
WP302	WP30201	Countywide Playground Resurfacing (Rose Park)	$121,500		X	Jun-14	Jul-14	Aug-14	Stave	X				X			
WP396	WP39601	Carver Park Play Area Replacement	$264,200		X	Aug-14	Sep-14	Jun-15	Stave	X				X			
WP397	WP39701	Kern Park Play Area Replacement	$264,200		X	Aug-14	Sep-14	Jun-15	Stave	X				X			
WP399	WP39903	Pulaski Park Amenities Improvement	$804,000		X	Jul-14	Aug-14	Mar-15	Banach			X	X	X			
WP399	WP39904	Noyes Park Amenities Improvement	$1,158,000		X	Jul-14	Aug-14	Mar-15	Banach			X	X	X			
WP460	WP46001	Lindsay Park Play Area	$0														
WP461	WP46101	McGovern Park Basketball Courts	$248,000		X	Jul-14	Aug-14	Nov-14	Stave		X	Annual		X			
WP462	WP46201	Dineen Park Tennis Courts Replacement	$453,600		X	Jul-14	Aug-14	Nov-14	Stave		X	Annual		X			
WP463	WP46301	Tiefenthaler Park Play Area Resurfacing	$110,000		X	Jun-14	Jul-14	Aug-14	Stave	X				X			
WP		**Total Department of Parks, Recreation & Culture**	**$8,993,500**														
		McKinley Marina															
WP		**Total McKinley Marina**	**$0**														
		Zoo															
WZ057	WZ05701	Aviary Roof Replacement	$1,774,200		X	Jul-14	Sep-14	Apr-15	Hung		X		X	X			
WZ112	WZ11201	Pachyderm Building Tunnel Reinforcement	$577,100		X	Jul-14	Sep-14	Oct-14	Hung		X	Annual		X			
WZ120	WZ12001	Hippopotamus Exhibit Renovations	$4,800,000		X	2014	2014	2016	Hung			Kahler-Slater				Mortensen	
WZ		**Total Zoo**	**$7,151,300**														
		Total Parks Recreation and Culture	**$17,822,777**														

DAS Facilties Management Division AE&ES Staffing Plan
2014 Adopted Capital Improvements
Milwaukee County

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		HEALTH AND HUMAN SERVICES															
		DHS-Behavioral Health Division															
WE		**Total DHS-Behavioral Health Division**	**$0**														
		DPW County Grounds															
WG017	WG01701	Vel Phillips Fire Protection Monitoring System	$197,340		X	Sep-14	Oct-14	Feb-15	Tran			X	X	X			
WG018	WG01801	Research Park Fire Protection Monitoring System	$197,340		X	Sep-14	Oct-14	Feb-15	Tran			X	X	X			
WG019	WG01901	CATC Fire Protection Monitoring System	$203,740		X	Sep-14	Oct-14	Feb-15	Tran			X	X	X			
WG		**Total DPW County Grounds**	**$598,420**														
		Department of Human Services															
WS034	WS03401	Washington Park Sr Ctr - Roof Replacement	$244,562		X	May-14	Jun-14	Oct-14	Travanty	X				X			
WS042	WS04201	Kelly Senior Center Exterior Doors	$31,950		X	May-14	Jun-14	Oct-14	Banach	X				X			
WS042	WS04203	Rose Senior Center Exterior Doors	$48,744		X	May-14	Jun-14	Oct-14	Banach	X				X			
WS044	WS04401	Washington Senior Center Restroom Renovation	$123,400		X	Jul-14	Aug-14	Dec-14	Banach		X	Annual		X			
WS		**Total Department of Human Services**	**$448,656**														
		Total Health and Human Services	**$1,047,076**														

DAS Facilties Management Division AE&ES Staffing Plan
2014 Adopted Capital Improvements
Milwaukee County

Proj	Sub-Proj	Project Description	2014 Adopted	SIGNATURE AUTHORITY: OWNER	SIGNATURE AUTHORITY: DAS-FM	Constrcution Contract Award	Construction Start	Construction Finish	COUNTY PROJECT MANAGER	DESIGN: COUNTY STAFF	DESIGN: CNTY & CONSUL	DESIGN: CONSUL	DESIGN: RFP	CONSTRUCTION MANAGEMENT: COUNTY STAFF	CONSTRUCTION MANAGEMENT: CNTY & CONSUL	CONSTRUCTION MANAGEMENT: CONSUL	CONSTRUCTION MANAGEMENT: RFP
		GENERAL GOVERNMENT															
		Courthouse Complex															
WC027	WC02701	Courthouse Light Court Window Replacement	$672,000		X	Jul-14	Aug-14	Dec-14	Travanty			X	X	X			
WC088	WC08801	Courthouse Security X-Ray Inspect System	$207,000		X	Equipment Purchase	Jan-14	Mar-14	Waszak	N/A				N/A			
WC095	WC09501	Courthouse/City Campus Masonry	$380,000		X	Jun-14	Jul-14	Sep-14	Bastin		X	Annual		X			
WC102	WC10201	Courthouse Cooling Tower	$500,000		X	Aug-14	Oct-14	Dec-14	Banach			X	X	X			
WC		**Total Courthouse Complex**	**$1,759,000**														
		House of Correction															
WJ021	WJ02101	House of Corrections (ACC North) HVAC System and Window Replacements	$1,992,240		X	May-14	Jun-14	Oct-14	Banach			IBC		X			
WJ063	WJ06301	CCFS Roof Repairs	$500,000		X	Jul-14	Aug-14	Dec-14	Banach	X				X			
WJ		**Total House of Correction**	**$2,492,240**														
		Other County Agencies															
WO086	WO08601	Milwaukee River Parkway Reconstruction	$264,200		X	Aug-14	Sep-14	Nov-14	Gulgowski		X	Annual		X			
WO112	WO11201	Fleet General Equipment	$3,275,600	MCDOT					Goeden								
WO112	WO11202	Fleet Airport Equipment	$500,000	MCDOT					Goeden								
WO112	WO11205	Fleet Parks Equipment	$2,130,400	MCDOT					Goeden								
WO141	WO14101	Zoo Interchange	$0														
WO205	WO20502	Fiscal Automation Program	$255,000	IMSD					Panella								
WO226	WO22601	Charles Allis Boiler Replacement	$210,000		X	Jan-14	Jan-14	Mar-14	Banach		X	Annual		X			
WO234	WO23401	Liquid Chromatograph Tandem Mass Spectrometer	$453,100	ME													
WO445	WO44501	911 Answering System	$579,220	IMSD					Panella								
WO517	WO51701	War Memorial Renovations	$1,309,550		X	Jul-14	Sep-14	Nov-14	Bastin		X	Annual			X		
WO517	WO51702	War Memorial Exterior Stairs	$300,150		X	Apr-14	May-14	Jun-14	Bastin		X	Annual			X		
WO517	WO51703	War Memorial Concrete and Structural Improvement	$198,155		X	Apr-14	May-14	Jun-14	Bastin		X	Annual			X		
WO517	WO51704	War Memorial HVAC Improvements	$3,497,350		X	Dec-14	Jan-15	Dec-15	Banach			Miller	X	X			
WO517	WO51705	War Memorial Elevator Improvements	$367,500		X	Dec-14	Jan-15	Dec-15	Tran			X	X		X		
WO614	WO61401	Build Out Ten Sites to Digital	$7,126,100	IMSD					Panella								
WO619	WO61901	Disaster Recovery Site	$250,000	IMSD					Panella								
WO621	WO62101	Windows Migration	$2,859,800	IMSD					Panella								
WO		**Total Other County Agencies**	**$23,576,125**														
		Total General Government	**$27,827,365**														
		Total Capital Improvements	**$80,034,220**														

File No. ( )( )

(Journal, 2014)

(ITEM) From Director of Administrative Services recommending approval of the Department of Administrative Services, Facilities Management Division (DAS-FM) staff and consultant use plan for the 2014 adopted capital projects, by recommending adoption of the following:

A RESOLUTION

WHEREAS, Milwaukee County General Ordinances Chapter 56.30(4) (a) (1) requires that the Department of Administrative Services provides a final list of staff and consultant assignments for capital projects in February each year to the Committees on Finance, Personnel and Audit and Transportation, Public Works and Transit; and

WHEREAS, the Department of Administrative Services, Facilities Management Division has reviewed the 2014 Adopted Capital Improvements Budget and established a staffing and consultant use plan for the projects; and

WHEREAS, the staffing and consultant use plan for the projects indicates the recommendations to the Director of DAS for signature authority delegation to other County Departments for certain capital projects that will not be managed by DAS-FM; and

WHEREAS, in 2014, several Owner Departments will manage specific projects directly and therefore have signature authority for any expenditure as indicated on the attached spreadsheet; and

WHEREAS, County Board approval of the indicated signature authority recommendation will provide the appropriate signature authority for each project; and

WHEREAS, the Committee on Transportation, Public Works and Transit at its meeting on March 5, 2014, recommended approval of the staffing plan by a vote of _____; and

WHEREAS, the Finance, Personnel and Audit Committee at its meeting on March 13, 2014, recommended approval of the staffing plan by a vote of ____; now, therefore

BE IT RESOLVED, that the Milwaukee County Board of Supervisors does hereby approve the staffing and consultant use plan and the indicated signature authority for the 2014 adopted capital projects as recommended by the Department of Administrative Services - Facilities Management Division.

MILWAUKEE COUNTY FISCAL NOTE FORM

DATE: February 10, 2014

Original Fiscal Note ☒

Substitute Fiscal Note ☐

SUBJECT: **STAFFING PLAN/CONSULTANT USE FOR 2014 CAPITAL IMPROVEMENTS PROJECTS**

FISCAL EFFECT:

☒ No Direct County Fiscal Impact

☐ Existing Staff Time Required

☐ Increase Operating Expenditures
(If checked, check one of two boxes below)

☐ Absorbed Within Agency's Budget

☐ Not Absorbed Within Agency's Budget

☐ Decrease Operating Expenditures

☐ Increase Operating Revenues

☐ Decrease Operating Revenues

☐ Increase Capital Expenditures

☐ Decrease Capital Expenditures

☐ Increase Capital Revenues

☐ Decrease Capital Revenues

☐ Use of contingent funds

Indicate below the dollar change from budget for any submission that is projected to result in increased/decreased expenditures or revenues in the current year.

	Expenditure or Revenue Category	Current Year	Subsequent Year
Operating Budget	Expenditure		
	Revenue		
	Net Cost		
Capital Improvement Budget	Expenditure	$0	$0
	Revenue	$0	$0
	Net Cost	$0	$0

DESCRIPTION OF FISCAL EFFECT

In the space below, you must provide the following information. Attach additional pages if necessary.

A. Briefly describe the nature of the action that is being requested or proposed, and the new or changed conditions that would occur if the request or proposal were adopted.
B. State the direct costs, savings or anticipated revenues associated with the requested or proposed action in the current budget year and how those were calculated. [1] If annualized or subsequent year fiscal impacts are substantially different from current year impacts, then those shall be stated as well. In addition, cite any one-time costs associated with the action, the source of any new or additional revenues (e.g. State, Federal, user fee or private donation), the use of contingent funds, and/or the use of budgeted appropriations due to surpluses or change in purpose required to fund the requested action.
C. Discuss the budgetary impacts associated with the proposed action in the current year. A statement that sufficient funds are budgeted should be justified with information regarding the amount of budgeted appropriations in the relevant account and whether that amount is sufficient to offset the cost of the requested action. If relevant, discussion of budgetary impacts in subsequent years also shall be discussed. Subsequent year fiscal impacts shall be noted for the entire period in which the requested or proposed action would be implemented when it is reasonable to do so (i.e. a five-year lease agreement shall specify the costs/savings for each of the five years in question). Otherwise, impacts associated with the existing and subsequent budget years should be cited.
D. Describe any assumptions or interpretations that were utilized to provide the information on this form.

A. Milwaukee County Professional Services Ordinance 56.30 (4)(a)(1) requires that the Department of Administrative Services shall provide in February each year to the Committee on Finance and Audit, and the Committee on Transportation, Public Works and Transit, an updated report on public works capital projects requiring the use of any professional services contract. The Director of DAS recommends approval of the DAS-FM staff and consultant use plan for 2014 adopted capital projects. Adoption of this resolution will not require an expenditure of funds in excess of the adopted 2014 Adopted Capital Budget amounts.

B. Adoption of this resolution will have no direct fiscal impact to the 2014 County Adopted Budget. The 2014 Capital Budget project appropriations are fixed and cannot be exceeded without County Board approval. Resolution deals with details on how planning, design and construction funding is spent, particularly as to whether the work is performed by in-house staff or consultants and if consultants are used, what process will be used to hire them.

C. None

D. None

[1] If it is assumed that there is no fiscal impact associated with the requested action, then an explanatory statement that justifies that conclusion shall be provided. If precise impacts cannot be calculated, then an estimate or range should be provided.
[2] Community Business Development Partners' review is required on all professional service and public work construction contracts.

Department/Prepared By Gregory G. High

Authorized Signature _____

Did DAS-Fiscal Staff Review? ☒ Yes ☐ No

Did CBDP Review?[2] ☐ Yes ☐ No ☒ Not Required

COUNTY OF MILWAUKEE

INTER-OFFICE COMMUNICATION

Date: January 23, 2014

To: Marina Dimitrijevic, Chairwoman, Milwaukee County Board of Supervisors

From: Gary Waszak, Maintenance Manager, Facilities Management Section, Department of Administrative Services – Facilities Management Division

Subject: Release of County Utility Easements at UWM Innovation Campus at the Milwaukee County Grounds – Action Item

ISSUE

The Department of Administrative Services, Facilities Management Division (DAS-FM) respectfully requests authorization to abandon and vacate existing Milwaukee County utility easement rights at the UWM Innovation Campus at the Milwaukee County Grounds.

BACKGROUND

There currently exists within the City of Wauwatosa, Milwaukee County, Wisconsin, a development known as UWM Innovation Campus. The parcels of land occupied by the UWM development were established by Certified Survey Map (CSM) No. 8401, recorded in the Office of the Register of Deeds of Milwaukee County, Wisconsin, on November 11, 2011 as Document No. 10052824. CSM No. 8401 also established utility easements for Milwaukee County utilities to ensure the County's ability to own and operate the utilities after the property was sold.

As development has progressed on the UWM Innovation Campus site, the City of Wauwatosa, WE Energies, AT&T, etc. have installed new utilities to service the area. Certain County communications, sewer and water main facilities within the UWM Innovation Campus have been abandoned or removed. The County utility easements associated with the abandoned utilities therefore are no longer necessary.

In accordance with Section 8 of the Terms and Conditions of Easement Rights Reserved and Retained by Milwaukee County as set forth in CSM 8401, the County's abandoned utilities are deemed abandoned in place with no obligation thereafter for Milwaukee County to remove them. Appropriate County staff will prepare, review, approve and have recorded all documents as required to formally abandon and vacate the easements as depicted on attached Exhibits A, B and C.

RECOMMENDATION

DAS-FM respectfully recommends that DAS-FM, Corporation Counsel and Risk Management staff be authorized to prepare, review, approve and have recorded all documents as required to formally abandon and vacate the easements as depicted on attached Exhibits A, B and C. It is further recommended that the County Executive and County Clerk be authorized to execute all required documents necessary to abandon and vacate the easements.

Prepared by: Karl Stave, Civil & Site Development Engineer

Recommended by:

Greg High, Director
Architecture, Engineering &
Environmental Services Section

Approved by:

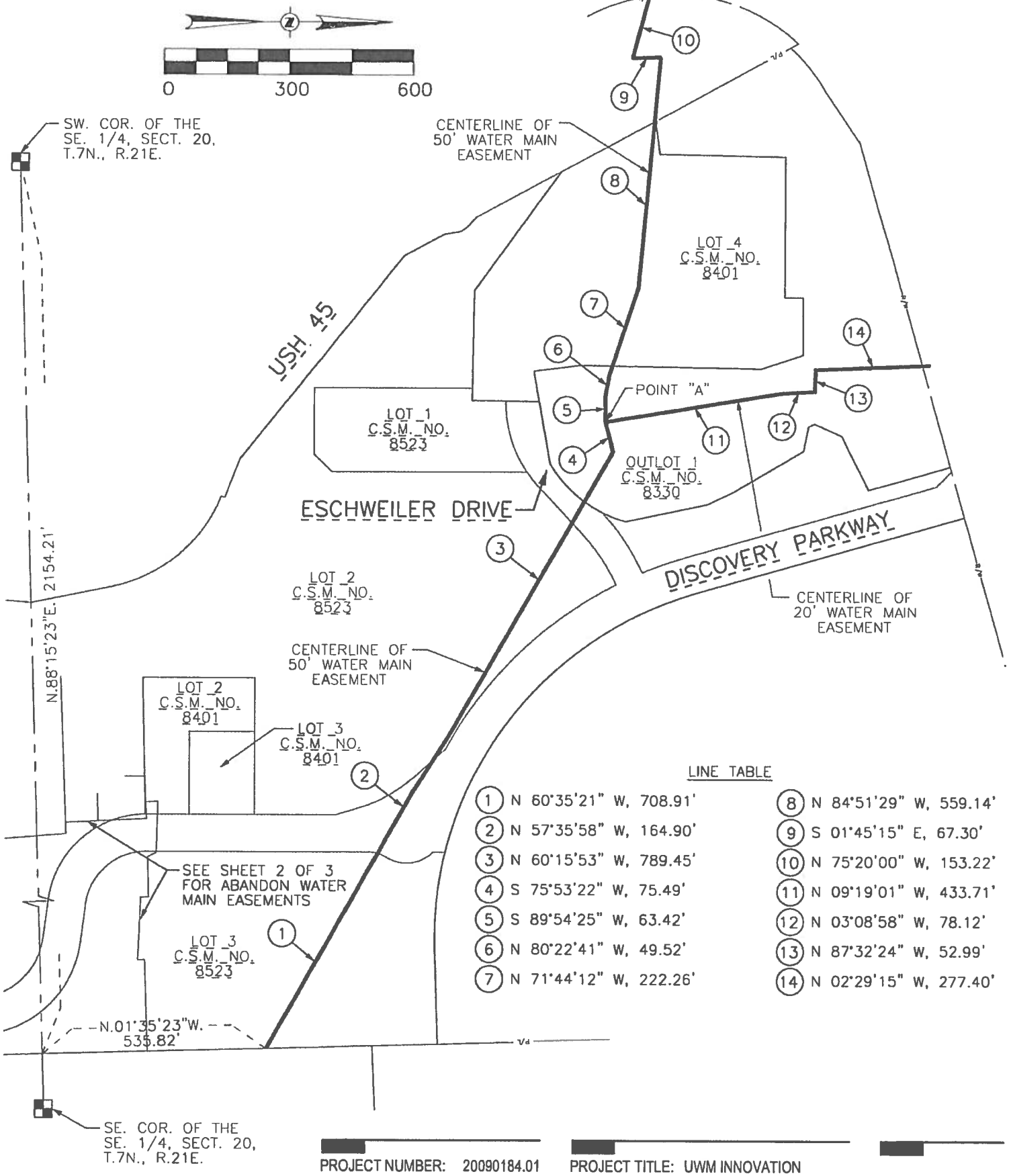
Gary Waszak, Maintenance Manager
Facilities Management Section

Attachment A: Abandoned Water Main Easement
Attachment B: Abandoned Communications Easement
Attachment C: Abandoned Sewer Easement

cc: Chris Abele, County Executive
Marina Dimitrijevic, County Board Chairwoman
Supervisor Jim Luigi Schmitt, District 6
Paul Bargren, Corporation Counsel
Don Tyler, Director, Department of Administrative Services (DAS)
Pam Bryant, Office of the Comptroller
Greg High, Director, AE&ES (DAS-FM)
Gary Waszak, Director, Maintenance Manager (DAS-FM)
Sean Phelan, Phelan Development

O:\WPDOC\SITEDEV\KDSDOC\Co Grounds\NE Quad\Release Ease Rights\Release ease UWM site.docx

ATTACHMENT A



LINE TABLE

1	N 60°35'21" W, 708.91'	8	N 84°51'29" W, 559.14'
2	N 57°35'58" W, 164.90'	9	S 01°45'15" E, 67.30'
3	N 60°15'53" W, 789.45'	10	N 75°20'00" W, 153.22'
4	S 75°53'22" W, 75.49'	11	N 09°19'01" W, 433.71'
5	S 89°54'25" W, 63.42'	12	N 03°08'58" W, 78.12'
6	N 80°22'41" W, 49.52'	13	N 87°32'24" W, 52.99'
7	N 71°44'12" W, 222.26'	14	N 02°29'15" W, 277.40'

GRAEF

PROJECT NUMBER:	20090184.01
DATE:	12/02/13
SCALE:	1"=300'
DRAWN BY:	FKO
CHECKED BY:	MJR
APPROVED BY:	JTM
REFERENCE SHEET:	

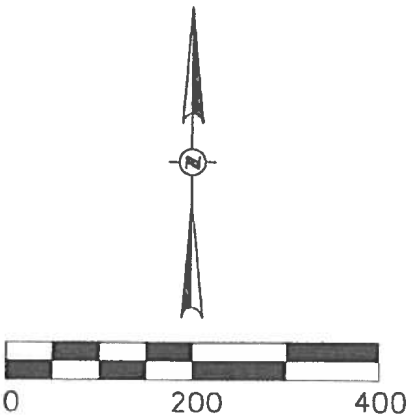
PROJECT TITLE: UWM INNOVATION PARK

SHEET TITLE: ABANDON WATER MAIN EASEMENTS

1/3

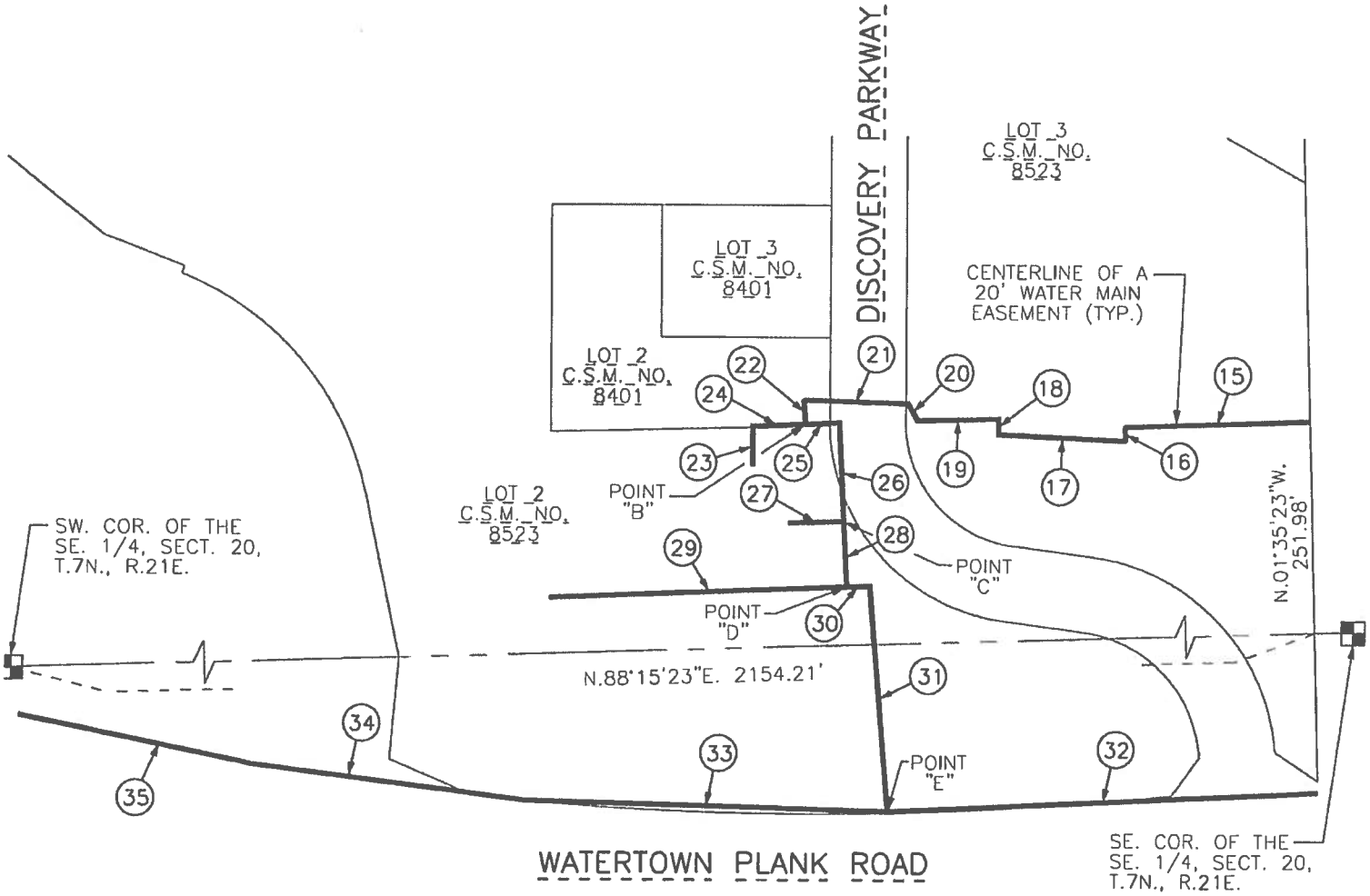
C:\Jobs2009\20090184\CAD\Site\dgn\Abandon Easements\C_00_WM_EASE01_184.dgn

ATTACHMENT A cont.



LINE TABLE

15	N 88° 04' 10" E, 221.23'	27	S 88°01'59" W, 65.59'
16	N 03° 48' 33" W, 16.91'	28	N 02°52'20" W, 77.64'
17	S 87° 22' 27" E, 152.33'	29	S 87°46'37" W, 352.15'
18	N 60° 31' 05" E, 211.58'	30	S 88°10'59" W, 27.70'
19	S 35° 56' 05" W, 148.58'	31	N 04°40'06" W, 269.48'
20	S 29° 06' 51" E, 23.30'	32	N 87°13'39" E, 515.69'
21	S 88° 22' 03" E, 123.62'	33	S 88°18'45" E, 430.42'
22	N 04° 26' 15" W, 28.88'	34	S 82°40'21" E, 322.37'
23	S 00°14'01" E, 47.84'	35	S 78°14'05" E, 283.83'
24	S 87°40'36" W, 62.33'		
25	S 87°23'12" W, 40.32'		
26	N 02°32'13" W, 117.34'		



GRAEF

PROJECT NUMBER:	20090184.01	PROJECT TITLE:	UWM INNOVATION PARK
DATE:	12/02/13		
SCALE:	1"=200'		
DRAWN BY:	FKO		
CHECKED BY:	MJR		
APPROVED BY:	JTM		
REFERENCE SHEET:		SHEET TITLE:	ABANDON WATER MAIN EASEMENTS

2/3

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ATTACHMENT A cont.

LEGAL DESCRIPTION

That part of the Southeast and the Southwest 1/4 of Section 20, Township 7 North, Range 21 East, in the City of Wauwatosa, Milwaukee County, Wisconsin, bounded and described as follows:

Commencing at the southwest corner of said Southeast 1/4; thence North 88°15'23" East, on and along the south line of said Southeast 1/4, 2154.21 feet; thence North 01°35'23" West, 535.82 feet to the point of beginning and centerline of a 50' wide water main easement; thence North 60°35'21" West, on and along said centerline, 708.91 feet; thence North 57°35'58" West, on and along said centerline, 164.90 feet; thence North 60°15'53" West, on and along said centerline, 789.45 feet; thence South 75°53'22" West, on and along said centerline, 75.49 feet to point "A"; thence South 89°54'25" West, on and along said centerline, 63.42 feet' thence North 80°22'41" West, on and along said centerline, 49.52 feet; thence North 71°44'12" West, on and along said centerline, 222.26 feet; thence North 84°51'29" West, on and along said centerline, 559.14 feet; thence South 01°45'15" East, on and along said centerline, 67.30 feet; thence North 75°20'00" West, on and along said centerline, 153.22 feet to the point of terminus.

Also, beginning at Point "A" and the centerline of a 20' water main; thence North 09°19'01" West, on and along said centerline, 433.71 feet; thence North 03°08'58" West, on and along said centerline, 78.12 feet; thence North 87°32'24" West, on and along said centerline, 52.99 feet; thence North 02°29'15" West, on and along said centerline, 277.40 feet to the point of terminus.

Also, commencing at the southwest corner of said Southeast 1/4; thence North 88°15'23" East, on and along the south line of said Southeast 1/4, 2154.21 feet; thence North 01°35'23" West, 251.98 feet to the point of beginning and centerline of a 20' wide water main easement; thence North 88°04'10" East, on and along said centerline, 221.23 feet; thence North 03°48'33" West, on and along said centerline, 16.91 feet; thence South 87°22'27" East, on and along said centerline, 152.33 feet; thence North 60°31'05" East, on and along said centerline, 211.58 feet; thence South 35°56'05" West, on and along said centerline, 148.58 feet; thence South 29°06'51" East, on and along said centerline, 23.30 feet; thence South 88°22'03" East, on and along said centerline, 123.62 feet; thence North 04°26'15" West, on and along said centerline, 28.88 feet to Point "B"; thence South 87°23'12" West, on and along said centerline, 40.32 feet; thence South 02°32'13" East, on and along said centerline, 117.34 feet to Point "C"; thence South 02°52'20" East, on and along said centerline, 77.64 feet to Point "D"; thence South 88°10'59" West, on and along said centerline, 27.70 feet; thence South 04°40'06" East, on and along said centerline, 269.48 feet to Point "E"; thence North 88°18'45" West, on and along said centerline, 430.42 feet; thence North 82°40'21" West, on and along said centerline, 322.37 feet; thence North 78°14'05" West, on and along said centerline, 283.83 feet to the point of terminus

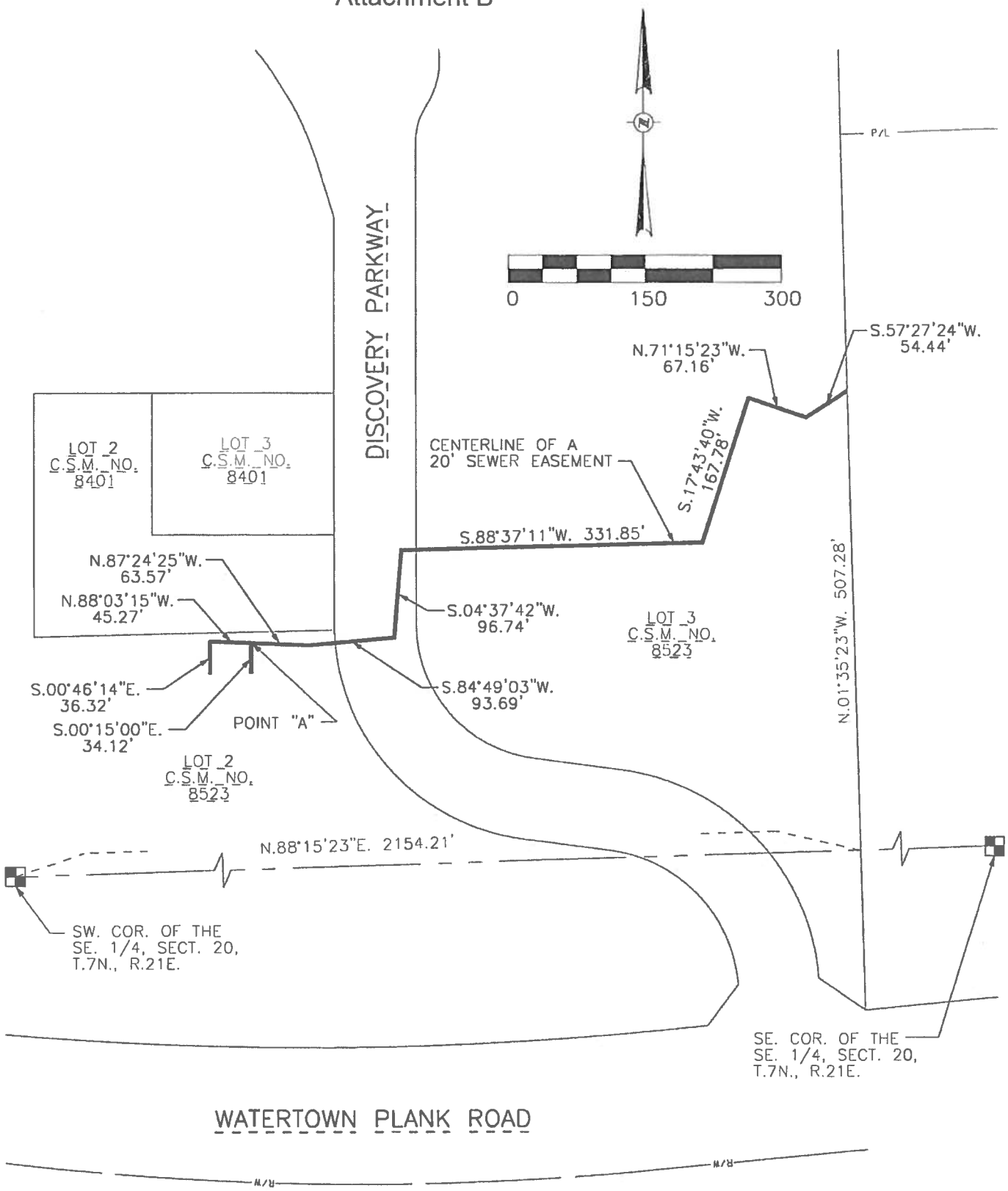
Also, beginning at Point "B" and the centerline of a 20' water main; thence South 87°40'36" West, on and along said centerline, 62.33 feet; thence South 00°14'01" East, on and along said centerline, 47.84 feet to the point of terminus.

Also, beginning at Point "C" and the centerline of a 20' water main; thence South 88°01'59" West, on and along said centerline, 65.59 feet to the point of terminus.

Also, beginning at Point "D" and the centerline of a 20' water main; thence South 87°46'37" West, on and along said centerline, 352.15 feet to the point of terminus.

Also, beginning at Point "E" and the centerline of a 20' water main; thence North 87°13'39" East, on and along said centerline, 515.69 feet to the point of terminus.

Attachment B



PROJECT NUMBER:	20090184.01	PROJECT TITLE:	UWM INNOVATION PARK
DATE:	12/02/13		
SCALE:	1"=150'		
DRAWN BY:	FKO		
CHECKED BY:	MJR		
APPROVED BY:	JTM		
REFERENCE SHEET:		SHEET TITLE:	ABANDON SEWER EASEMENT

GRAEF

1/2

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LEGAL DESCRIPTION

That part of the Southeast 1/4 of Section 20, Township 7 North, Range 21 East, in the City of Wauwatosa, Milwaukee County, Wisconsin, bounded and described as follows: Commencing at the southwest corner of said Southeast 1/4; thence North 88°15'23" East, on and along the south line of said Southeast 1/4, 2154.21 feet to the east line of Lot 3 of Certified Survey Map 8523; thence North 01°35'23" West, on and along said east line, 507.28 feet to the point of beginning and the centerline of a 20' wide sanitary sewer easement; thence South 57°27'24" West, on and along said centerline, 54.44 feet; thence North 71°15'23" West, on and along said centerline, 67.16 feet; thence South 17°43'40" West, on and along said centerline, 167.78 feet; thence South 88°37'11" West, on and along said centerline, 331.85 feet; thence South 04°37'42" West, on and along said centerline, 96.74 feet; thence South 84°49'03" West, on and along said centerline, 93.69 feet; thence North 87°24'25" West, on and along said centerline, 63.57 feet to point "A"; thence North 88°03'15" West, on and along said centerline, 45.27 feet; thence South 00°46'14" East, 36.32 feet to the point of terminus.
Also, commencing at point "A"; thence South 00°15'00" East, on and along said centerline, 34.12 feet to point of terminus.

GRÄEF

PROJECT NUMBER:	20090184.01
DATE:	12/02/13
SCALE:	NTS
DRAWN BY:	FKO
CHECKED BY:	MJR
APPROVED BY:	JTM
REFERENCE SHEET:	

PROJECT TITLE: UWM INNOVATION PARK

SHEET TITLE: ABANDON SEWER EASEMENT

2/2

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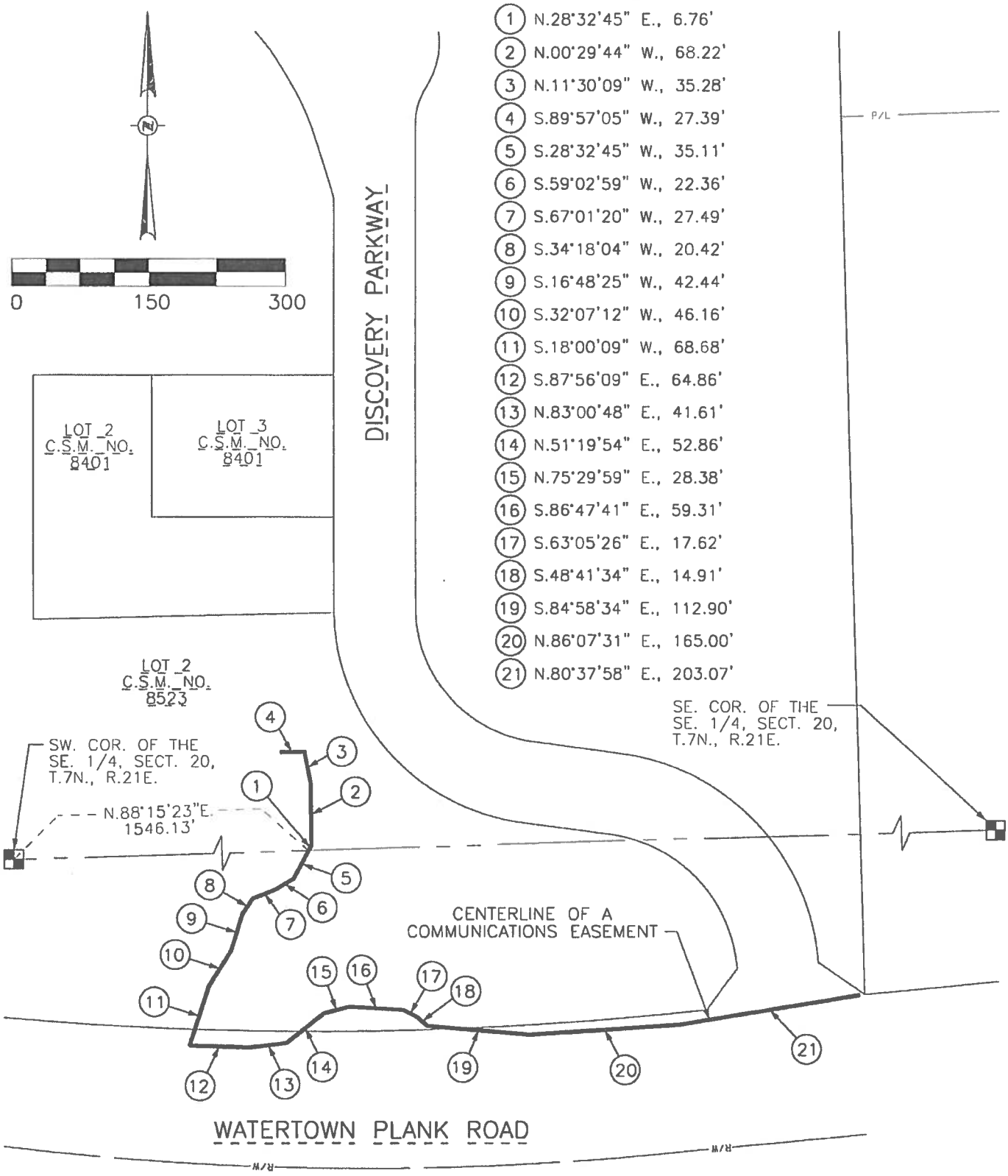
ATTACHMENT C



LINE TABLE

1	N.28°32'45" E., 6.76'
2	N.00°29'44" W., 68.22'
3	N.11°30'09" W., 35.28'
4	S.89°57'05" W., 27.39'
5	S.28°32'45" W., 35.11'
6	S.59°02'59" W., 22.36'
7	S.67°01'20" W., 27.49'
8	S.34°18'04" W., 20.42'
9	S.16°48'25" W., 42.44'
10	S.32°07'12" W., 46.16'
11	S.18°00'09" W., 68.68'
12	S.87°56'09" E., 64.86'
13	N.83°00'48" E., 41.61'
14	N.51°19'54" E., 52.86'
15	N.75°29'59" E., 28.38'
16	S.86°47'41" E., 59.31'
17	S.63°05'26" E., 17.62'
18	S.48°41'34" E., 14.91'
19	S.84°58'34" E., 112.90'
20	N.86°07'31" E., 165.00'
21	N.80°37'58" E., 203.07'

GRAEF

PROJECT NUMBER: 20090184.01
DATE: 12/02/13
SCALE: 1"=150'
DRAWN BY: FKO
CHECKED BY: MJR
APPROVED BY: JTM
REFERENCE SHEET:

PROJECT TITLE: UWM INNOVATION PARK

1/2

SHEET TITLE: ABANDON COMMUNICATIONS EASEMENT

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LEGAL DESCRIPTION

That part of the Southeast 1/4 of Section 20 and the Northeast 1/4 of Section 29, Township 7 North, Range 21 East, in the City of Wauwatosa, + Milwaukee County, Wisconsin, bounded and described as follows:

Commencing at the southwest corner of said Southeast 1/4; thence North 88°15'23" East, on and along the south line of said Southeast 1/4, 1546.13 feet to the centerline of a 20' wide communications easement and the point of beginning; thence North 28°32'45" East, on and along said centerline, 6.76 feet; thence North 00°29'44" West, on and along said centerline, 68.22 feet; thence North 11°30'09" West, on and along said centerline, 35.28 feet; thence South 89°57'05" West, on and along said centerline, 27.39 feet to the point of terminus.

Also, commencing at the southwest corner of said Southeast 1/4; thence North 88°15'23" East, on and along the south line of said Southeast 1/4, 1546.13 feet to the point of beginning; thence South 28°32'45" West, on and along said centerline, 35.11 feet; thence South 59°02'59" West, on and along said centerline, 22.36 feet; thence South 67°01'20" West, on and along said centerline, 27.49 feet; thence South 34°18'04" West, on and along said centerline, 20.42 feet; thence South 16°48'25" West, on and along said centerline, 42.44 feet; thence South 32°07'12" West, on and along said centerline, 46.16 feet; thence South 18°00'09" West, on and along said centerline, 68.68 feet; thence South 87°56'09" East, 64.86 feet; thence North 83°00'48" East, on and along said centerline, 41.61 feet; thence North 51°19'54" East, on and along said centerline, 52.86 feet; thence North 75° 29'59" East, on and along said centerline, 28.38 feet; thence South 86°47'41" East, on and along said centerline, 59.31 feet; thence South 63°05'26" East, on and along said centerline, 17.62 feet; thence South 48°41'34" East, on and along said centerline, 14.91 feet; thence South 84°58'34" East, on and along said centerline, 112.90 feet; thence North 86°07'31" East, on and along said centerline, 165.00 feet; thence North 80°37'58" East, 203.07 feet to the point of terminus.

GRAEF

PROJECT NUMBER:	20090184.01
DATE:	12/02/13
SCALE:	NTS
DRAWN BY:	FKO
CHECKED BY:	MJR
APPROVED BY:	JTM
REFERENCE SHEET:	

PROJECT TITLE: UWM INNOVATION PARK

2/2

SHEET TITLE: ABANDON COMMUNICATIONS EASEMENT

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File No. 14-
(Journal,)

(ITEM NO.) The Department of Administrative Services, Facilities Management Division (DAS-FM) respectfully requests authorization to abandon and vacate existing Milwaukee County utility easement rights at the UWM Innovation Campus at the Milwaukee County Grounds, by recommending adoption of the following:

A RESOLUTION

WHEREAS, there currently exists within the City of Wauwatosa, Milwaukee County, Wisconsin, a development known as UWM Innovation Campus; and

WHEREAS, the parcels of land occupied by the UWM development were established by Certified Survey Map (CSM) No. 8401, recorded in the Office of the Register of Deeds of Milwaukee County, Wisconsin, on November 11, 2011 as Document No. 10052824; and

WHEREAS, CSM No. 8401 also established utility easements for Milwaukee County utilities to ensure the County's ability to own and operate the utilities after the property was sold; and

WHEREAS, as development has progressed on the UWM Innovation Campus site, the City of Wauwatosa, WE Energies, AT&T, etc. have installed new utilities to service the area; and

WHEREAS, certain County communications, sewer and water main facilities within the UWM Innovation Campus have been abandoned or removed, and the County utility easements associated with the abandoned utilities therefore are no longer necessary; and

WHEREAS, in accordance with Section 8 of the Terms and Conditions of Easement Rights Reserved and Retained by Milwaukee County as set forth in CSM 8401, the County's abandoned utilities are deemed abandoned in place with no obligation thereafter for Milwaukee County to remove them; and

WHEREAS, DAS-FM and recommended that appropriate County staff prepare, review, approve and have recorded all documents as required to formally abandon and vacate the easements: now, therefore

BE IT RESOLVED, that the Milwaukee County Board of Supervisors does hereby authorize DAS-FM, Corporation Counsel and Risk Management staff to prepare, review, approve and have recorded all documents as required to formally abandon and vacate the County easements on the UWM Innovation Campus that are no longer needed; and

BE IT FURTHER RESOLVED that the County Executive and County Clerk are authorized to execute all required documents necessary to abandon and vacate the easements.

MILWAUKEE COUNTY FISCAL NOTE FORM

DATE: January 23, 2014

Original Fiscal Note ☒

Substitute Fiscal Note ☐

SUBJECT: Authorization to abandon and vacate existing Milwaukee County utility easement rights at the UWM Innovation Campus at the Milwaukee County Grounds.

FISCAL EFFECT:

☐ No Direct County Fiscal Impact

☒ Existing Staff Time Required

☐ Increase Operating Expenditures
(If checked, check one of two boxes below)

☐ Absorbed Within Agency's Budget

☐ Not Absorbed Within Agency's Budget

☐ Decrease Operating Expenditures

☐ Increase Operating Revenues

☐ Decrease Operating Revenues

☐ Increase Capital Expenditures

☐ Decrease Capital Expenditures

☐ Increase Capital Revenues

☐ Decrease Capital Revenues

☐ Use of contingent funds

Indicate below the dollar change from budget for any submission that is projected to result in increased/decreased expenditures or revenues in the current year.

	Expenditure or Revenue Category	Current Year	Subsequent Year
Operating Budget	Expenditure	0	0
	Revenue	$0	0
	Net Cost	0	0
Capital Improvement Budget	Expenditure	0	0
	Revenue	0	0
	Net Cost	0	0

DESCRIPTION OF FISCAL EFFECT

In the space below, you must provide the following information. Attach additional pages if necessary.

A. Briefly describe the nature of the action that is being requested or proposed, and the new or changed conditions that would occur if the request or proposal were adopted.
B. State the direct costs, savings or anticipated revenues associated with the requested or proposed action in the current budget year and how those were calculated.[1] If annualized or subsequent year fiscal impacts are substantially different from current year impacts, then those shall be stated as well. In addition, cite any one-time costs associated with the action, the source of any new or additional revenues (e.g. State, Federal, user fee or private donation), the use of contingent funds, and/or the use of budgeted appropriations due to surpluses or change in purpose required to fund the requested action.
C. Discuss the budgetary impacts associated with the proposed action in the current year. A statement that sufficient funds are budgeted should be justified with information regarding the amount of budgeted appropriations in the relevant account and whether that amount is sufficient to offset the cost of the requested action. If relevant, discussion of budgetary impacts in subsequent years also shall be discussed. Subsequent year fiscal impacts shall be noted for the entire period in which the requested or proposed action would be implemented when it is reasonable to do so (i.e. a five-year lease agreement shall specify the costs/savings for each of the five years in question). Otherwise, impacts associated with the existing and subsequent budget years should be cited.
D. Describe any assumptions or interpretations that were utilized to provide the information on this form.

A. Certain County communications, sewer and water main facilities within the UWM Innovation Campus have been abandoned or removed, and the associated County utility easements are no longer necessary. This action will remove the easement rights that are not needed, which will eliminate the potential for restrictions to UWM's development.

B. None.

C. Minimal staff costs for review and execution of easement.

D. None.

Department/Prepared By Karl Stave/DAS-FM Division

Authorized Signature _____

Did DAS-Fiscal Staff Review? ☐ Yes ☒ No

Did CBDP Review? ☐ Yes ☐ No ☒ Not Required

[1] If it is assumed that there is no fiscal impact associated with the requested action, then an explanatory statement that justifies that conclusion shall be provided. If precise impacts cannot be calculated, then an estimate or range should be provided.