

Eau Claire Transit Commission Public Notice and Agenda



Wednesday, February 19, 2020

**6:00PM
North Conference Room
City Hall
203 S. Farwell St.**

PLEASE TAKE NOTICE that the Eau Claire Transit Commission will meet Wednesday, February 19, 2020 at 6:00 P.M. in the North Conference Room at the City Hall, 203 S. Farwell Street, Eau Claire, Wisconsin. The purpose of this meeting will be to discuss the items on the agenda below:

***Please note: The Chair of the Transit Commission may call for public comment before or after any item on the agenda.**

Call to Order

1. Call for Public Comment for items not on the agenda
2. Roll Call

- a. Members Present:
- b. Members Absent:
- c. Staff Present:
- d. Others Present:

3. Approval of the Minutes for the regular meeting on **January 15, 2020.**

Business Agenda

4. Discuss and consider a motion regarding collaborating with Beaver Creek: providing free rides for their Earth Week Challenge and to provide free rides all day on Earth Day, April 22, 2020 (Tom Wagener)

Discussion Agenda

5. Discussion of Transit Development Plan
6. 2021-2025 Transit CIP Plan Input

Staff Reports

7. Presentation of the Ridership and Revenue Reports.
8. Presentation of the 2019 4th Quarter Complaint report (Tom Wagener)
9. Manager's Report – (Tom Wagener)
 - a. Summary of Income Qualifying Fare usage.
 - b. Transfer Center Project Update.
 - c. Community Table Pass Program update
 - d. WIPTA Update.
 - e. FTA required Public Transportation Agency Safety Plan Overview.

This notice is given pursuant to the provisions of Subchapter V of Chapter 19 of the Wisconsin Statutes. In order to accommodate the participation of people with disabilities at this meeting, the City will provide the services of a sign language interpreter or make other reasonable accommodations on request. To make such a request, please notify the City at (715) 839-4902 at least two (2) days prior to the meeting. The room is available for access at 5:30PM.

**COMMISSION MEMBERS - PLEASE CALL THE TRANSIT OFFICE AT
(715) 839-5111 IF YOU ARE UNABLE TO ATTEND THE MEETING.**



Eau Claire Transit Commission Minutes

Wednesday, January 15, 2020

6:00PM
North Conference Room
City Hall
203 S. Farwell St.

***Please note: The Chair of the Transit Commission may call for public comment before or after any item on the agenda.**

Call to Order at 6:00PM

1. Call for Public Comment for items not on the agenda
2. Roll Call
 - a. Members Present: **Bob Schraufnagel, Jeremy Gragert, Elizabeth Sullivan, Rose Fowler, Cheryal Keisler, Joshua Clements** (after rollcall)
 - b. Members Absent: Georgia Eaton, Chandler Lorentz, Riley Rakowiecki
 - c. Staff Present: **Tom Wagener, Kyle Herman, Amber Willi**
 - d. Others Present: Phil Swanhorst
3. Approval of the Minutes for the regular meeting on **December 18, 2019.**
 - a. Motion to approve by Council Member Gragert, seconded by Commissioner Fowler. All votes in favor, motion passed.

Business Agenda

4. Discuss and consider a motion regarding the 2020 Transit Asset Management Targets. (Tom Wagener)
 - a. Brief introduction and explanation by Transit Manager Wagener
 - b. Motion to approve the 2020 Transit Asset Management Targets by Commissioner Sullivan, seconded by Commissioner Keisler. All votes in favor, motion passed,

Discussion Agenda

5. Discussion of Transfer Center Project
 - a. Update by Transit Manager Wagener
6. Discussion of Transit Part in the draft Renewable Energy Action Plan

Staff Reports

7. Presentation of the Ridership and Revenue Reports. (Tom Wagener)
 - a. Commissioners requested a 10-year trends report.
8. Manager's Report – (Tom Wagener)
 - a. Summary of Income Qualifying Fare usage.
 - b. Update on Transit Development Plan
 - c. WIPTA Update.
9. Adjournment
 - a. Motion to adjourn by Commissioner Keisler, seconded by Commissioner Clements. All votes in favor, motion adjourned at 6:54PM



Beaver Creek Earth Week Challenge 2019 Marketing Assets



BEAVER CREEK Earth Week Challenge April 20 - 28, 2019

- 1) REGISTER**
Register yourself or team from April 17-28
- 2) COMPLETE TASKS**
On April 20th a list of more than 60 possible challenge tasks will be released
- 3) EARN POINTS**
Collect points depending on level of difficulty
- 4) SHOW US**
Take a photo after each completed task and send it to Beaver Creek Reserve
- 5) BE ENTERED TO WIN**
Enter to win packages such as composting services, BCR memberships, Triple Play membership, Chamber Bucks, gift certificates and more

For more details visit,
beavercreekreserve.org/events



BEAVER CREEK EARTH WEEK CHALLENGE April 20-28, 2019

For details, visit beavercreekreserve.org/events



Coordinated Facebook, Twitter and Pinterest headers and posts.

Left: Inside cover of Energy Cooperative Magazine, can also be used as a web banner.

Bottom: Second Openion March/April ad. Can also be used in email marketing and social media



New for 2019! BEAVER CREEK Earth Week Challenge April 20 - 28, 2019

HOW DOES IT WORK?

- 1) REGISTER**
between April 17 and April 28
- 2) COMPLETE TASKS**
Choose "green tasks" from our list
- 3) EARN POINTS**
Complete tasks and earn points
- 4) SHOW US!**
Show picture proof of task by email
- 5) WIN!**
Be entered to win great prize packages!

More details at beavercreekreserve.org/events
WIN PRIZES. SAVE MONEY. SAVE THE PLANET
Beaver Creek Reserve | S1 County Rd. K, Fall Creek
715-877-2212 | www.beavercreekreserve.org



BEAVER CREEK EARTH WEEK CHALLENGE

APRIL 20-28, 2019



**SAVE THE EARTH.
RIDE THE BUS.**

Learn more at
bit.ly/BCEarthWeekChallenge

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GOOD FOR UP TO
5 ADULTS

**FREE EC
CITY BUS
RIDE**

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**SAVE THE EARTH.
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EAU CLAIRE TRANSIT

Enjoy the ride.

Transit Development Plan

Steering Committee Meeting #3

February 12, 2020



Agenda

- Introductions
- Project update – review completed tasks
- Needs Assessment Technical Memo
- Discuss ECT service priorities
- Next steps

TDP Tasks and Deliverables

Project Tasks

- Establish policy goals and objectives
 - Analyze existing conditions
 - Perform needs analysis
 - Public engagement (ongoing)
- Set priorities
 - Develop service recommendations
 - Microtransit analysis
 - Establish funding plan

Technical Memos

- Needs Assessment
- Draft Service Alternatives
- Funding Plan



Final TDP Report

Public Engagement Summary

Public Engagement

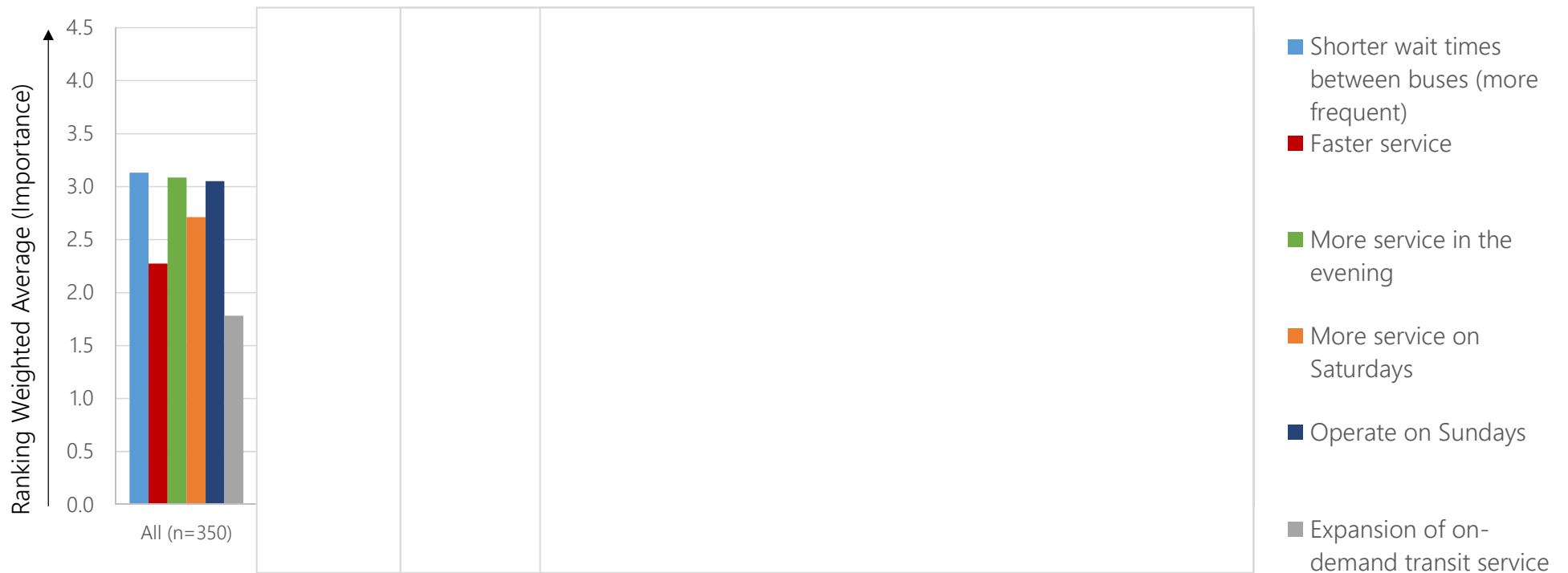
- Stakeholder meetings and pop-up events
- Passenger Survey: 426 responses
 - Half students (UWEC, CVTC, or K12)
- Community Survey: 413 responses
 - 40% use ECT regularly
 - 79 responses from UWEC students/staff
 - 64 responses from K-12 students/parents

Public Engagement: What We Heard

- The community values transit
- Non-users perceive transit as inconvenient option
- High customer satisfaction, but areas for improvement
 - Workforce transportation
 - Add Sunday service
 - Evening and Saturday service improvements
 - More frequent service
 - Reliability concerns
- Priorities differ by demographics

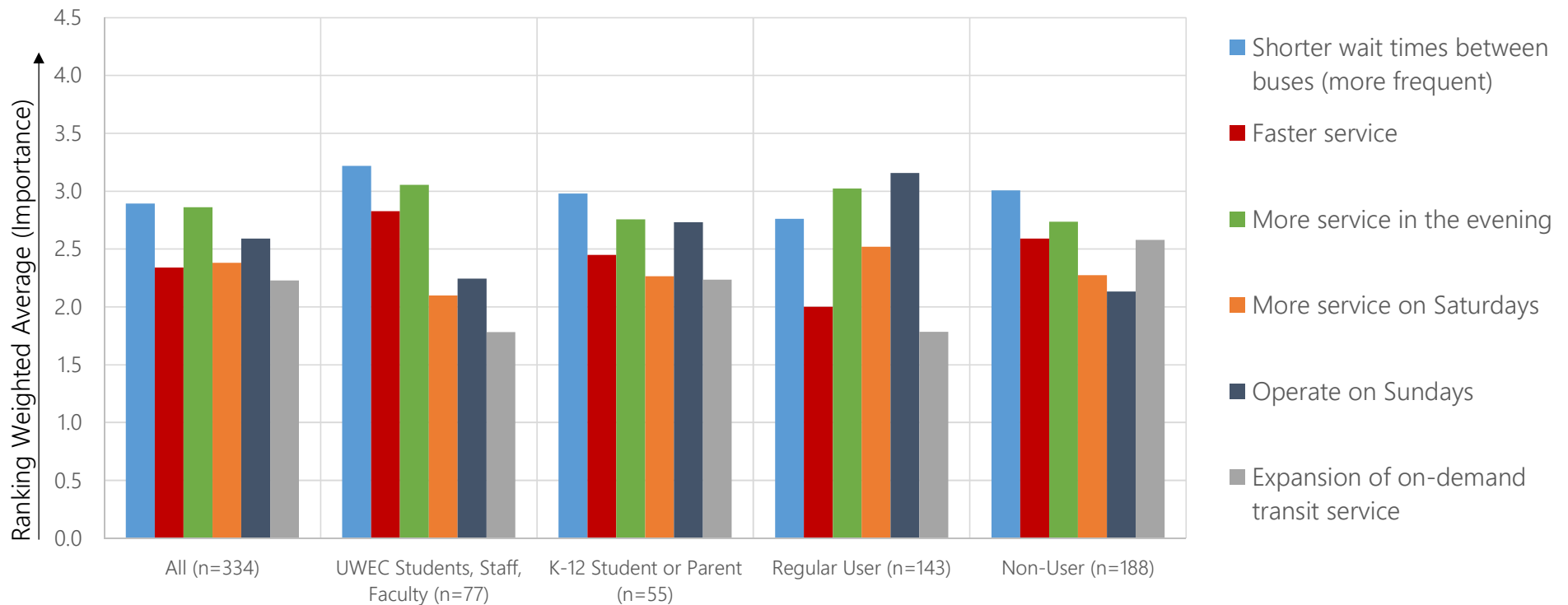
Public Engagement: What We Heard

Passenger Survey Question: What would cause you to use Eau Claire Transit more often? Please rank these potential improvements to service



Public Engagement: What We Heard

Community Survey Question: What would cause you to use Eau Claire Transit more often? Please rank these potential improvements to service

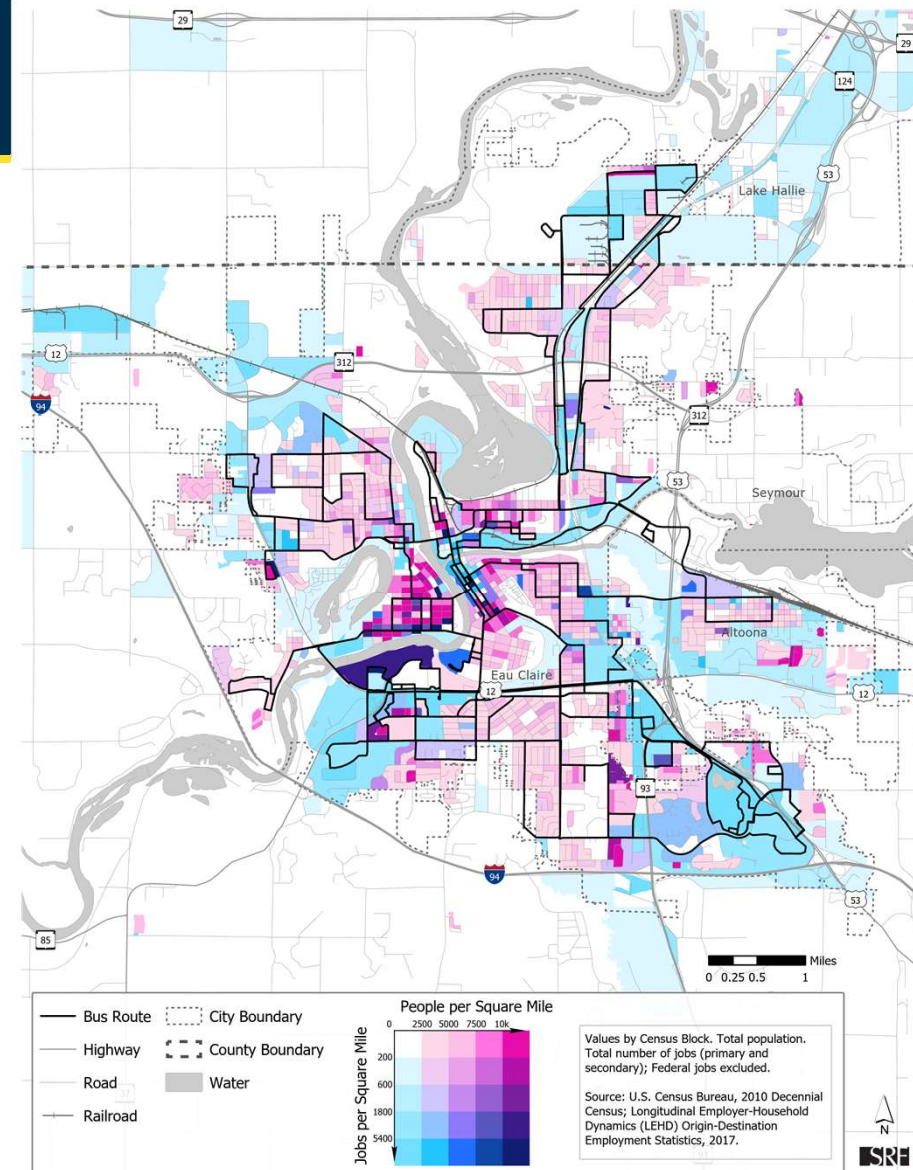


Needs Assessment Tech Memo

Demographics

- Residential density
- Job density
- Activity density
- Jobs by earnings
- People of color
- Low-income population
- Zero-vehicle households
- Single-parent households
- Seniors (65+)
- Ages 18-24
- Ages 25-29

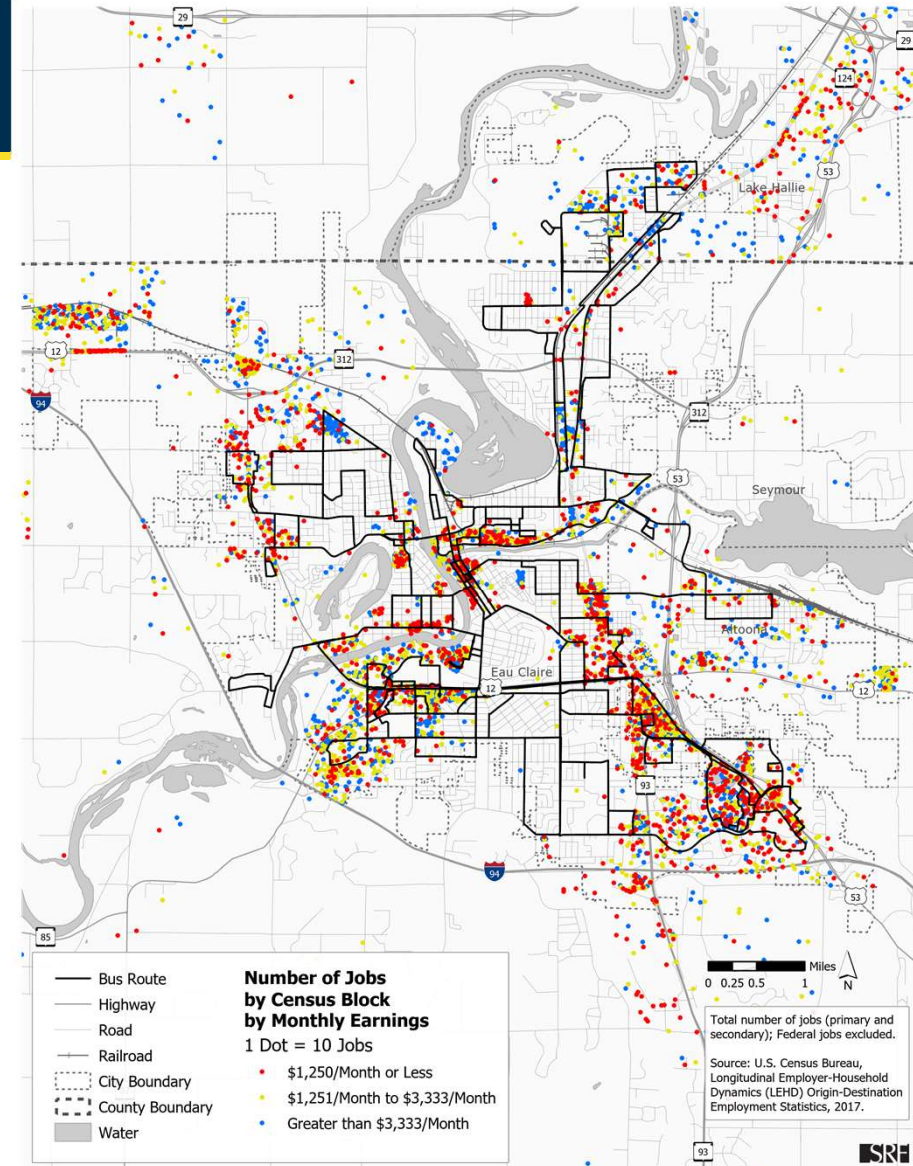
Eau Claire Transit Development Plan -- Steering Committee Meeting #3



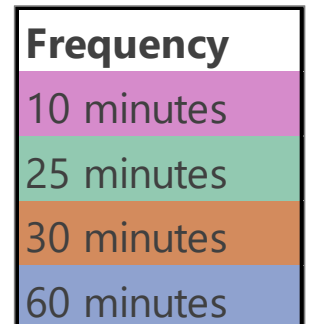
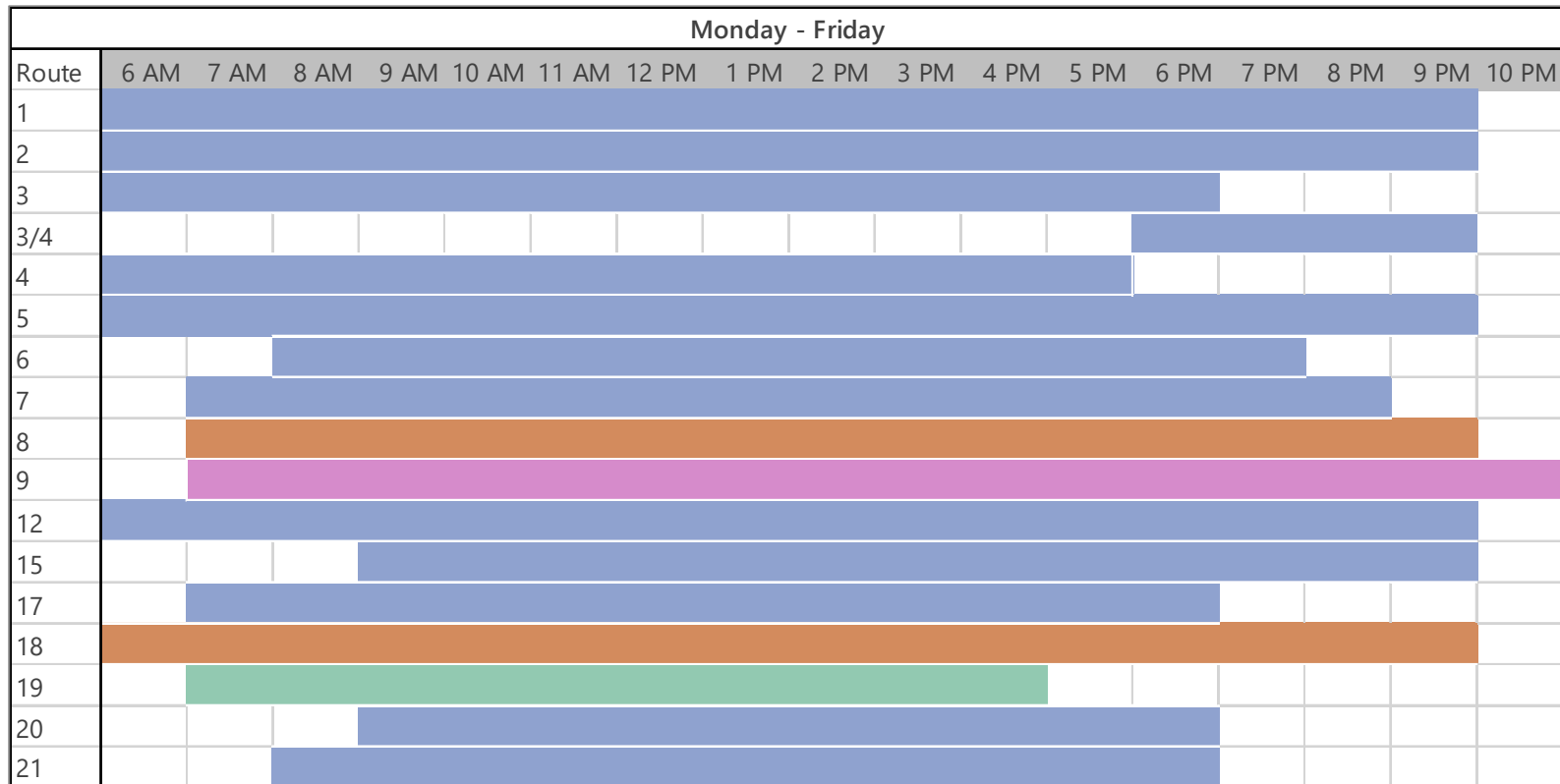
Demographics

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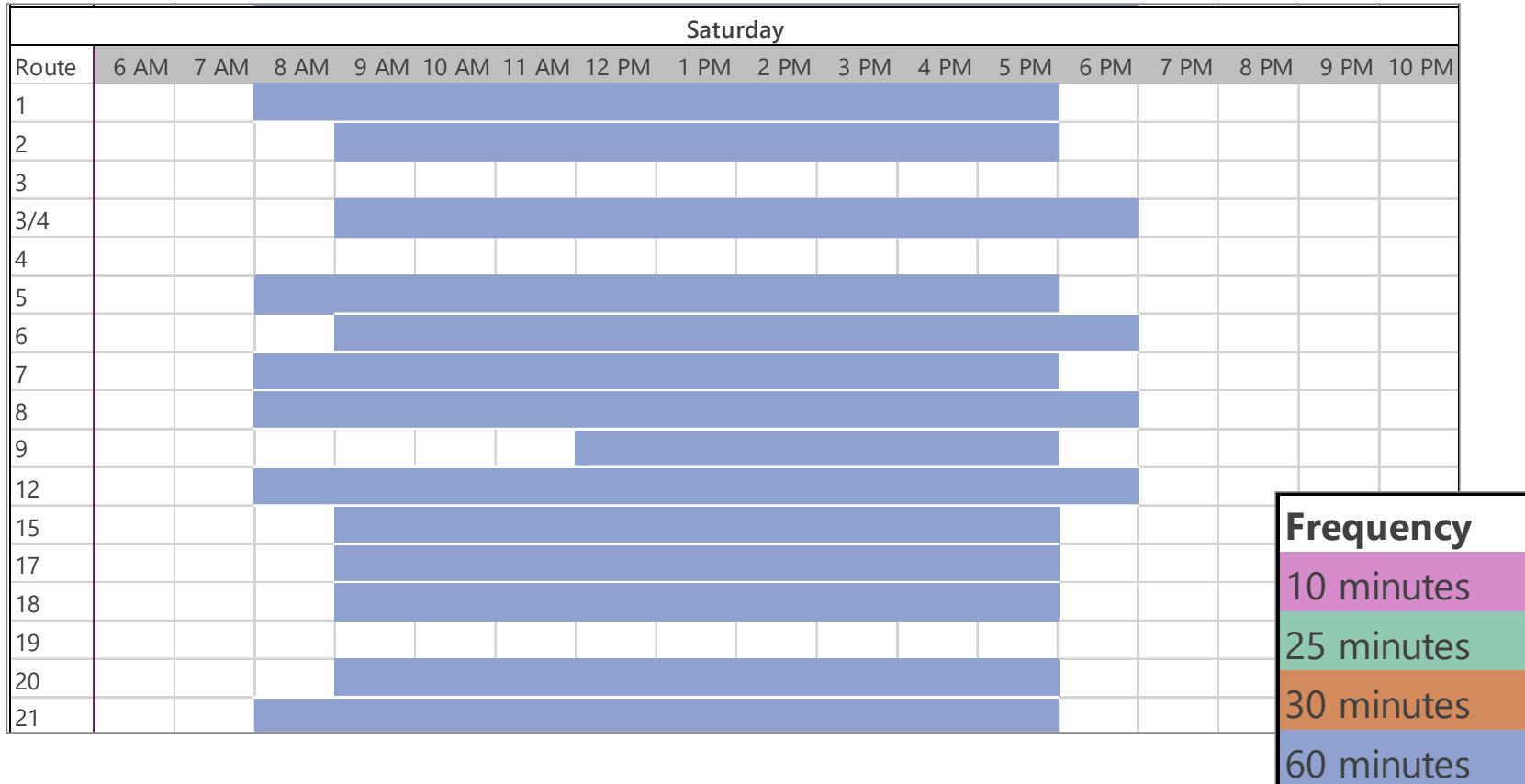
Eau Claire Transit Development Plan -- Steering Committee Meeting #3



Service Summary

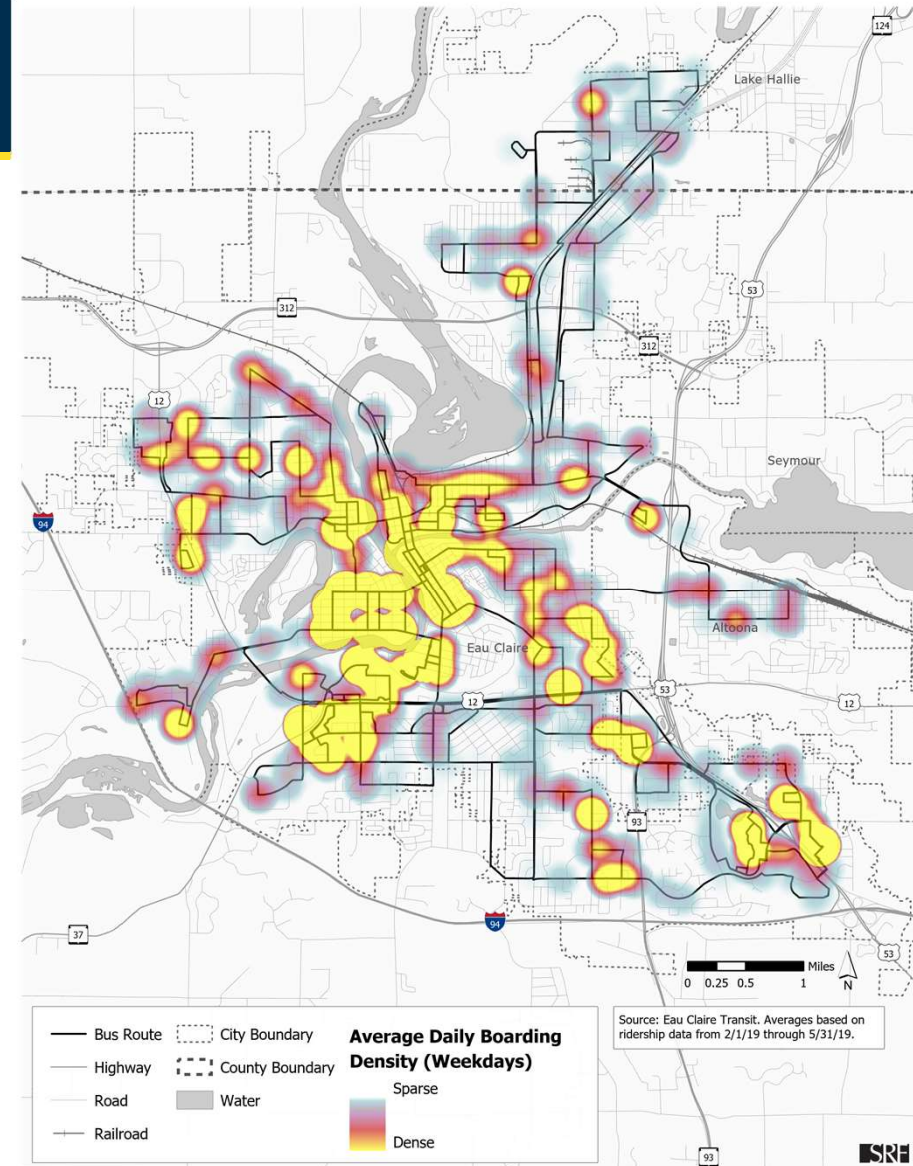


Service Summary



Ridership

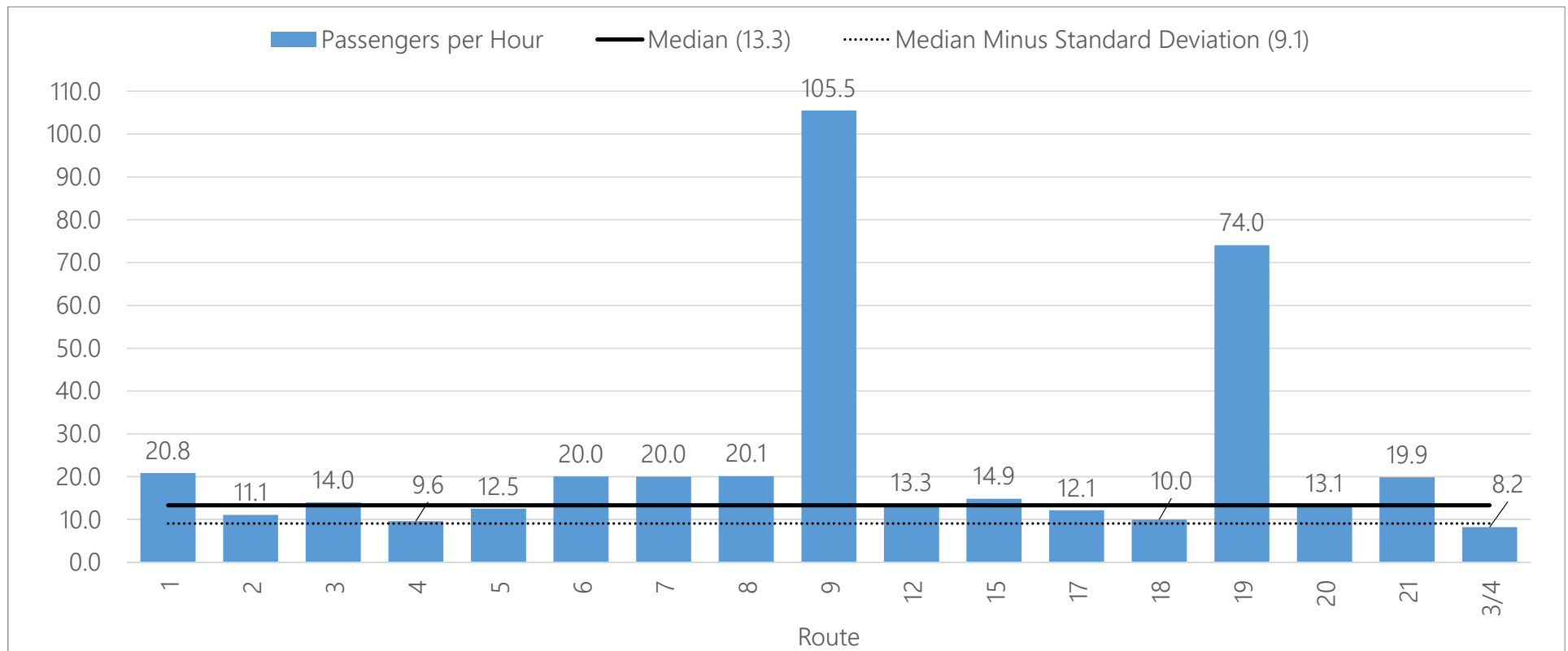
- Density of average daily boardings
 - Weekdays
 - All routes



Route-Level Ridership and Performance

Route Productivity

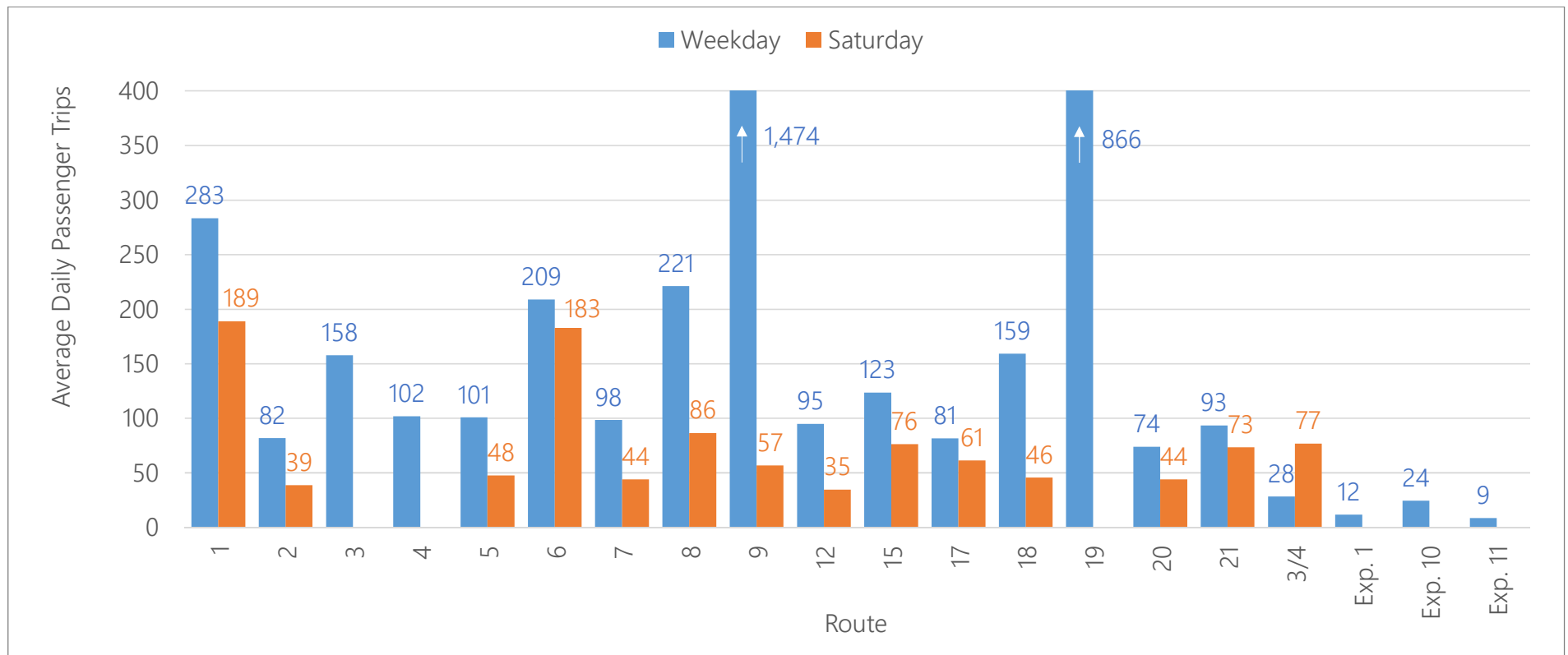
Source: Eau Claire Transit. Data from days when UWEC was in session, Sept. 2018 through May 2019; excludes April 2019 due to data quality issues.



Route-Level Ridership and Performance

Average Daily Ridership

Source: Eau Claire Transit. Data from days when UWEC was in session, Sept. 2018 through May 2019; excludes April 2019 due to data quality issues.



Feedback on Needs Assessment?

Service Priorities

Developing a better transit system requires us to consider tradeoffs, balance needs, and prioritize improvements.

- **How should ECT invest its finite resources?**
- **How should ECT balance competing interests?**
- **What does an equitable outcome look like?**

Service Recommendations

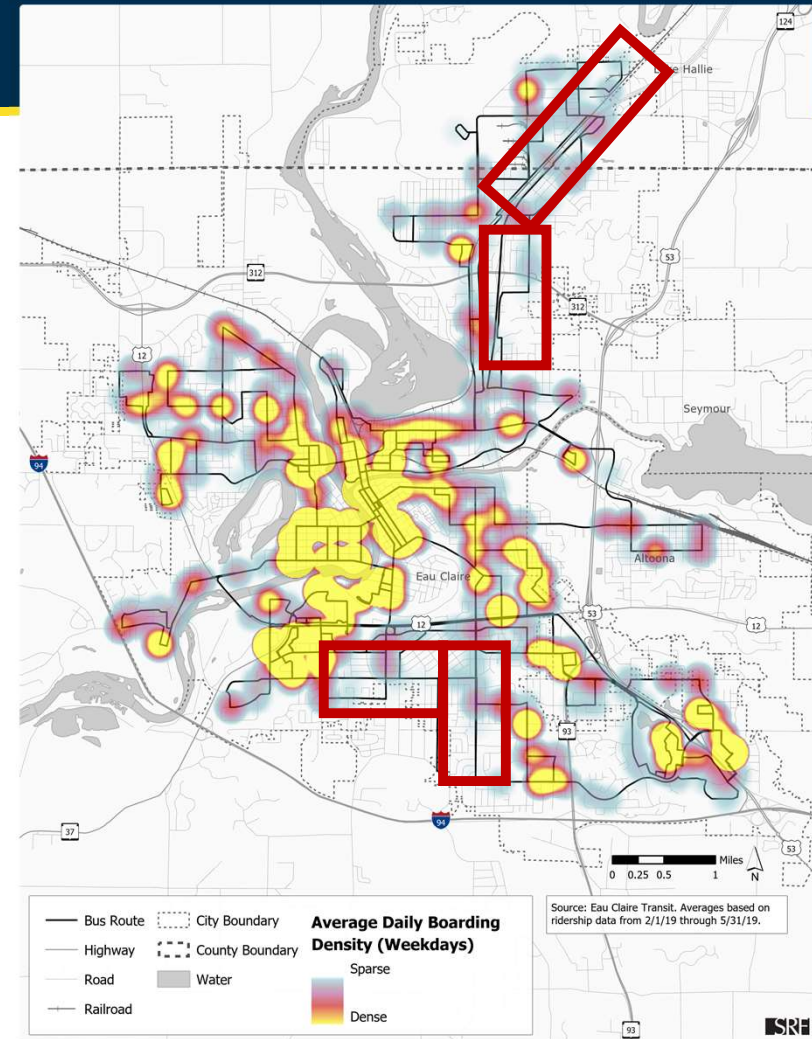
Transit Service Planning Basics

- Consider low performing route segments
- Minimize redundancy
- Simplification
- Improving directness
- Increasing frequency

Service Recommendations

Transit Service Planning Basics

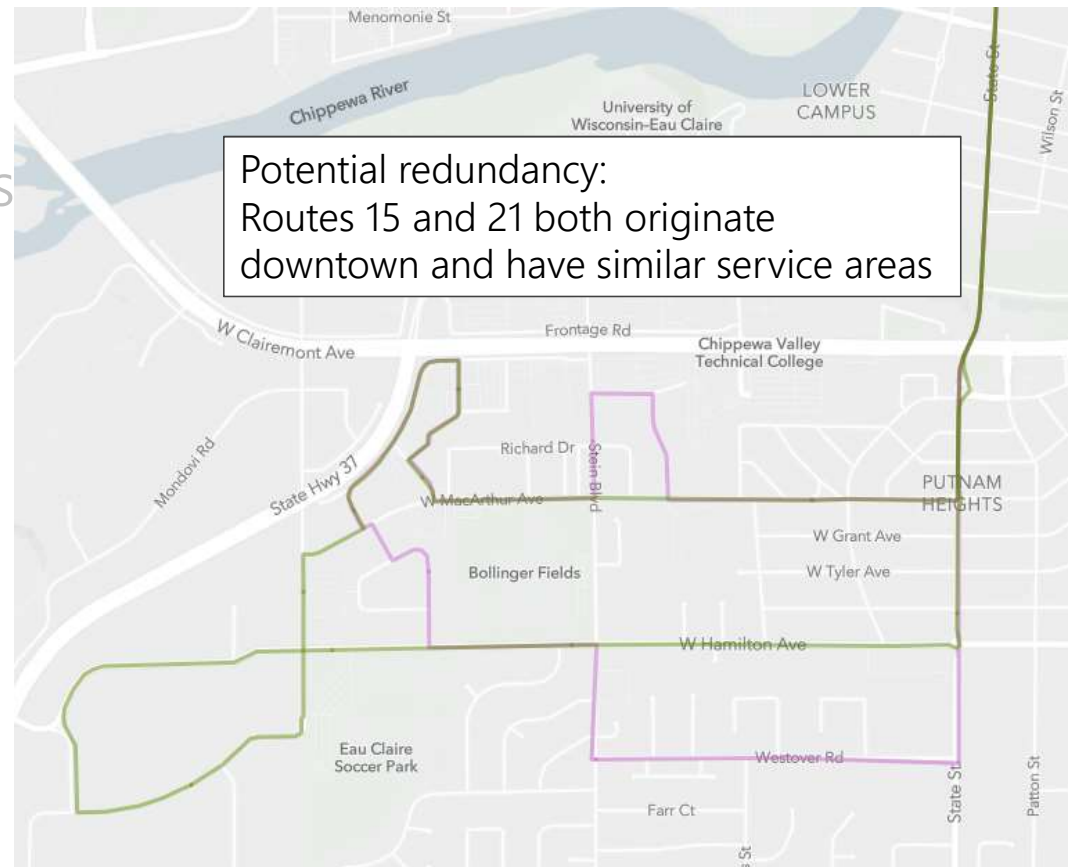
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Service Recommendations

Transit Service Planning Basics

- Consider low performing routes
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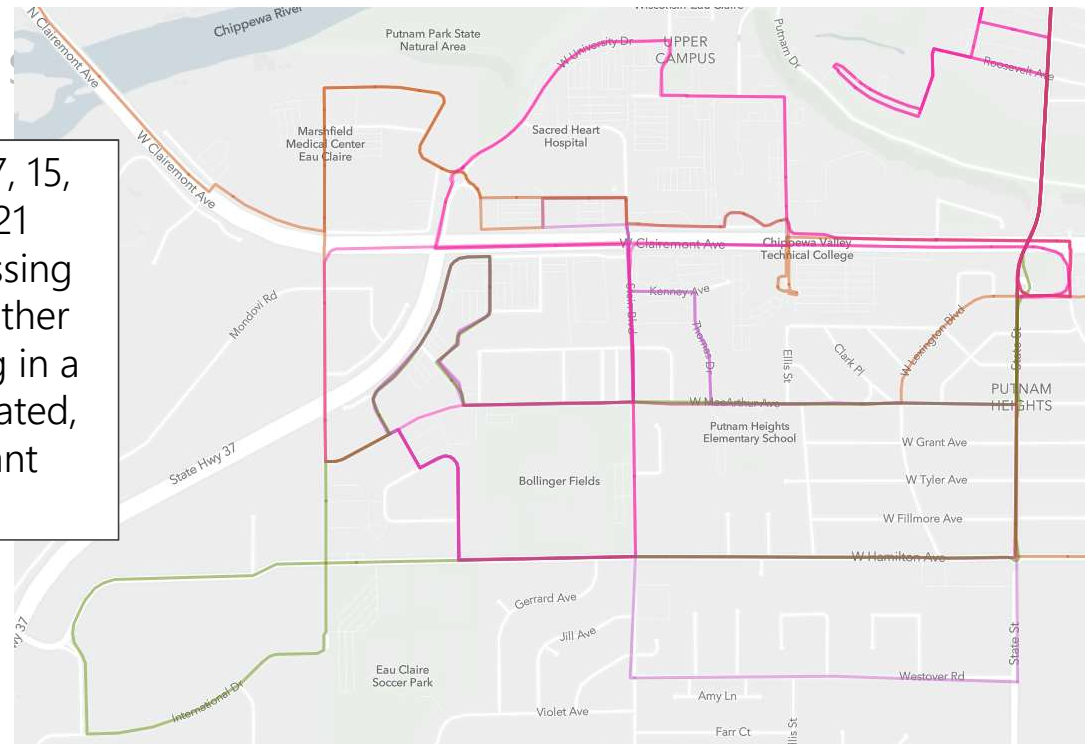


Service Recommendations

Transit Service Planning Basics

- Consider low performing route
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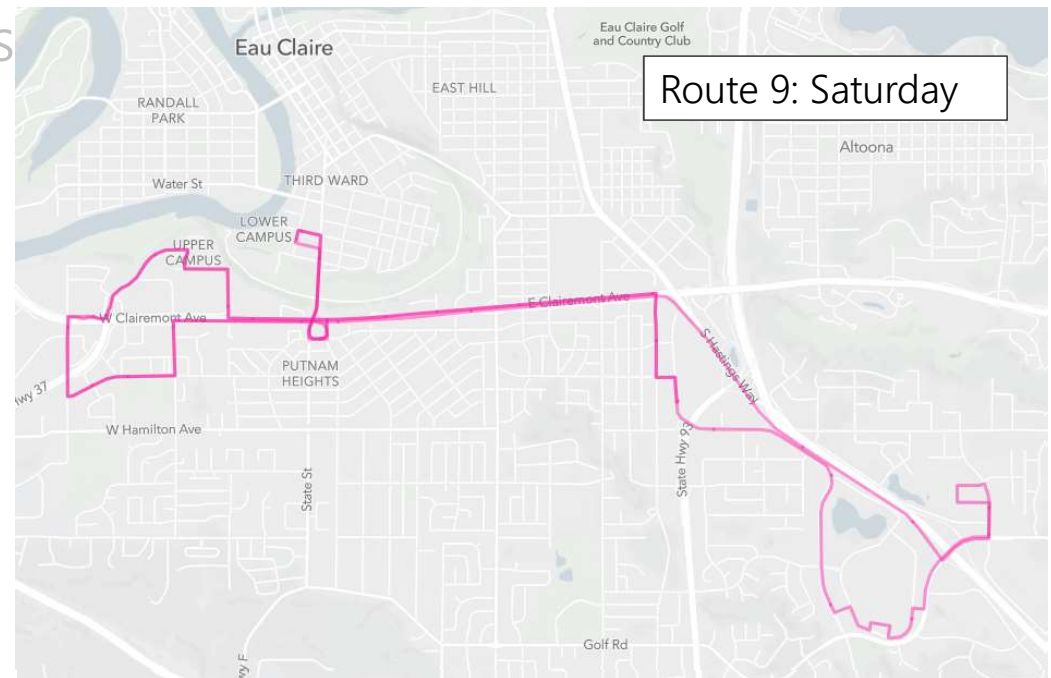
Routes 7, 15, 19, and 21 crisscrossing one another resulting in a complicated, redundant network



Service Recommendations

Transit Service Planning Basics

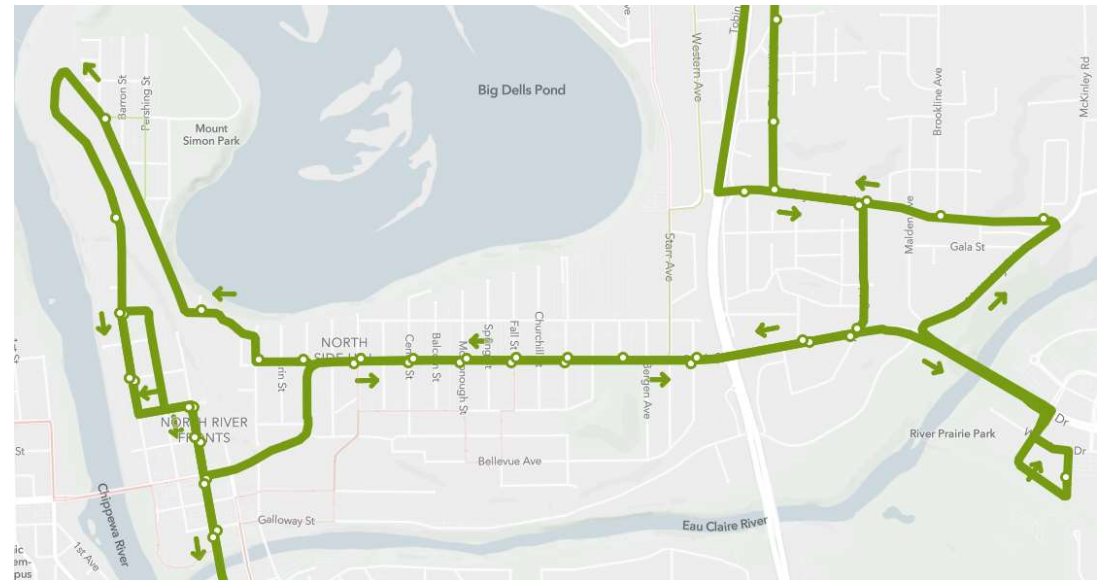
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Service Recommendations

Transit Service Planning Basics

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Service Recommendations

Transit Service Planning Basics

- Consider low performing route segments
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**Frequency is
Freedom**

Setting Priorities to Inform Recommendations

Priorities Identified by the City of Eau Claire

- K-12 service
- Evening and Saturday service
 - Targeted improvements
 - “Rightsizing”

Setting Priorities to Inform Recommendations

Consultant Team Impressions

- Lack of geographic coverage of growing employment centers –
 - Lake Hallie (big box retail area), areas south of I-94, and the Northwest/Highway 12 Corridor
- Low-ridership segments on some routes
- Route structure improvements
- Matching service type/quality to use cases and operating environment and properly allocating resources

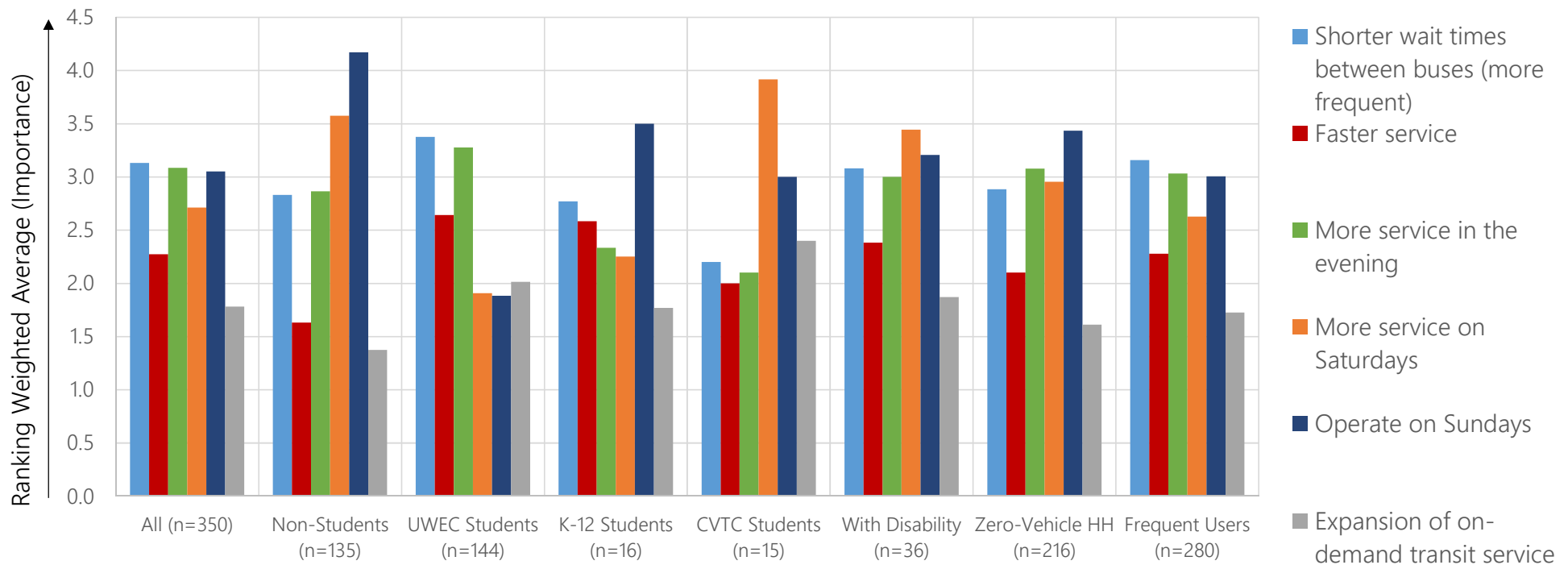
Setting Priorities to Inform Recommendations

What should we prioritize?

- Frequency improvements
 - Improve 60-minute routes
 - Overcrowding on Routes 9, 19
- Sunday service
- Coverage improvements
 - Northwest/US-12 Corridor
 - South of I-94
- Workforce transportation
- Oakwood Mall area
- Northside routes
- Altoona service
- What's missing?

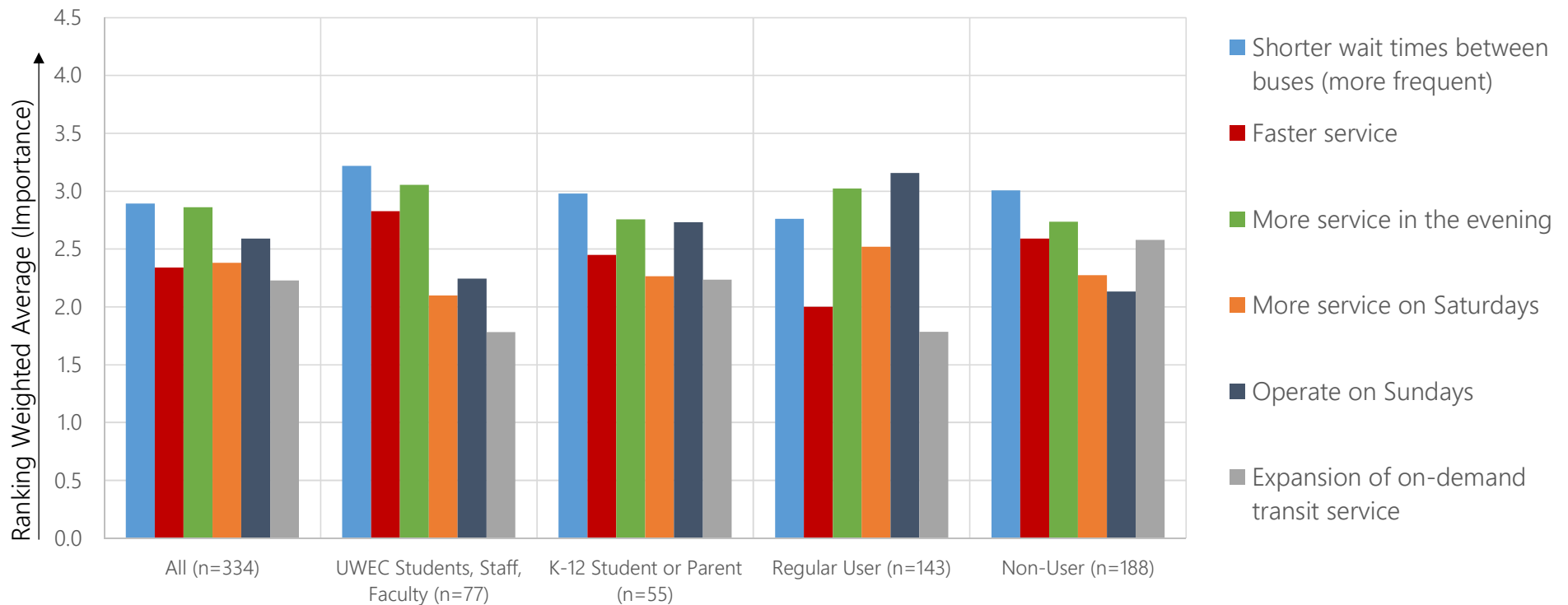
Setting Priorities to Inform Recommendations

Passenger Survey Question: What would cause you to use Eau Claire Transit more often? Please rank these potential improvements to service



Setting Priorities to Inform Recommendations

Community Survey Question: What would cause you to use Eau Claire Transit more often? Please rank these potential improvements to service



Next Steps

Next Steps

Action	SRF	ECT	Steering Committee
Provide comment on Needs Assessment			X
Share observations, preferences, and priorities with SRF and ECT			X
Develop draft service recommendations	X	X	

- **Next meeting:** March/April -- Review draft service recommendations

Next Steps

Thank You!

Joe Kapper

jkapper@srfconsulting.com

(651) 333-4136

Jake Knight

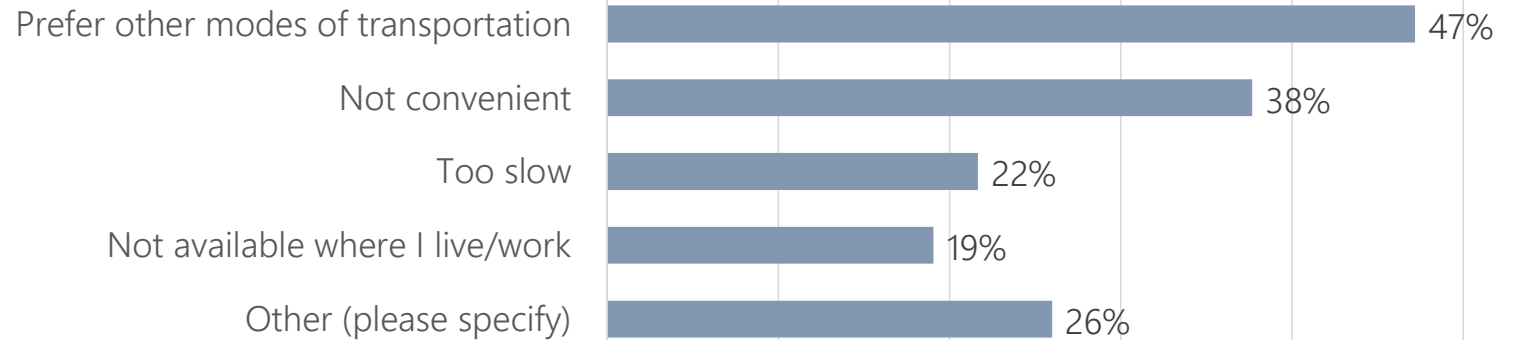
jknight@srfconsulting.com

(651) 333-4114

Community Survey

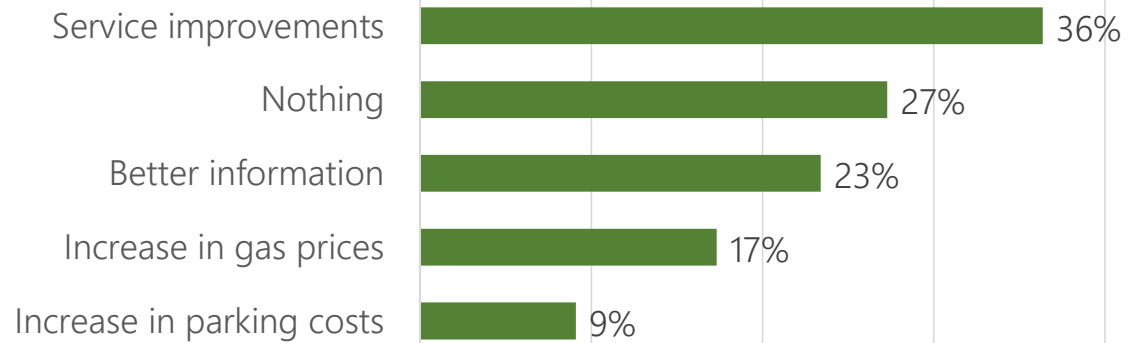
If you don't use ECT, what are the reasons discouraging you from doing so? (Select all that apply)

[n=231]



What condition(s) might make you reconsider using transit in the future? (Select all that apply)

[n=231]



0% 10% 20% 30% 40% 50%

How should ECT invest its finite resources?

Would you rather...

Take the bus to places you can't today or Wait for the bus for half the time you do today	Invest in better weekday service or Invest in better Saturday service?
Take the bus to places you can't today or Catch the bus later in the evening	Invest in better weekday service or Add Sunday service?
Wait for the bus for half the time you do today? or Catch the bus later in the evening?	Invest in better Saturday service or Add Sunday service?

Adopted Capital Improvement Plan

2021 *thru* 2025

City of Eau Claire, Wisconsin

Department Fund 408 - Public Transit

Contact Tom Wagener

Type Asset - New

Useful Life 25 Years

Category Recurring

Priority Medium

Project #	408-001
Project Name	Transit: Bus Stop Shelters

Strategic Goal 1

Description

Purchase of bus stop amenities to include shelters, benches and way-finding information materials. 8 shelters with benches, 25 single benches and 100 way-finding accessories. There is a recurring operation cost of \$1000/year for the upkeep of the new shelters. It is possible that federal grants may be available for these enhancements, but currently grants are not awarded unless part of larger projects.

One (1) shelter to be added in each location listed below over the next five years:

- Seventh and Water St
- Lake and Sixth
- Lake and Fourth
- Barstow and Earl
- Oxford and Madison
- Putnam and Wisconsin
- Target
- Farwell and Marston

Justification

There are 8 stop locations that currently are servicing more than 10 boarding's a day that have no access to shelter when waiting for the bus. In addition, there are another 25 locations that are servicing 5-10 boarding's a day at stops that have no amenities. Currently no stops have way-finding information for passengers.

This request supports the City's strategic goal and objective #1 and #4.

Expenditures	2021	2022	2023	2024	2025	Total
Fixtures	29,900	14,600	31,600	16,600		92,700
Total	29,900	14,600	31,600	16,600		92,700

Funding Sources	2021	2022	2023	2024	2025	Total
Advance from General Fund	29,900	14,600	31,600	16,600		92,700
Total	29,900	14,600	31,600	16,600		92,700

Adopted Capital Improvement Plan

2021 *thru* 2025

Department Fund 408 - Public Transit

City of Eau Claire, Wisconsin

Contact Tom Wagener

Project # 408-004

Type Asset - Replacement

Project Name Transit: Surveillance System

Useful Life 10 Years

Category Non-recurring

Strategic Goal 3

Priority Low

Description

Replacement of out dated surveillance systems on Fleet. There is currently no dedicated federal program to provide assistance in these purchases when they are not part of the bus build.

Justification

Five buses had surveillance systems installed in 2011, and three buses had surveillance systems installed in 2013 The average life of these systems is expected to be 8 years. This purchase will get all the fleet with an up-to-date surveillance system.3
This request supports the City's strategic goal and objective #4.

Expenditures	2021	2022	2023	2024	2025	Total
Furnishings			45,000			45,000
Total			45,000			45,000

Funding Sources	2021	2022	2023	2024	2025	Total
Advance from General Fund			45,000			45,000
Total			45,000			45,000

Adopted Capital Improvement Plan

2021 *thru* 2025

City of Eau Claire, Wisconsin

Department Fund 408 - Public Transit

Contact Tom Wagener

Type Asset - Replacement

Useful Life < 5 Years

Category Non-recurring

Priority High

Project # 408-005
 Project Name Transit: Computer Replacement

Strategic Goal 3

Description

Computer replacements for the Transit Manager and the Driver Supervisors.

Justification

Computers are replaced once the warranties on them expire. The computers in this request are scheduled to expire in 2023.

This request supports the City's strategic goal and objective #3.

Expenditures	2021	2022	2023	2024	2025	Total
Information Technology			11,380			11,380
Total			11,380			11,380

Funding Sources	2021	2022	2023	2024	2025	Total
Advance from General Fund			11,380			11,380
Total			11,380			11,380

Adopted Capital Improvement Plan

2021 *thru* 2025

Department Fund 408 - Public Transit

City of Eau Claire, Wisconsin

Contact Tom Wagener

Project # 408-006
 Project Name Transit: Bus Replacement - 35 Foot

Type Asset - Replacement

Useful Life 10 Years

Category Non-recurring

Priority Medium

Strategic Goal 1

Description

Replacement of 2 35' Heavy Duty Transit Buses that were purchased in 2011 with 2 new 35' Hybrid-Electric buses. It is expected that we will receive an FTA grant to cover 80% of the cost of the vehicles. 35' Heavy duty buses have a useful life of 12 years.

2024 - (2) Buses (Hybrid-Electric)

Justification

This project supports the provision of equipment necessary to meet public transportation needs throughout the Transit service area.

This request supports the City's strategic goal and objective #1 and #4.

Expenditures	2021	2022	2023	2024	2025	Total
Vehicle Replacement				1,350,000		1,350,000
Total				1,350,000		1,350,000

Funding Sources	2021	2022	2023	2024	2025	Total
Advance from General Fund				270,000		270,000
Intergovernmental: Federal Aid				1,080,000		1,080,000
Total				1,350,000		1,350,000

Eau Claire Transit Commission
 Monthly Ridership Report
 December 2019

	Monthly			YTD Ridership		
	2018	2019	% Change	2018	2019	% Change
Full Cash Fare	3,177	2,982	-6.14%	41,974	39,431	-6.06%
Full Fare Tickets	1,846	2,890	56.55%	26,363	32,677	23.95%
Tokens*	82	0	-100.00%	3,692	0	-100.00%
\$1.50 Fare	40	235	487.50%	356	812	128.09%
Student Cash Fare	629	430	-31.64%	9,620	8,588	-10.73%
Student Fare Tickets	163	178	9.20%	1,790	1,450	-18.99%
1/2 Cash Fare	1,567	1,171	-25.27%	25,328	16,589	-34.50%
Reduced Fare Tickets	703	562	-20.06%	9,207	8,002	-13.09%
Monthly Pass	9,390	8,056	-14.21%	121,127	115,652	-4.52%
\$45 Pass***	516	449	-12.98%	2,605	7,099	172.51%
Half Fare Pass	12,402	9,869	-20.42%	161,832	145,290	-10.22%
CVTC Pass	875	441	-49.60%	10,211	6,312	-38.18%
Day Pass	2,791	2,668	-4.41%	46,968	34,363	-26.84%
MAX Pass	1,865	2,323	24.56%	27,700	27,298	-1.45%
Non-UWEC Ridership	36,046	32,254	-10.52%	488,773	443,563	-9.25%
UWEC	45,244	37,005	-18.21%	365,179	368,793	0.99%
Total	81,290	69,259	-14.80%	853,952	812,356	-4.87%
Community Table	101	351	247.52%	1,384	2,951	113.22%
Paratransit	3,002	2,609	-13.09%	41,281	34,046	-17.53%
Free	404	490	21.29%	9,178	10,469	14.07%
Pool	0	0		3,230	2,485	-23.07%
Library	0	0		2,420	2,143	-11.45%
Transfer	3,919	3,579	-8.68%	51,006	46,990	-7.87%
Total	88,716	76,288	-14.01%	962,451	911,440	-5.30%
Evening Ridership	3,293	2,383	-27.63%	40,725	38,467	-5.54%
Saturday Ridership	5,496	3,604	-34.43%	58,195	51,378	-11.71%
Miles of Service-Day	49,451	48,800	-1.32%	615,191	616,061	0.14%
Passenger / Mile-Day	1.73	1.51	-12.33%	1.50	1.42	-5.42%
Hours of Service-Day	3,457	3,522	1.88%	42,731	42,448	-0.66%
Passenger / Hour-Day	24.71	20.98	-15.08%	21.57	20.57	-4.66%
Miles of Service-Eve.	7,714	8,298	7.57%	96,530	98,432	1.97%
Passenger / Mile-Eve.	0.43	0.29	-32.73%	0.42	0.39	-7.37%
Hours of Service-Eve.	539	568	5.36%	6,741	6,742	0.01%
Passenger / Hour-Eve.	6.11	4.20	-31.32%	6.04	5.71	-5.56%
Saturday	5	4	-20.00%	52	51	-1.92%
Weekday School	15	15	0.00%	170	171	0.59%
Weekday Non-school	5	6	20.00%	88	88	0.00%

*Tokens accepted through 12/31/18

Eau Claire Transit Commission
 Monthly Ridership Report
 January 2020

	January Ridership			YTD Ridership		
	2019	2020	% Change	2019	2020	% Change
Full Cash Fare	2,951	3,189	8.07%	2,951	3,189	8.07%
Full Fare Tickets	2,101	3,244	54.40%	2,101	3,244	54.40%
\$1.50 Fare	68	161	136.76%	68	161	136.76%
Student Cash Fare	657	602	-8.37%	657	602	-8.37%
Student Fare Tickets	82	64	-21.95%	82	64	-21.95%
1/2 Cash Fare	1,485	1,105	-25.59%	1,485	1,105	-25.59%
Reduced Fare Tickets	540	555	2.78%	540	555	2.78%
Monthly Pass	10,164	8,198	-19.34%	10,164	8,198	-19.34%
\$45 Pass	456	567	24.34%	456	567	24.34%
Half Fare Pass	11,809	11,163	-5.47%	11,809	11,163	-5.47%
CVTC Pass	679	445	-34.46%	679	445	-34.46%
Day Pass	3,234	2,400	-25.79%	3,234	2,400	-25.79%
MAX Pass	1,520	3,062	101.45%	1,520	3,062	101.45%
Non-UWEC Ridership	35,746	34,755	-2.77%	35,746	34,755	-2.77%
UWEC	3,231	3,531	9.29%	3,231	3,531	9.29%
Total	38,977	38,286	-1.77%	38,977	38,286	-1.77%
Community Table	139	313	125.18%	139	313	125.18%
Paratransit	2,921		-100.00%	2,921	0	-100.00%
Free	341	504	47.80%	341	504	47.80%
Pool	0	0		0	0	
Transfer	3,556	3,713	4.42%	3,556	3,713	4.42%
Library	0	0		0	0	
Total	45,934	42,816	-6.79%	45,934	42,816	-6.79%
Evening Ridership	1,987	2,243	12.88%	1,987	2,243	12.88%
Saturday Ridership	3,818	3,589	-6.00%	3,818	3,589	-6.00%
Miles of Service-Day	46,527	46,625	0.21%	46,527	46,625	0.21%
Passenger / Mile-Day	0.94	0.87	-7.87%	0.94	0.87	-7.87%
Hours of Service-Day	3,260	3,272	0.39%	3,260	3,272	0.39%
Passenger / Hour-Day	13.48	12.40	-8.03%	13.48	12.40	-8.03%
Miles of Service-Eve.	7,392	7,392	0.00%	7,392	7,392	0.00%
Passenger / Mile-Eve.	0.27	0.30	12.88%	0.27	0.30	12.88%
Hours of Service-Eve.	514	515	0.16%	514	515	0.16%
Passenger / Hour-Eve.	3.87	4.36	12.71%	3.87	4.36	12.71%
Saturday	4	4	0.00%	4	4	0.00%
Weekday School	18	21	16.67%	18	21	16.67%
Weekday Non-school	5	2	-60.00%	5	2	-60.00%

Eau Claire Transit System

Operating Revenues

Report Date: December 31, 2019

% of Year Expired: 100.0%

	Prior Year		Current Year		
	2018 Budget	2018 Y-T-D	2019 Budget	2019 Y-T-D	% of Budget
Full Fare Cash	\$ 73,000	\$ 73,243	\$ 75,500	\$ 69,038	91.4%
Full Fare Pass	\$ 122,000	\$ 141,980	\$ 165,000	\$ 135,875	82.3%
Full Fare Tickets	\$ 47,800	\$ 31,383	\$ 32,000	\$ 45,910	143.5%
Tokens Redeemed	\$ -	\$ 4,743	\$ -	\$ -	
Day Pass	\$ 51,700	\$ 36,146	\$ 38,900	\$ 26,435	68.0%
Total Full Adult Fares	\$ 294,500	\$ 287,494	\$ 311,400	\$ 277,258	89.0%
Income-Qualifying Cash	\$ -	\$ 371	\$ 1,900	\$ 1,214	63.9%
Income-Qualifying Pass	\$ -	\$ 1,890	\$ 5,400	\$ 5,985	110.8%
Total I-Q Fares:	\$ -	\$ 2,261	\$ 7,300	\$ 7,199	98.6%
Reduced Fare Cash	\$ 15,000	\$ 21,472	\$ 21,100	\$ 14,114	66.9%
Reduced Fare Pass	\$ 70,000	\$ 77,379	\$ 82,500	\$ 77,791	94.3%
Reduced Fare Tickets	\$ 7,800	\$ 7,082	\$ 7,700	\$ 8,637	112.2%
Total Reduced Fares	\$ 92,800	\$ 105,933	\$ 111,300	\$ 100,542	90.3%
Student Fare Cash	\$ 21,000	\$ 12,008	\$ 7,800	\$ 10,771	138.1%
Student Fare Tickets	\$ 1,900	\$ 2,238	\$ 1,900	\$ 2,310	121.6%
Student MAX Pass	\$ 21,200	\$ 25,995	\$ 27,900	\$ 31,955	114.5%
CVTC Student Pass	\$ 11,800	\$ 7,375	\$ 7,500	\$ 6,240	83.2%
UW - Eau Claire	\$ 389,000	\$ 389,000	\$ 400,000	\$ 396,000	99.0%
Pool/Library	\$ 7,000	\$ 8,792	\$ 8,000	\$ 9,048	113.1%
Total Student Fares	\$ 451,900	\$ 445,407	\$ 453,100	\$ 456,324	100.7%
Paratransit Co-Pay	\$ 175,000	\$ 153,629	\$ 162,000	\$ 95,295	58.8%
Agency Fare	\$ 180,500	\$ 149,692	\$ 155,000	\$ 179,455	115.8%
Local Reimbursement	\$ 3,200	\$ 1,101	\$ 1,500	\$ 638	42.6%
State PT Assistance	\$ 61,900	\$ 61,475	\$ 60,000	\$ 62,450	104.1%
Total Paratransit	\$ 420,600	\$ 365,896	\$ 378,500	\$ 337,838	89.3%
Federal Assistance	\$ 1,787,100	\$ 1,232,061	\$ 1,804,700	\$ 1,209,167	67.0%
State Assistance	\$ 1,402,900	\$ 1,368,229	\$ 1,449,600	\$ 1,460,579	100.8%
EC County Assistance	\$ 134,800	\$ 145,358	\$ 143,400	\$ 129,354	90.2%
Altoona Assistance	\$ 67,900	\$ 33,539	\$ 70,800	\$ 34,559	48.8%
Total Assistance	\$ 3,392,700	\$ 2,779,187	\$ 3,468,500	\$ 2,833,658	81.7%
Advertising	\$ 52,000	\$ 45,630	\$ 52,000	\$ 72,458	139.3%
Vending Commission	\$ -	\$ 4,769	\$ -	\$ 8,299	
Gifts & Donations	\$ -	\$ -	\$ -	\$ -	
Other Penalties	\$ -	\$ (51)	\$ -	\$ (176)	
Miscellaneous	\$ 1,000	\$ 911	\$ 1,000	\$ 9,669	966.9%
General Fund - Operation:	\$ 1,106,000	\$ 1,013,826	\$ 1,133,800	\$ 1,152,800	101.7%
Sale of Capital Assets	\$ -	\$ 2,011	\$ -	\$ 2,099	
Fund Balance Applied	\$ -	\$ -	\$ -	\$ -	
Fund Balance Used for CI	\$ -	\$ -	\$ -	\$ -	
Total Other	\$ 1,159,000	\$ 1,067,095	\$ 1,186,800	\$ 1,245,150	104.9%
TOTAL REVENUES	\$ 5,811,500	\$ 5,053,274	\$ 5,916,900	\$ 5,257,968	88.9%

Report does not reflect 2019 final revenues.

Eau Claire Transit System

Operating Expenses

Report Date: December 31, 2019

% of Year Expired: 100.0%

	Prior Year		Current Year		
	2018 Budget	2018 Y-T-D	2019 Budget	2019 Y-T-D	% of Budget
Admin Wages	\$ 285,065	\$ 321,765	\$ 300,500	\$ 304,952	101.5%
Admin OT Wages	\$ 12,000	\$ 5,003	\$ 12,000	\$ 2,022	16.8%
Admin Benefits	\$ 212,685	\$ 221,371	\$ 211,239	\$ 188,270	89.1%
Operator Wages	\$ 1,342,120	\$ 1,253,736	\$ 1,414,400	\$ 1,264,012	89.4%
Operator OT Wages	\$ 23,000	\$ 123,611	\$ 23,000	\$ 232,879	1012.5%
Operator Benefits	\$ 714,726	\$ 626,688	\$ 687,355	\$ 654,772	95.3%
Shop Wages	\$ 251,415	\$ 257,583	\$ 266,900	\$ 283,212	106.1%
Shop OT Wages	\$ 23,800	\$ 41,262	\$ 23,800	\$ 65,141	273.7%
Shop Benefits	\$ 144,200	\$ 130,670	\$ 124,206	\$ 147,217	118.5%
Total Payroll	<u>\$ 3,009,011</u>	<u>\$ 2,981,690</u>	<u>\$ 3,063,400</u>	<u>\$ 3,142,478</u>	102.6%
Printing & Binding	\$ 15,300	\$ 10,714	\$ 15,300	\$ 10,508	68.7%
Advertising & Marketing	\$ 30,000	\$ 23,982	\$ 30,000	\$ 21,018	70.1%
Custodial	\$ 17,900	\$ 18,780	\$ 17,900	\$ 19,209	107.3%
Security	\$ 33,200	\$ 33,067	\$ 33,200	\$ 28,348	85.4%
Utilities	\$ 12,200	\$ 8,008	\$ 12,200	\$ 9,064	74.3%
Ins & Admin Charges	\$ 184,200	\$ 168,622	\$ 177,000	\$ 184,284	104.1%
Misc. Services	\$ 314,300	\$ 254,414	\$ 377,300	\$ 394,953	104.7%
Total Services	<u>\$ 607,100</u>	<u>\$ 517,586</u>	<u>\$ 662,900</u>	<u>\$ 667,384</u>	100.7%
Office Supplies	\$ 4,400	\$ 3,413	\$ 4,400	\$ 1,660	37.7%
Uniforms & Clothing	\$ 12,200	\$ 10,646	\$ 12,200	\$ 11,097	91.0%
Gas	\$ 2,700	\$ 1,073	\$ 2,700	\$ 955	35.4%
Diesel Fuel	\$ 419,400	\$ 305,764	\$ 419,400	\$ 274,396	65.4%
Motor Oil	\$ 20,500	\$ 16,626	\$ 20,500	\$ 14,562	71.0%
Tires	\$ 37,300	\$ 57,763	\$ 38,300	\$ 51,919	135.6%
Supplies	\$ 270,500	\$ 386,782	\$ 274,800	\$ 593,182	215.9%
Tool/Shop	\$ 7,500	\$ 11,137	\$ 7,500	\$ 17,188	229.2%
Equip Purchase	\$ -	\$ 14,372	\$ -	\$ -	
Misc. Materials/Supplies	\$ 4,900	\$ 575	\$ 4,900	\$ 2,030	41.4%
Total Materials/Supplies	<u>\$ 779,400</u>	<u>\$ 808,151</u>	<u>\$ 784,700</u>	<u>\$ 966,990</u>	123.2%
Purchased Transp.	\$ 1,307,200	\$ 1,129,797	\$ 1,314,200	\$ 979,257	74.5%
Paratransit Cer	\$ 64,600	\$ 70,030	\$ 68,000	\$ 56,803	83.5%
Total Paratransit	<u>\$ 1,371,800</u>	<u>\$ 1,199,827</u>	<u>\$ 1,382,200</u>	<u>\$ 1,036,060</u>	75.0%
Unfund Pen	\$ 37,900	\$ 37,900	\$ 37,900	\$ 37,900	100.0%
Loss on Disp of Equip	\$ -	\$ 12,352	\$ -	\$ -	
Capital Purchases	\$ -	\$ -	\$ -	\$ -	
Depreciation	\$ -	\$ -	\$ -	\$ 4,495	
Other Charges/Adj	\$ -	\$ -	\$ -	\$ 7,726	
Total Other	<u>\$ 37,900</u>	<u>\$ 50,252</u>	<u>\$ 37,900</u>	<u>\$ 50,121</u>	132.2%
TOTAL EXPENSES	<u>\$ 5,805,211</u>	<u>\$ 5,557,506</u>	<u>\$ 5,931,100</u>	<u>\$ 5,863,032</u>	98.9%

Report does not reflect 2019 final expenses.

Complaint Report

October 1st - December 31st, 2019

Summary

Complaint Type & Count	Unfounded	Total
Rude 1	0	1
Missed Pickup 4	2	2
Driving Habit 4	4	0
Other 3	0	3
Total 12	6	6

Date	Complaint Type	Method	Description	Action Taken	Unfounded
3-Oct	Driving Habit	Phone	Caller stated that a bus ran a red light.	Supervisor reviewed the video, which showed the light turning yellow as the bus entered the intersection, and did turn red before the bus exited the intersection. Supervisor determined that the driver acted correctly as the bus would not have been able to safely stop based on where the bus was when the light turned.	X
7-Oct	Missed Pickup	Voicemail	Complaint stated that the bus did not pick up the caller's young daughter and caller had to hire an Uber to bring her daughter to school.	Supervisor attempted to contact the caller with no response. Driver admitted that he had missed the girl, he had slowed and when she didn't make a move towards the stop, he assumed she was waiting for the school bus. Driver also relayed that he felt very bad about misjudging the situation and had apologized to her and reimbursed her for the Uber from his own pocket the next time she rode his bus.	
9-Oct	Driving Habit	Phone	Caller claimed that a City bus nearly hit them as they were bicycling in the bike lane.	Video showed that bus was an appropriate distance from the bicyclist and even further away than the required 36" clearance.	X
11-Oct	Other	Phone	Caller wanted to report a "creepy" person that seemed to be following her onto different routes.	Supervisor spoke with the caller and explained that there was not anything that ECT could do for her now, unfortunately. Supervisor explained that caller could contact PD if she was concerned for her safety and could let the driver know if it happened again on the bus.	
11-Oct	Missed Pickup	Voicemail	Caller claimed that the bus did not stop for him at Target and he ran after it and it still did not stop.	Supervisor reviewed the video, which showed that the caller was not at the bus stop and rear-view video angle showed that he did not flag or run after the bus until it had well passed him. Supervisor contacted the caller to explain that we only stop at each bus stop if someone is standing there. Caller became very agitated, yelled at the supervisor and hung up on them.	X

1-Nov	Driving Habit	Voicemail	Caller claimed that as they attempted to go around the bus in their private vehicle, the operator attempted to pull out from the curb. Caller honked their horn and claims driver honked and gestured at driver.	Video/audio showed no evidence of the encounter that the caller described. Only observed 1 vehicle passing bus and bus waited until it had passed before pulling back into traffic.	X
6-Nov	Other	Email	Complaint alleged that the new bus seats (without fabric) were too slippery, causing him to fall off the seat on a turn. Complaint also alleged that the fall caused his phone to break and his charger to become lost.	Video showed the passenger in question board the bus with a large backpack and sit sideways in the seat behind the operator, with the backpack still on. The turn by the operator appeared to catch the passenger by surprise and he slowly rolled onto the ground. The driver asked if passenger was okay, passenger made no mention of injury or damage, but did mention that he thought the seats were slippery. He spoke with the driver about the seats again upon disembarking. It is difficult to determine if the seat is at fault, or the fact that passenger was not sitting in the seat as designed. Transit will keep this in mind if we receive any additional complaints regarding the new seats.	
28-Nov	Other	Email	Complaint alleges that the stop at Eddy St is too dangerous and takes up space that could be on-street parking for her home.	ECT Management let the complainant know that they could park in front of the bus stop outside hours of operation. ECT also reviewed boarding and determined that the stop is used very rarely. Referred to safety team to see if there was an alternative location for the stop.	
18-Dec	Missed Pickup	Phone	Caller claimed that the bus drove right past them at the stop. This caused caller to have to take a cab in order to make it work on time.	Supervisor apologized to caller about the situation and promised to review the video and discuss with the driver. Video confirmed caller's account. Supervisor followed up with driver and closed the complaint.	
23-Dec	Rude	Phone	Caller claimed that the driver "snapped" at her when she mentioned that she would be late to work because the bus was running late, causing her to be humiliated in front of the other passengers.	Video showed the driver attempting to assist another passenger figure out which route(s) she needed when the caller interrupted several times to comment about being late to work. Eventually driver told caller that they didn't cater to her and was just doing their job. Caller continued to berate driver as they were driving until another passenger intervened and asked caller to be quiet. Supervisor spoke with driver and driver admitted to being terse with the caller and realized that they could've responded better. Supervisor let the driver know that they could radio into base if they were having any issues with a passenger. Complaint closed.	
24-Dec	Driving Habit	Voicemail	Caller claimed that a City bus changed lanes without using a blinker causing them to slam on their brakes and was almost hit by another vehicle.	Video showed no encounters with other vehicles and furthermore showed the driver used their turn signals appropriately when changing lanes. No evidence to back up this complaint.	X
26-Dec	Missed Pickup	Phone	Caller claimed that the bus never passed by her stop even though DoubleMap indicated it would be there shortly.	Further investigation revealed that the caller was waiting at a different stop than they were viewing on Doublemap. The stop they were waiting at is not serviced by the bus they wanted.	X



EAU CLAIRE TRANSIT

MANAGER'S REPORT

FEBRUARY 19, 2020

SUMMARY OF INCOME QUALIFYING FARE USAGE

Included in your packet is a summary of the usage of the new fare that is for those people who are experiencing low income.

TRANSFER CENTER UPDATE

The Design has been on hold until there is an agreement between LHB and the Private Developer. The City received the first draft of our agreement last week and once that agreement has been approved by council, LHB and Merge will enter into an agreement. This is key so that the two separate projects will be coordinated for optimal efficiency. Construction will likely be able to begin late fall of this year.

COMMUNITY TABLE PASS PROGRAM UPDATE

Included in your package is a summary of the Community Pass usage for 2019. This was the first year that the pass was offered year round. Marketing funds covered the cost of the pass for the months from April – October. 2020 monthly pass usage should be covered by the community table. I have had discussions with the Table's finance director and they are working on securing those funds.

WIPTA UPDATE

The spring Legislative day is set for 2020. I will be leaving at 6:30am on the 26th. Please touch base with me if you would like to participate. It is my understanding that we will have two representatives from ATU at Eau Claire's Table. The day will begin with a briefing with a room at the capital and then the systems will give out literature and answer questions at individual tables set up in the rotunda. Included in your packet is the information we will hand out regarding ECT.

FTA REQUIRED PUBLIC TRANSPORTATION AGENCY SAFETY PLAN (PTASP) OVERVIEW

A new requirement by the Federal Transit Administration for 2020 is that systems adopt a PTASP by July 20. I have included an overview of what is required to be in the plan. I am currently working on the plan and you will be asked to adopt the plan at or before our July meeting. I wanted to give everyone a look at what it will involve.

Income-Qualifying Fare Report 2020

Apps Received

Permits Issued

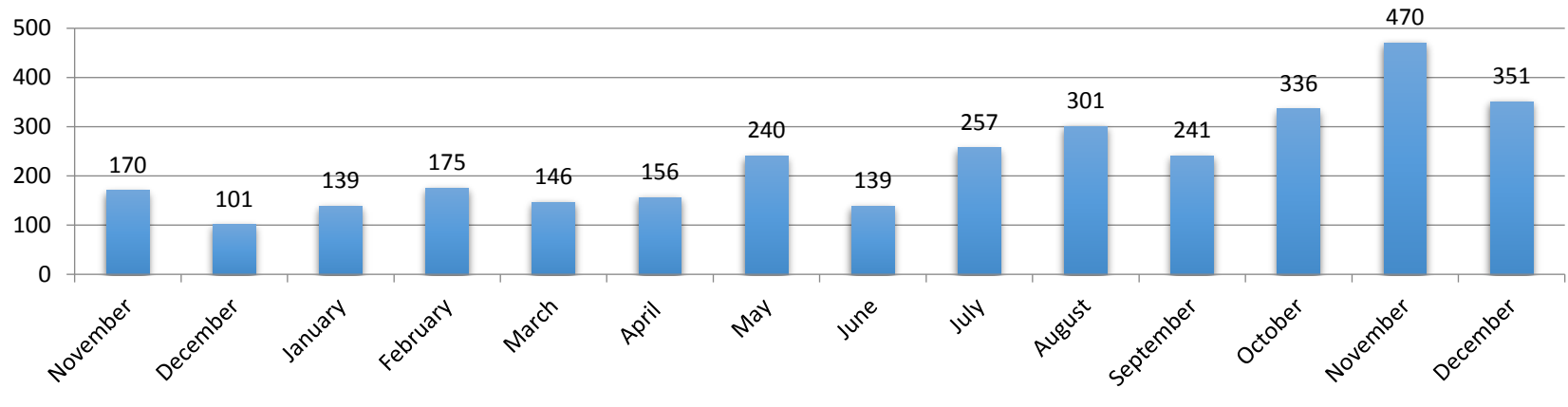
\$1.50 Trips

Passes Sold

\$45 Pass Trips

January	0	0	161	7	567
Change over 2019	0	0	93	-2	111
February					
Change over 2019					
March					
Change over 2019					
April					
Change over 2019					
May					
Change over 2019					
June					
Change over 2019					
July					
Change over 2019					
August					
Change over 2019					
September					
Change over 2019					
October					
Change over 2019					
November					
Change over 2019					
December					
Change over 2019					

Community Table Pass Usage by Month (Nov 2018 - Dec 2019)



PTSAP Overview

- **Safety Management Policy Statement**

Requirements

As specified in § 673.23, your agency's Policy Statement must:

- Be a written document
- Include your agency's safety objectives
- Be communicated throughout your agency

Considerations

In addition, as discussed in the preamble to Part 673, your agency's Policy Statement may:

- Explicitly commit your agency to SMS
- Specify the safety management authorities, accountabilities, and responsibilities of agency personnel
- Convey your agency's safety objectives through safety performance targets
- Describe or reference your agency's Employee Safety Reporting Program

- **Risk Management and Safety Assurance**

Safety Risk Management (SRM)

- SRM definitions
- Roles and responsibilities for the SRM process
 - Including safety risk assessment, safety risk acceptance, and safety risk mitigation.
- Sources of information about hazards and consequences
 - Including any forms or tools used by the transit agency to report, receive, and review safety concerns
- Methods to document hazards and their potential consequences
 - Including any forms or tools used
- Process for assessing the likelihood and severity of a hazard's potential consequences
 - Taking existing mitigations into account
 - Including any tools, forms, or thresholds/matrices used to support and document the assessment
- Approach for prioritizing hazards based on safety risk
- Method for developing safety risk mitigations

Safety Assurance (SA)

- SA definitions
- Authorities, accountabilities, and responsibilities for the SA process, including:

- Safety performance monitoring and measurement
- Process, methods or approach for monitoring compliance with, and sufficiency of, the agency's procedures for operations and maintenance, including:
 - List of operations and maintenance procedures to be monitored
 - Monitoring methods, frequency, forms, checklists, and tools
 - Methods and system for collecting and compiling compliance and sufficiency data, information, trends, and reports
 - Safety performance measures and targets and other means used to evaluate compliance and sufficiency
 - Criteria and method for documenting, reporting and resolving non-compliance and sufficiency issues
 - Process for evaluating identified safety concerns through the agency's SRM process
- Process for monitoring operations to identify safety risk mitigations that may be ineffective, inappropriate, or not implemented as intended, including:
 - Methods, tools, forms, and criteria for documenting and monitoring mitigations
 - Criteria for identifying ineffective and inappropriate mitigations and those that are not performing as intended
 - Safety performance measures and targets and other means used to evaluate the effectiveness, appropriateness, and implementation of mitigations
 - Process for documenting and resolving ineffective, inappropriate or poorly performing mitigations
 - Process for evaluating identified safety concerns through the agency's SRM process
- Approach for conducting investigations of safety events to identify causal factors, including:
 - Investigation procedures, forms, checklists, report templates, and completed reports
 - Supporting materials for conducting investigations (e.g., driver and witness statements, supervisor reports, police reports, camera footage and electronic device recordings and records, photographs, analysis reports)
 - Method for documenting mitigations in place at the time of the safety event and for assessing their effectiveness
 - Process for identifying, documenting, and addressing causal factors
 - Process for evaluating identified safety concerns through the agency's SRM process
- Process for monitoring information reported through any internal safety reporting programs, including:
 - List of internal safety reporting programs to be monitored
 - Process for reviewing, managing and responding to information captured in the Employee Safety Reporting Program
 - Process for reviewing, managing, and responding to information from other reporting programs at the agency
 - Process for evaluating identified safety concerns through the agency's SRM process

• Safety Performance Measures

PERFORMANCE TARGET AREAS	MEASURES
Casualties/Incidents:	<ul style="list-style-type: none"> • Number of fatalities and fatality crashes per specified time period • Number of injuries and injury crashes per specified time period • Fatal accidents per million passenger-miles/vehicle-miles traveled • Injury accidents per million passenger-miles/vehicle-miles traveled • Employee work days lost to injuries per specified time period • Work-related fatalities per specified time period • Workers compensation payments per specified time period
Operations:	<ul style="list-style-type: none"> • Employee work days lost to injuries per specified time period • Work-related fatalities per specified time period • Percent of positive drug/alcohol tests per specified time period • Number of traffic tickets issued to bus operators per specified time period • Percent of buses exceeding the speed limit per specified time period
Systems and Equipment:	<ul style="list-style-type: none"> • Number of vehicle defects reported by operators per specified time period • Number of infrastructure defects reported by operators per specified period of time • Number of vehicle defects reported during maintenance inspections • Percent of preventative maintenance inspections completed within 10% of scheduled mileage
Safety Culture:	<ul style="list-style-type: none"> • Number of training hours for all staff per specified period of time • Results of employee surveys • Number of safety audits, assessments or inspections completed per specified period of time • Number of staff participating in hazard reporting systems

Table 2: Examples of Performance Area Targets and Safety Measures/Metrics