

3 A report from the Executive Director, Department of Health and Human Services,  
4 requesting authorization to increase 2025 and 2026 fee-for-service specialized  
5 transportation contracts, by recommending adoption of the following:

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7 **A RESOLUTION**  
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9 WHEREAS, the Specialized Transportation contract with WHC MKE, LLC,  
10 doing business as zTrip (zTrip), provides rides for the Older Adult Transportation  
11 Service (OATS) supported by the Milwaukee County Area Agency on Aging (AAA),  
12 which serves Milwaukee County (the County) residents who are age 60 and over  
13 and do not have access to another means of transportation; and

14 WHEREAS, zTrip, as a new OATS provider, has successfully transitioned into  
15 its role, accommodating existing participants and providing high quality customer  
16 service, while adhering to strict performance criteria at lower cost to the County; and

17 WHEREAS, the existing contract is funded under a fee-for-service model that  
18 anticipates sufficient funding for approximately 43,000 rides, an increase of 5,000  
19 rides from 2024; and

20 WHEREAS, during 2025, the OATS program has continued to experience an  
21 increase in service demand across all ride categories; and

22 WHEREAS, on October 3, 2025, zTrip provided notice that if current ridership  
23 trends continued, total expenditures will surpass the \$1,471,031 annual budget; and

24 WHEREAS, the County AAA immediately instituted measures to limit  
25 ridership, including closing the service to new participants for the remainder of 2025  
26 and restricting or limiting certain destinations; and

27 WHEREAS, the Commission on Aging (COA), pursuant to Section 53.09(4),  
28 Milwaukee County Code of General Ordinances, authorized by resolution on  
29 October 24, 2025, an increase in the contract with zTrip of \$24,000, which is  
30 sufficient to pay for an additional week of services, as a precautionary measure; and

31 WHEREAS, the amount authorized in 2026 is \$2,393 less than the amount  
32 authorized in 2025, and sufficient funding is available to align the not-to-exceed  
33 amount for 2026 with the original 2025 contract; and

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42        WHEREAS, consistent with Section 59.52(31)(c), Wisconsin State Statutes  
43 (State Statutes), the Department of Health and Human Services (DHHS) must, on  
44 behalf of the COA, bring contracts with a value or aggregate value of \$300,000 or  
45 more to the Milwaukee County Board of Supervisors for authorization and DHHS is  
46 seeking to amend the contract with zTrip by \$24,000 to cover additional rides; and  
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48        WHEREAS, the Committee on Finance, at its meeting of December 11, 2025,  
49 recommended adoption of File No. 25-744 (vote 6-0); now, therefore,  
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51        BE IT RESOLVED, the Milwaukee County Board of Supervisors  
52 (County Board) hereby authorizes the Director, Department of Health and Human  
53 Services (DHHS), or her designee, to execute an amendment to increase the 2025  
54 fee-for-service contract with WHC MKE, LLC, doing business as zTrip (zTrip), from  
55 January 1, 2025, through December 31, 2025, by \$24,000, from \$1,471,031 to  
56 \$1,495,031; and  
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58        BE IT FURTHER RESOLVED, the County Board hereby authorizes the  
59 Director, DHHS, or her designee, to execute an amendment to increase the 2026  
60 fee-for-service contract with zTrip by \$2,393, from \$1,468,638 to \$1,471,031.  
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66 contract.docx