

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

A RESOLUTION

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

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

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

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

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

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

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

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

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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