

PUBLIC TRANSIT–HUMAN SERVICES TRANSPORTATION COORDINATION PLAN FOR MILWAUKEE COUNTY: 2008

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Christopher T. Hiebert Chief Transportation Engineer
Michael G. Hahn, PE, PH Chief Environmental Engineer
Elizabeth A. Larsen Business Manager
John G. McDougall Geographic Information Systems Manager
John R. Meland Chief Economic Development Planner
Dr. Donald M. Reed Chief Biologist
Kenneth J. Schlager, PE Chief Telecommunications Engineer
Donald P. Simon, RLS Chief Planning Illustrator
William J. Stauber, AICP Chief Land Use Planner

Special acknowledgment is due Mr. Albert A. Beck, Principal Planner, Ms. Sonia Dubielzig, Transportation Planner, and Mr. Eric D. Lynde, Transportation Engineer, for their contributions to the preparation of this report.

MEMORANDUM REPORT NO. 179

**PUBLIC TRANSIT-HUMAN SERVICES
TRANSPORTATION COORDINATION PLAN
FOR MILWAUKEE COUNTY: 2008**

Prepared for Milwaukee County by the
Southeastern Wisconsin Regional Planning Commission

W239 N1812 Rockwood Drive
P.O. Box 1607
Waukesha, Wisconsin 53187-1607
www.sewrpc.org

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I. INTRODUCTION

The Milwaukee County Public Transit-Human Services Transportation Coordination Plan, hereafter referred to as the Coordination Plan, is intended to provide a framework to assist community leaders, human services agencies, and public transit agencies to improve transportation services in Milwaukee County. The Coordination Plan assesses the existing transportation needs and services in the County, identifies unmet needs or service gaps, and presents a prioritized list of strategies to address those needs. By focusing on coordination strategies that use existing resources, the Coordination Plan aims to improve County residents' access to transportation in a cost-effective manner.

Federal and State Coordination Planning Requirements

The Coordination Plan was prepared in response to federal requirements of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which was adopted into law in August of 2005. SAFETEA-LU requires that projects selected for funding under three Federal Transit Administration (FTA) programs—the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC), and New Freedom programs—be “derived from a locally developed public transit-human services transportation coordination plan.” In addition to these three programs, the Wisconsin Department of Transportation (WisDOT) requires that projects selected for funding under the Supplemental Transportation Rural Assistance Program (STRAP) be derived from a coordination plan.

Many agencies and organizations in Milwaukee County have received funding under the Section 5310, JARC, and New Freedom programs in the past. Therefore, the Coordination Plan will help ensure the eligibility of current and future transit projects funded through those programs.

The Coordination Plan includes the following elements required under federal regulations:

- An assessment of transportation needs for individuals with disabilities, seniors, and people with low incomes;
- An assessment of available transportation services;
- Strategies to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and
- Priorities for implementing strategies.

Role of the Southeastern Wisconsin Regional Planning Commission

The Regional Planning Commission, at the request of WisDOT, and with guidance and input from human services agencies and public and private transit operators in each county, has facilitated the planning process and prepared the maps, tables, and inventories for the Coordination Plans for each of the seven counties in the Region. For the Milwaukee County Coordination Plan, Commission staff invited a wide range of stakeholders from Milwaukee and Waukesha Counties to a series of three meetings in the City of West Allis to identify the unmet transportation needs in each of the two Counties and between the Counties, and develop strategies to address the needs. The invitation list, meeting records, and attendance lists for the three meetings are documented in Appendices A, B, C, and D.

In addition to this Coordination Plan, the Commission also periodically prepares short-range (5 years) transit development plans for the individual counties and public transit systems in the Region and long-range (25-30 years) transportation system plans for the Region as a whole. Currently in Milwaukee

County, a transit system development plan is being prepared for the Milwaukee County Transit System (MCTS) covering the period from 2009 through 2013. The Transit System Development Plan will include an evaluation of the performance of the existing transit system; an identification of unmet transit service needs; and the design and evaluation of transit system improvement alternatives to address the identified performance deficiencies and unmet transit service needs. The unmet transit service needs identified in the Transit System Development Plan have been incorporated into the unmet transportation needs presented in Section IV of this Coordination Plan.

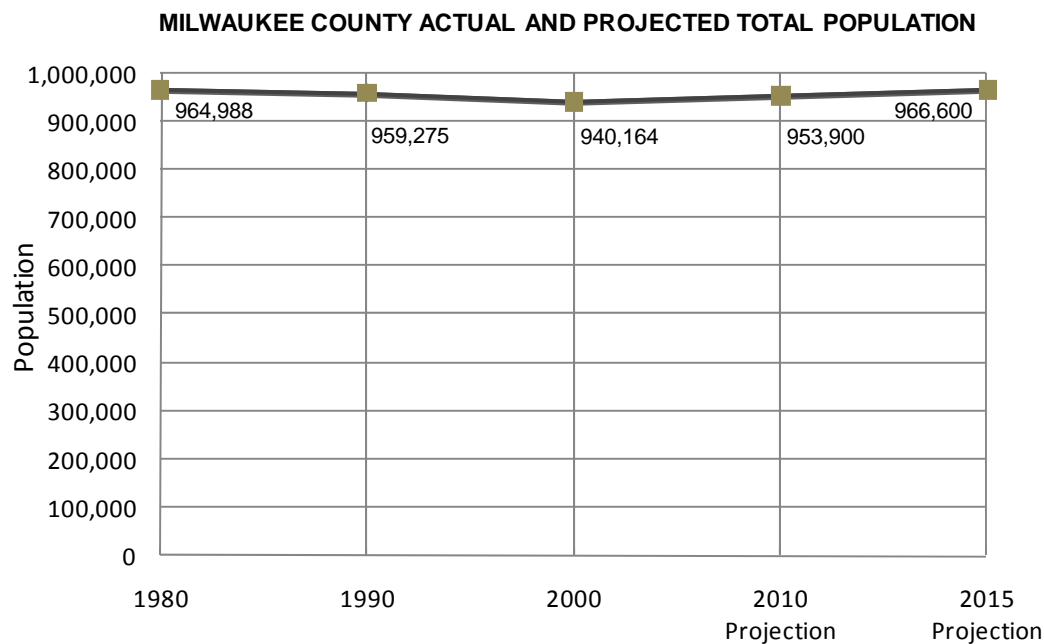
II. TRANSPORTATION NEEDS OF INDIVIDUALS WITH DISABILITIES, SENIORS, AND PEOPLE WITH LOW INCOMES

General Population Characteristics

Milwaukee County is located in southeastern Wisconsin, bordered by Waukesha County to the west, Ozaukee County to the north, Lake Michigan to the east, and Racine County to the south. The County is mostly urban but has some rural and undeveloped areas in the southern portion of the County, in the Cities of Oak Creek and Franklin. Milwaukee County's population in 2007 was 949,900, according to the U.S. Census Bureau. Of that total, the population of the City of Milwaukee made up 602,800, or about 63 percent. Map 1 shows the population density in 2000 by U.S. Public Land Survey quarter-section.

Milwaukee County's population has declined slightly since 1980. Between 1980 and 2000, the County's population declined by 2.6 percent from approximately 965,000 to 940,200 persons, respectively. Despite the slow decline in the 1980's and 1990's, slow growth has occurred since 2000 and is expected to continue through 2015. As Figure 1 displays, the Milwaukee County population is projected to grow to 966,600 by the year 2015.

Figure 1



Source: U.S. Census Bureau and SEWRPC

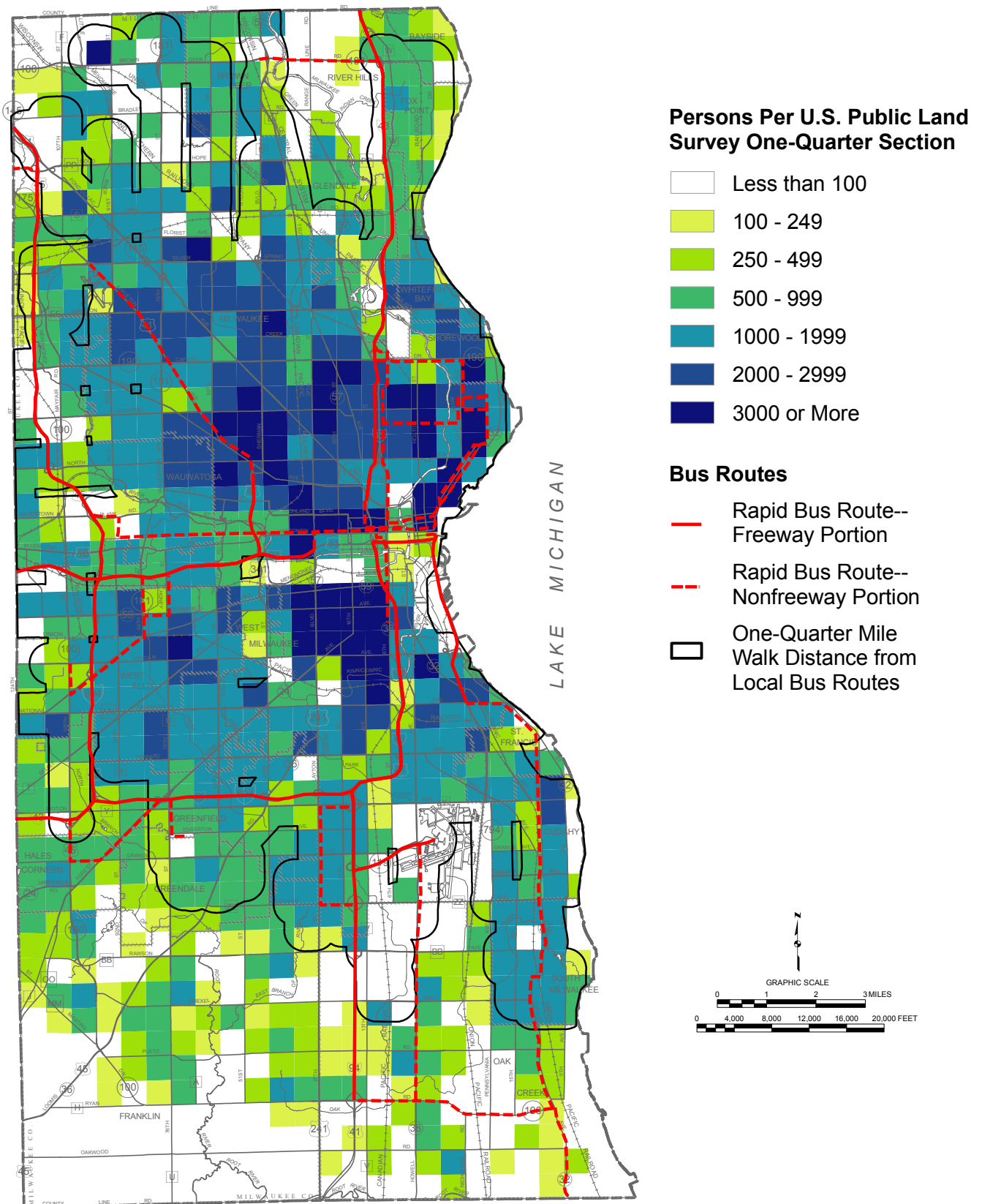
Transit-Dependent Population Characteristics

Certain segments of the population may be expected to have a greater dependence on, and make more extensive use of, public transit than the population as a whole because they have historically had more limited access to the automobile as a mode of travel than the population in general. Five such "transit-dependent" population groups were identified for this plan:

- School-age children (ages 10 through 16);
- Seniors (ages 65 and older);
- Persons in low-income households;
- Disabled individuals; and
- Households with no vehicle available.

Map 1

**POPULATION DENSITY BY U.S. PUBLIC LAND SURVEY
QUARTER-SECTION IN MILWAUKEE COUNTY: 2000**



Source: SEWRPC

Table 1 displays the historic population of these groups in the study area in 1980, 1990, and 2000. The information in the table leads to the following observations:

- Persons in low-income households in 2000 accounted for the largest share of the transit-dependent population in the County at about 32 percent of the total population. Disabled persons accounted for the smallest portions of the total population in 2000 at about 7 percent. Households with no vehicle available, which represent a major market for MCTS, accounted for about 16 percent of all households in 2000.
- Between 1990 and 2000, school-age children and persons with disabilities increased in absolute number and in the share of the total population. Seniors, persons in low-income households, and zero-auto households have dropped slightly in absolute numbers but have remained relatively stable in their percent of total population or households.

Table 1

TRENDS IN TRANSIT-DEPENDENT POPULATION GROUPS IN MILWAUKEE COUNTY

Transit-Dependent Population Group	1980		1990		2000	
	Number	% of Total Population/ Households	Number	% of Total Population/ Households	Number	% of Total Population/ Households
School-Age Children (ages 10 through 16)	104,988	11	88,448	9	96,722	10
Seniors (65 and older)	121,394	13	130,502	14	121,413	13
Persons in Low-Income Households ^a	239,458	25	302,186	32	297,565	32
Disabled Persons ^b	24,336	3	34,039	4	64,166	7
Households with No Vehicle Available	68,230	19	69,098	19	61,631	16
Total County Population	964,988	--	959,275	--	940,164	--
Total Number of Households	363,653	--	373,048	--	377,729	--

^aIncludes persons residing in households with a total family income less than 200 percent of the federal poverty level.

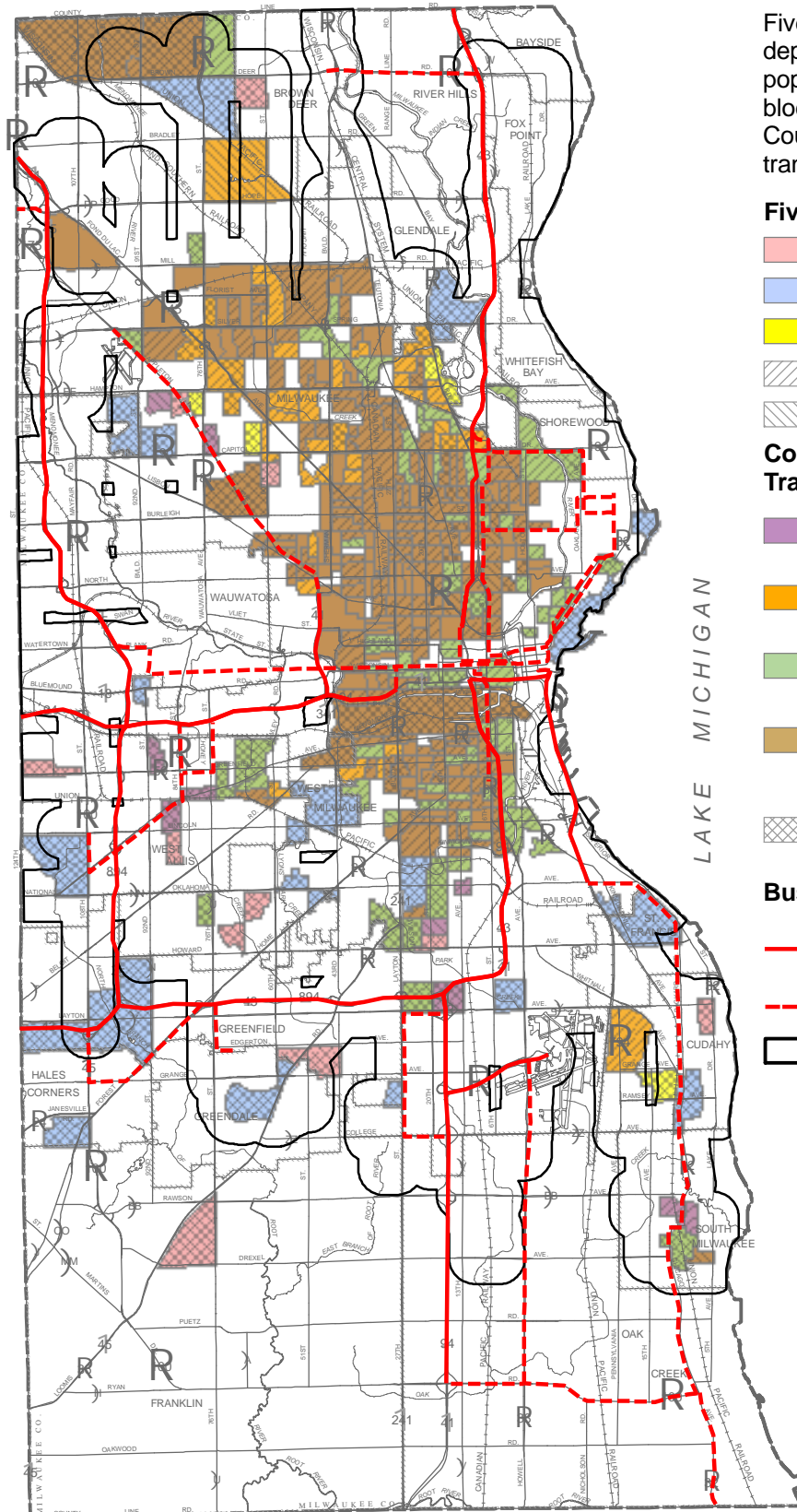
^bThe definition of "disabled persons" varied for the 1980, 1990, and 2000 Census. For the 1980 Census, disabled persons included those having a public transportation disability if they had a health condition which made it difficult or impossible for them to use buses, trains, subways, or other forms of public transportation. For the 1990 Census, disabled persons included those persons age 15 and older having a mobility limitation if they had a health condition which made it difficult to go outside the home alone for such activities as visiting the doctor's office. For the 2000 Census, disabled persons included those persons age 16 and older having a physical, mental, or emotional condition that made it difficult to go outside the home to shop or visit a doctor's office.

Source: U.S. Census Bureau and SEWRPC.

Data from the 2000 Census were used to identify areas in Milwaukee County where transit-dependent populations are concentrated. Map 2 displays Census block groups within the County with concentrations above the County averages for at least three of the five transit-dependent groups. These may be considered as potential priority areas for the provision of transit service. In 2000, the highest residential concentrations of transit-dependent persons were generally found in the older and more densely developed areas, primarily in the City of Milwaukee.

Map 2

CENSUS BLOCK GROUPS WITH CONCENTRATIONS OF TRANSIT-DEPENDENT POPULATIONS IN MILWAUKEE COUNTY: 2000



Five population groups may be expected to depend on public transit more than the general population. This map shows the 2000 Census block groups with concentrations above the County averages for at least three of the five transit-dependent groups:

Five Transit-Dependent Groups

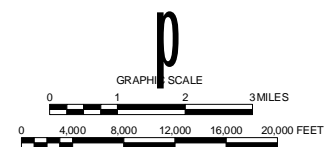
- School-age children ages 10-16
- Households with no vehicle available
- Persons in low-income households
- Disabled individuals
- Seniors ages 65 and older

Combinations of the Five Transit-Dependent Groups

- School-age children ages 10-16 AND households with no vehicle available
- School-age children ages 10-16 AND persons in low-income households
- Households with no vehicle available AND persons in low-income households
- School-age children ages 10-16 AND households with no vehicle available AND persons in low-income households
- Disabled individuals AND seniors ages 65 and older

Bus Routes

- Rapid Bus Route-- Freeway Portion
- Rapid Bus Route-- Nonfreeway Portion
- One-Quarter Mile Walk Distance from Local Bus Routes



Source: SEWRPC

Employment Characteristics

Map 3 displays employment density in 2000 by U. S. Public Land Survey quarter-section. The highest employment concentrations in the County are found in the City of Milwaukee in the densely-developed areas, especially in the Milwaukee central business district.

Major Activity Centers

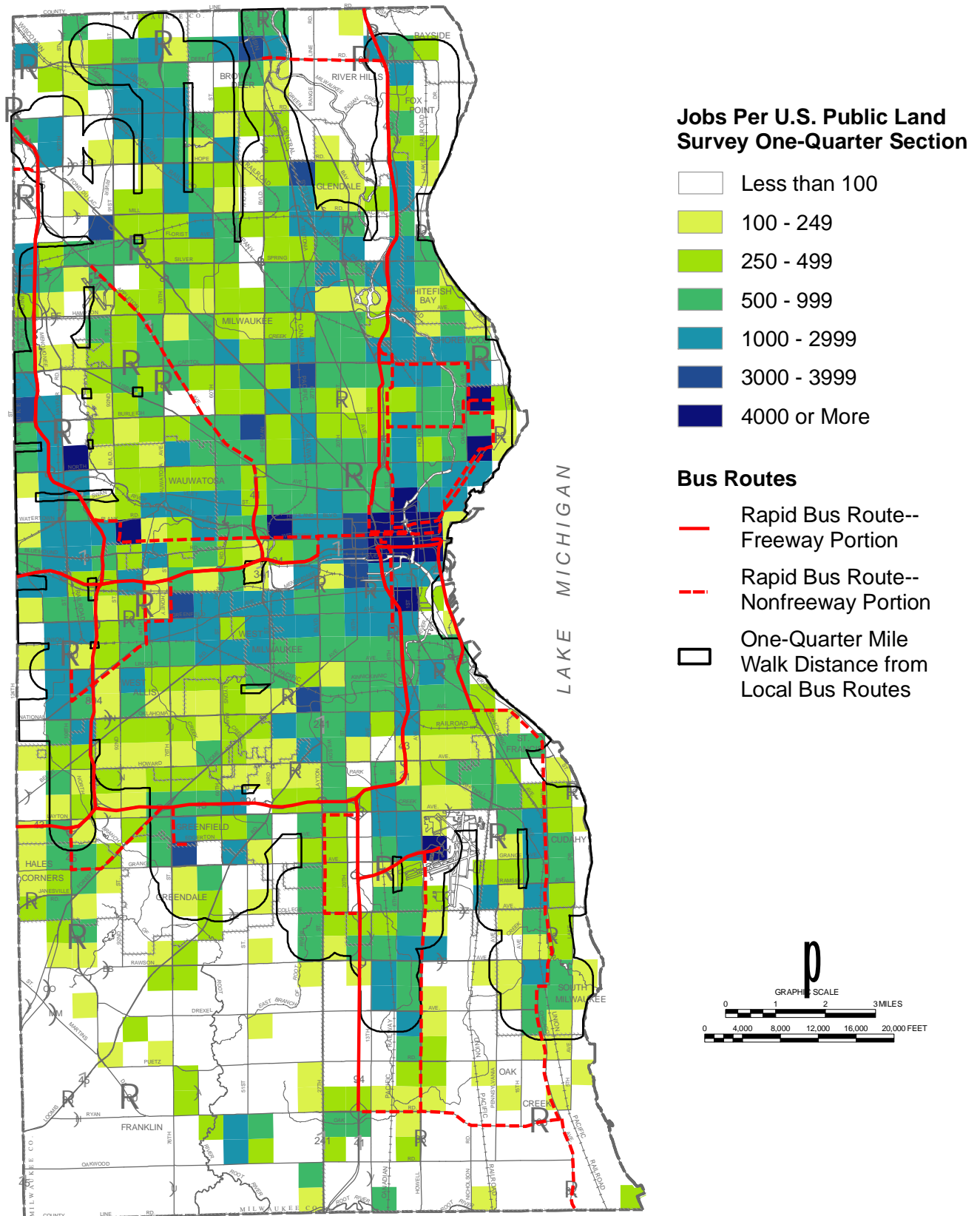
Transportation needs must also consider the local travel demand generated by major activity centers. Major activity centers can be land uses or facilities that currently attract, or have the potential to attract, significant total person or transit person trips. Eight types of major activity centers were considered for this Coordination Plan:

- Adult Day Centers offering rehabilitation or day services to adults with disabilities
- Job Resource Centers
- Major Employers with 500 or more employees
- Major Hospitals, Medical Centers, or Clinics with 10 or more physicians
- Major Institutions of Higher Education
- Residential Facilities for Seniors, People with Disabilities, and Low-Income Families
- Senior Centers and Senior Meal Sites
- Major Commercial Areas

Map 4 shows their locations. There is a high concentration of these facilities in close approximation to the City of Milwaukee central business district, with many major employers, residential facilities, and commercial areas also located on the outskirts of the City. It is important to note that disabled individuals reside throughout Milwaukee County and many live independently, not just in special housing facilities.

Map 3

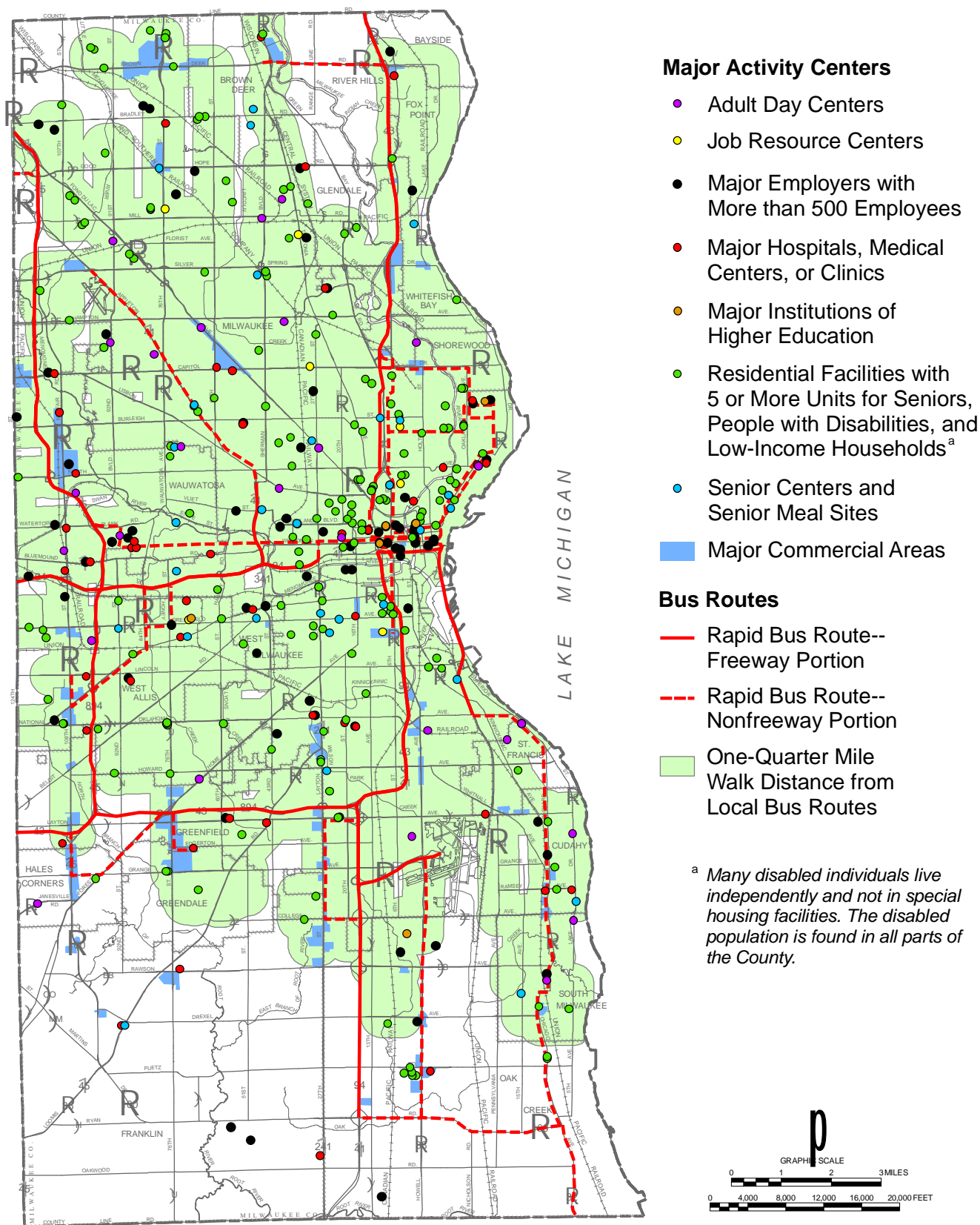
EMPLOYMENT DENSITY BY U.S. PUBLIC LAND SURVEY QUARTER-SECTION IN MILWAUKEE COUNTY: 2000



Source: SEWRPC

Map 4

MAJOR ACTIVITY CENTERS IN MILWAUKEE COUNTY: 2008



Source: SEWRPC

III. CURRENT TRANSPORTATION SERVICES

Milwaukee County is served by a number of transportation providers, ranging in size from the MCTS, a traditional urban public transit system with large buses operating over fixed routes, to volunteer organizations that serve individuals by providing rides in private automobiles.

Table 2 lists the major transportation providers currently serving Milwaukee County, and identifies the type of service they provide, their service area, their hours of operation, and their funding sources in addition to passenger fares. The table lists the services that are available to the general public along with services that are primarily aimed at serving special population groups, or “human services transportation”. The first section of the table lists the major public and non-profit service providers and the second section lists additional private-for-profit service providers.

Transportation Services for the General Public

The principal transportation services for the general public provided in Milwaukee County are displayed on Map 5 and include:

- MCTS, operated by Milwaukee County, is a publicly-funded urban bus operation that runs fixed routes serving Milwaukee County and portions of adjacent counties. MCTS also provides paratransit service to serve the travel needs of disabled individuals through the Transit Plus paratransit system.
- The Ozaukee County Express—operated by MCTS, under contract with Ozaukee County—is a publicly-funded bus service that serves Ozaukee County residents commuting to jobs in the Milwaukee Central Business District and Milwaukee County residents commuting to jobs in Ozaukee County.
- The Washington County Commuter Express—operated by a private transit company, Riteway Bus Services, Inc., under contract with Washington County—is a publicly-funded bus service that serves Washington County residents commuting to jobs in the Milwaukee Central Business District.
- Waukesha County Transit System provides a publicly-funded bus service primarily to serve persons commuting between Waukesha and Milwaukee Counties. The County contracts with one public transit operator, MCTS, and one private transit company, Wisconsin Coach Lines, Inc., to operate the bus services serving Milwaukee County.
- Wisconsin Coach Lines, Inc. operates one publicly-funded route which provides commuter-oriented express bus service between downtown Milwaukee and the Cities of Racine and Kenosha. The City of Racine contracts for the service and acts as the public applicant and grantee for the State urban mass-transit operating assistance funds used to subsidize the service.

Several private-for-profit transportation companies also provide services to the general public, including the intercity bus service provided by Coach USA and Greyhound Lines; and taxicab service and airport shuttle or limousine service provided by several private companies in Milwaukee County.

Table 2

PRINCIPAL PUBLIC AND NON-PROFIT TRANSIT SERVICE PROVIDERS IN MILWAUKEE COUNTY: 2008

Name of Service Provider Phone	Type of Provider	Type of Service	Service Area	Eligible Users	Days and Hours of Operation	Fare Per Trip	Vehicles Used	Funding Sources in Addition to Fares
Milwaukee County Transit System Fixed-route Bus Service (414) 344-6711	Public	Fixed-route	Most of Milwaukee County, except parts of Franklin, Hales Corners, Oak Creek, and River Hills Small portions of Waukesha County in Brookfield and Menomonee Falls are also served under contract with Waukesha County	General public	Regular local: Monday-Friday: 4:30 am to 1:30 am Saturday: 4:30 am to 1:00 am Sunday: 5:00 am to 12:30 am Freeway Flyer: Monday-Friday: 5:30 am to 9:00 am 3:15 pm to 7:00 pm UBUS: Monday-Friday: 6:45 am to 9:15 pm	Adults: \$2.00 cash \$16.00/10 tickets or weekly pass K-12 students: \$1.30 cash College students: \$41.00/semester Elderly/Disabled/ Medicare Card Holder: \$1.00 cash \$10.00/10 tickets Commuter Value Pass: \$59.00/month Freeway Flyer: \$2.75 cash \$22.00/10 tickets	479 buses equipped with wheelchair ramps or lifts	\$85.20 State Urban Mass Transit \$5307 Federal Urbanized Area \$5309 Federal Capital Program Milwaukee County WETAP/JARC Federal CMAQ
TransitPlus Paratransit Service (414) 343-1700	Public ^a	Advance reservation, door-to-door van service; on-demand, curb-to-curb taxi service	Milwaukee County and small parts of Ozaukee and Waukesha Counties	Qualified disabled individuals	Every day: 4:30 am to 1:00 am	\$3.25 one way	Vehicles and drivers provided by First Transit Services, Inc.; Transit Express, Inc.; and American United Taxicab Services	\$85.20 State Urban Mass Transit \$85.21 State Specialized Transportation \$5307 Federal Urbanized Area Milwaukee County State Family Care (through partial ride subsidy by Department on Aging CMO) Title 19 Medicaid reimbursement
Jewish Community Center (414) 964-4444	Private non-profit	Transportation for clients to and from the JCC for programs	Milwaukee County	Adults with developmental disabilities who are clients of JCC programs	Monday-Friday: 6:00 am - 10:00 pm Sunday: As required for activities and day trips	No fare	1 6-passenger accessible vans 3 14-passenger buses 3 14-passenger accessible buses	\$5310 Federal Elderly & Disabled Capital Assistance Private donations United Way

Table 2 (Continued)

Name of Service Provider Phone	Type of Provider	Type of Service	Service Area	Eligible Users	Days and Hours of Operation	Fare Per Trip	Vehicles Used	Funding Sources in Addition to Fares
Kenosha-Racine-Milwaukee Commuter Bus (262) 542-8861	Public ^b	Fixed-route	Service between the Cities of Kenosha, Racine, and Milwaukee	General public	Monday-Friday: 5:15 am to 10:30 pm Saturday-Sunday: 8:15 am to 10:00 pm	Distance-based. Adults: \$1.25 - \$4.25 \$11.25 - 38.25/10 tickets Students: \$1.00 off full fare Seniors: 50% off full fare	Vehicles and drivers provided by Wisconsin Coach Lines, Inc.	\$85.20 State Urban Mass Transit Cities of Kenosha and Racine
Milwaukee Area JobRide Collaborative								
Esperanza Unida (414) 671-0251	Private non-profit	Subscription employment transportation	Near Southside, Metro Milwaukee	Employees of participating employers	Monday-Friday: 8:00 am to 5:30 pm and as needed by employers	From \$0 to \$2.00 one way	2 17-passenger vans	WETAP/JARC Private Donations
Milwaukee Careers Cooperative and Milwaukee Area Workforce Investment Board (414) 937-8260	Private non-profit	Subscription employment transportation	Southeastern Wisconsin	Employees of participating employers	Every day: As needed by employers	\$2.00 one way	3 14-passenger vans; additional vehicles and drivers provided by vendors contracted for service	WETAP/JARC Private Donations Foundation grants
Milwaukee Center for Independence	Private non-profit	Scheduled for activities and day trips	Milwaukee County	Participants in adult day programs	Monday-Friday: 8:30 am to 4:00 pm Saturdays: As needed for outings	No fare	2 accessible vans 2 non-accessible vans	Private donations Revenues generated by supported-work enterprises
		Advance reservation door-to-door		Children who have medical appointments at MCFI	Monday-Friday: 6:00 am to 6:00 pm	No fare	1 accessible van	Title 19 Medicaid reimbursement
Milwaukee County Department on Aging (414) 289-6874								
Group Transportation Services	Public ^c	2-3 days' advance reservation, door-to-door	Milwaukee County	Milwaukee County residents age 60 years and older, ambulatory, unable to provide own transportation, ineligible for Transit Plus, and unable to use MCTS	Monday-Friday: 8:00 am to 5:00 pm	\$1.00 donation one way	Vehicles and drivers provided by Transit Express, Inc.	Federal Older Americans Act, Title III B Federal Older Americans Act, Title III C-1 \$85.21 State Specialized Transportation for Counties

Table 2 (Continued)

Name of Service Provider Phone	Type of Provider	Type of Service	Service Area	Eligible Users	Days and Hours of Operation	Fare Per Trip	Vehicles Used	Funding Sources in Addition to Fares
Milwaukee County Department on Aging (continued)								
Meal Site Transportation Services	Public ^c	2-3 days' advance reservation, door-to-door	Milwaukee County	Milwaukee County residents age 60 years and older, ambulatory, unable to provide own transportation, ineligible for Transit Plus, and unable to use MCTS	Monday-Friday: 8:00 am to 5:00 pm	\$1.00 donation one way	Vehicles and drivers provided by Transit Express, Inc.	Federal Older Americans Act, Title III B Federal Older Americans Act, Title III C-1 \$85.21 State Specialized Transportation for Counties
Individualized Transportation Services	Public ^c	2-3 days' advance reservation, door-to-door	Milwaukee County	Milwaukee County residents age 60 years and older, ambulatory, unable to provide own transportation, ineligible for Transit Plus, and unable to use MCTS	Monday-Friday: 7:30 am to 5:30 pm	\$3.00 one way for non-Title 19 medical appointments; \$1.00 donation each way for all other trips		
Ozaukee County Express (414) 344-6711	Public ^d	Fixed-route	Stops in Cedarburg, Grafton, Mequon, Port Washington, Saukville, into Milwaukee metro area	General public	Monday-Friday: 5:24 am to 9:24 am 1:43 pm to 6:30 pm	Adults: \$2.75 cash \$22.00/10 tickets Elderly/Disabled: \$1.00 cash	5 40-passenger buses (Operated by Milwaukee County Transit System)	\$85.20 State Urban Mass Transit \$5307 Federal Urbanized Area Ozaukee County
Penfield Children's Center (414) 344-7676	Private non-profit	Subscription childcare transportation	6 mile radius of Penfield Children's Center	Children who participate in programs at Penfield Children's Center	Monday-Friday: 7:00 am to 5:30 pm	None	5 15-passenger vans 1 minivan	Title 19 Medical Assistance Private donations
United Community Center (414) 384-3100	Private non-profit	Subscription transportation to and from the center; advance reservation door-to-door as needed	Milwaukee County	Elderly and disabled individuals who are clients of UCC programs	Monday-Friday: 7:00 am to 5:00 pm Saturday, Sunday, and Holidays: Group transport only by request	None	1 10-passenger bus equipped with wheelchair ramp or lift 2 10-passenger buses 1 28-passenger bus	Milwaukee County Department of Aging United Way \$5310 Federal Elderly & Disabled Capital Assistance
VE Carter (414) 993-4044	Private non-profit	Subscription childcare transportation	Milwaukee County	Children attending participating childcare centers	Monday-Friday: 6:00 am to 6:00 pm	\$16.00 monthly donation	Vehicles and drivers provided by private vendors contracted for service	WETAP/JARC

Table 2 (Continued)

Name of Service Provider Phone	Type of Provider	Type of Service	Service Area	Eligible Users	Days and Hours of Operation	Fare Per Trip	Vehicles Used	Funding Sources in Addition to Fares
Washington County Commuter Express (262) 335-7700	Public ^e	Fixed-route	Service from park-and-ride lots in Richfield, Washington County Fair Park, West Bend, and Germantown into Milwaukee metro area	General public	Monday-Friday: 5:19 am to 9:44 am 12:10 pm to 7:22 pm	\$3.25 one way \$27.50/10 tickets	Vehicles and drivers provided by Riteway Bus Service, Inc.	\$85.20 State Urban Mass Transit \$5307 Federal Urbanized Area
Waukesha County Transit System (262) 524-3636	Public ^f	Fixed-route freeway flyer service on four routes between Waukesha County and Milwaukee County	Menomonee Falls-Milwaukee Oconomowoc-Milwaukee Mukwonago-Milwaukee Waukesha-Milwaukee	General public	Menomonee Falls-Milwaukee Monday-Friday: 5:57 am to 8:19 am 3:35 pm to 6:12 pm Oconomowoc- & Mukwonago- Milwaukee Monday-Friday: 6:00 am to 7:55 am 4:20 pm to 6:15 pm Waukesha-Milwaukee Monday-Friday: 5:15 am to 10:30 pm	Menomonee Falls-Milwaukee: MCTS fare plus \$0.35 Oconomowoc-, Waukesha-, and Mukwonago-Milwaukee Adults: \$2.50-\$3.00 Students: \$1.50-\$2.00 Elderly/Disabled: \$1.25-\$1.50	Vehicles and drivers provided by MCTS Vehicles and drivers for other Waukesha County freeway flyers provided by Wisconsin Coach Lines, Inc.	\$85.20 State Urban Mass Transit \$5307 Federal Urbanized Area Waukesha County

^aService provided by First Transit, Inc.; Transit Express, Inc.; and American United Taxicab Services.

^bService provided by Wisconsin Coach Lines, Inc.

^cService provided by Transit Express, Inc.

^dService provided by Milwaukee County Transit System

^eService provided by Riteway Bus Service, Inc.

^fService provided by Milwaukee County Transit System and Wisconsin Coach Lines, Inc.

Source: SEWRPC

Additional Private For-Profit Transportation Service Providers in Milwaukee County:

A 1 Transport
Able Access Transportation
Action Transport Service
Adams Transportation
All Care Transportation LLC
Amera-Care Transport, Inc.
American United Taxi Company
Best Way Transportation
Big Tao & Associates, Inc.
Blessed & Qualified Transportation
Brotoloc Southeast

Carters T P
Curtis Ambulance
Dependable Express
DCS Transport
Divine and Able Transport Co.
E & D Transportation, Inc.
Exact Transport LLC
First Transit
G & T Specialized Transport
Go-Kay Care Transport
Hope Transport

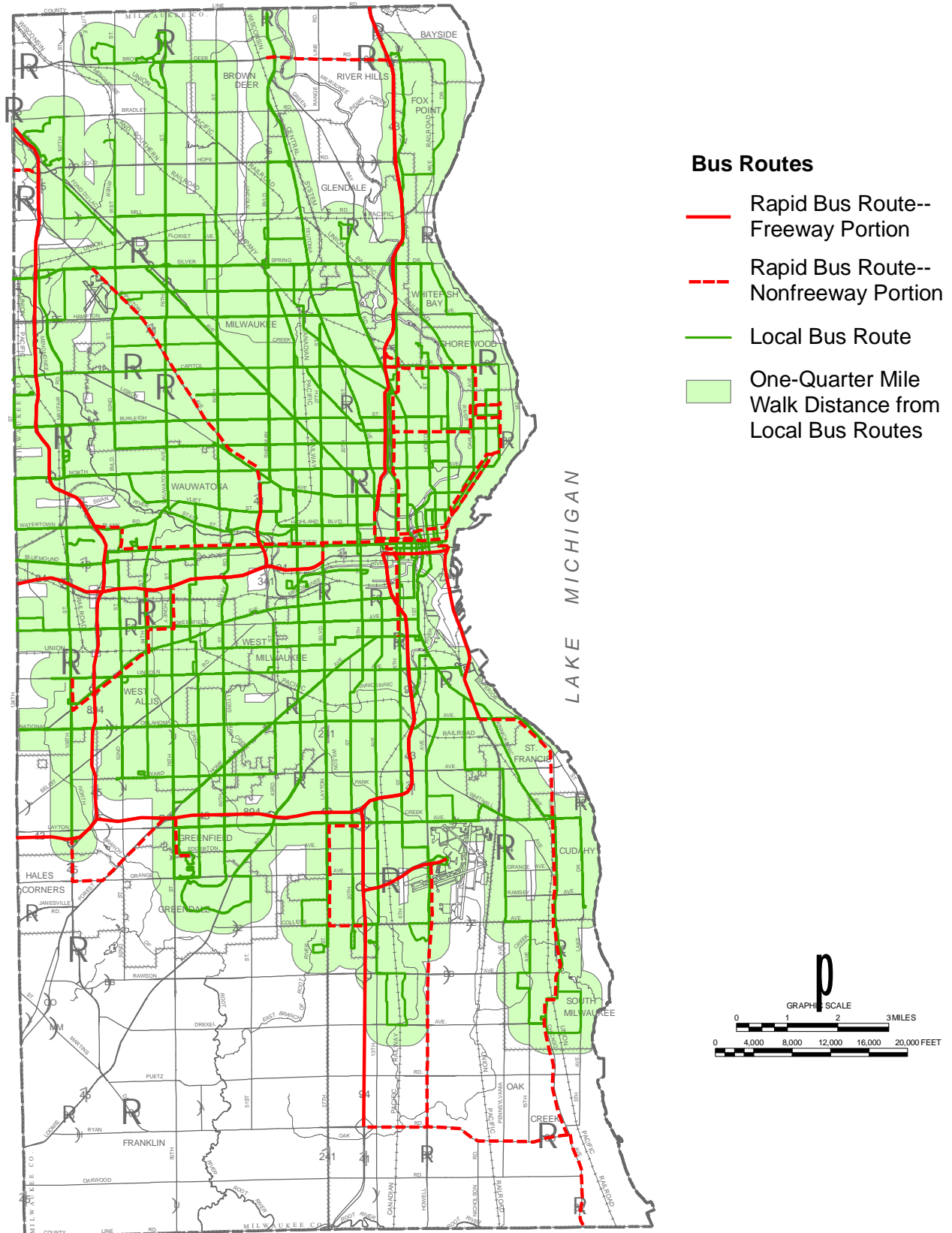
House of Jabez LLC
Hughes Transport of Milwaukee
J & J Transport
Johnny Walker Transportation
Kadyn's Transportation, Inc.
Lavell's Transportation
Macs and Ball Transport, Inc.
Martin Transport Co.
Obstar Transportation Service
Ortiz Transportation
Oxford Care Transport

Our Destiny Transportation
ServicePhase II Care Transport
Priority Transports
Quality of Life Services, Inc.
R & D Transportation Services
Rapid Response Transportation
Safeway Transportation
Tatum Transport
Tender Care Transport Services
Todd Transit Co.
Transit Express, Inc.

Trumed Transport Service
Wilders Transport, Inc.
Yellow Cab Cooperative
Your Transportation Company

Map 5

PUBLIC TRANSPORTATION SERVICE AREA IN MILWAUKEE COUNTY: 2008



Source: SEWRPC

Human Services Transportation

Other transportation services in the County are primarily aimed at serving the human services transportation needs of special population groups, including seniors, the disabled, low-income persons, or veterans. Some of the major human services transportation providers include:

- The Milwaukee Area JobRide Collaborative provides transportation to and from jobs on a subscription basis for the employees of participating employers.
- The Milwaukee County Department on Aging provides three types of door-to-door transportation services – group transportation services, meal site transportation services, and individualized transportation services – for ambulatory seniors who are unable to provide their own transportation, or use the County’s TransitPlus paratransit or fixed-route bus services.
- There are several other private-non-profit organizations that provide transportation to individuals that participate in their programs or attend activities or appointments at their centers.
- The remaining transportation services operated within the County are private-for-profit services that provide transportation for a variety of purposes, including medical appointments, within Milwaukee County and to surrounding counties.

IV. ASSESSMENT OF TRANSPORTATION SERVICES AND IDENTIFICATION OF UNMET TRANSPORTATION NEEDS

Although some transportation needs can be understood by examining how current transportation providers meet the needs identified in Census data, maps, and other sources of demographic data, many of the needs can only be understood through direct dialogue and communication from agencies and individuals that provide or rely on transportation services. A wide range of individuals and agencies with an interest in transportation in the County were invited to participate in three meetings to assist in the development of the Coordination Plan (see Appendices A, B, C, and D). At the first meeting, Commission staff presented the maps and data presented in the first three sections of this Coordination Plan. The attendees from Milwaukee County were then divided into small groups of about five to seven people each. The small groups went through an evaluation exercise in which they assessed:

- **Within** Milwaukee County, how well current transportation services meet the needs of County residents, based on: area served; days and hours of operation; fares; eligibility requirements for the service; vehicle accessibility for wheelchairs; customer service; reservation wait time; and ease of finding information on services; and
- **Between** Milwaukee County and other counties, how well current transportation services meet the needs of County residents, based on: area served; days and hours of operation; fares; eligibility requirements for the service; vehicle accessibility for wheelchairs; customer service; reservation wait time; and ease of finding information on services.

A summary of the key findings of the small group assessment and the identification of unmet transportation needs appears below.

Unmet Needs within County

- Lack of a dedicated funding source separate from the property tax levy to provide the level of financial assistance necessary to address existing and future public transportation needs in the County. Since 2006, the State has imposed limits on the amount that local property tax levies can increase every year. The levy limits, along with rising costs of providing government services, have placed significant pressure on local budgets.
- Need for improving the safety, security, and convenience of using existing public transit services. Areas of need include:
 - Expansion of the areas served by, and higher frequency of service on, MCTS routes
 - More affordable fares for MCTS
 - Incentives to ride the bus and paratransit services
 - Improved snow removal at MCTS bus stops
 - Regular announcing of stops by MCTS drivers
- Need for more transportation services during weekday evenings and nights, and on weekends.
- Lack of coordination in the distribution of information on the available transportation services. There is no directory or contact person that can provide the public with comprehensive information on all available transportation options.
- Lack of public education on the available transportation options, including how to use them.

- Need for more Title 19 medical transportation service providers that serve the entire County, and higher reimbursement rates to encourage more service to be provided.
- Lack of a higher speed transit service in the County. Transit travel times are generally two to four times longer than automobile travel times.

Unmet Needs between Counties

- Lack of transportation services between counties to serve medical, holiday, family visit, and employment trips. Many services stop at the County line due to funding restrictions.
- Better coordination is needed between job centers, employers, and employment training and placement networks to identify and provide needed transportation services.
- Transportation service in rural areas is limited. There is a gap in service between urban and rural areas.
- Need for improving the way that eligibility for services is determined for human services transportation programs.
 - Need for eligibility to be expanded to include those with severe mental illnesses.
 - Need to develop eligibility reciprocity for human services transportation programs between Milwaukee County and adjacent counties.
- Difficult to find information on available transportation services.
 - Lack of coordination in the distribution of transportation service information for the available inter-county services.
 - Lack of information on registration requirements for services and the differences in eligibility for public and non-public services.
 - Need one phone number to call for information on the available transportation services.
- Lack of public appreciation of the benefits provided by public transit; need for proactive support for funding senior and disabled transportation services as well as public transit.

V. STRATEGIES TO ADDRESS UNMET NEEDS

This Coordination Plan presents two types of strategies for Milwaukee County to consider in addressing the identified transportation needs in the County. The first group is a list of Federal and State funding programs that provide financial support for public transportation services. The second group includes strategies that were identified by participants in the second and third meetings for the development of the Coordination Plan.

Financial Strategies: Federal and State Funding Programs

Descriptions of the Federal and State programs that provide financial assistance for public transportation services and which could be used in Milwaukee County are illustrated in Tables 3 and 4.

Table 3

FEDERAL TRANSIT ADMINISTRATION FUNDING PROGRAMS ADMINISTERED BY THE WISCONSIN DEPARTMENT OF TRANSPORTATION WHICH COULD BE USED IN MILWAUKEE COUNTY

Program	Type	Target rider	Eligible Applicants	Local Share (approx.)	Funding Level (approx.)	Application Cycle	Notes
Section 5307	Primarily operating	Public in urban areas (>50,000)	Local public bodies	50% of project deficit	\$20.6 million ^a	-Annual (application released in early fall)	The annual allocation of funds to the Milwaukee Urbanized Area is distributed using ridership and service criteria. Milwaukee County receives approximately 90% of the total funds available.
Section 5309	Capital	Public	Local public bodies with Urban Public Transit Systems	20% of total costs	\$12 million	-5309 capital requests are a component of annual application for state aid	Funding depends on annual Congressional Earmark
Section 5310	Capital	Elderly & Disabled	Primarily non-profits, but can be local public bodies, if non-profit is not readily available	20% of total costs	\$2 million	Biennial (application released in fall)	Combined with State funds (s.85.22)
Section 5316 (JARC)	Operating & Capital	Low-income workers & reverse commuters	Local public bodies, non-profits, metropolitan planning organizations	<u>Operating</u> – 50% of project deficit <u>Capital</u> - 25% of total costs	\$1.2 million ^a	-Annual (WETAP application released in early fall)	Combined with state funds (TEAM, ETA) under the WETAP program, which reduces the local share to 25% of operating project costs.
Section 5317 (New Freedom)	Operating & Capital	Individuals with Disabilities	Local public bodies, non-profits, and private operators of public transit services	50% of project deficit	\$0.3 million ^a	-Annual (application released in early fall)	--

^a Only includes funding available for the Milwaukee Urbanized Area

Source: Wisconsin Department of Transportation and SEWRPC.

Table 4

**STATE OF WISCONSIN FUNDING PROGRAMS ADMINISTERED
BY THE WISCONSIN DEPARTMENT OF TRANSPORTATION**

Program	Type	Target rider	Eligible Applicants	Local Share (approx.)	Statewide Funding Level (approx.)	Application Cycle	Notes
s.85.20	Operating	Public in areas with at least 2,500 in population	Local public bodies	Rural 35% of total cost Urban 42% of total cost	\$102.6 million	Annual (application released in early fall)	The State operating assistance funds for the Milwaukee County Transit System are identified in the State's biennial budget. In 2000, Milwaukee County received approximately \$63.8 billion in State 85.20 funds.
s.85.21	Operating & Capital	Elderly & Disabled	Counties	20% of project costs	\$12.3 million	Annual (application released in fall)	Can be used as match for Federal programs
s.85.22	Capital	Elderly & Disabled	Primarily non-profits, but can be local public bodies	20% of total costs	\$0.9 million	Biennial (application released in fall)	Blended with Federal Section 5310 funds
TEAM (Trans. Employment and Mobility)	Operating & Capital	Low-income workers	Local public bodies, non-profits, metropolitan planning organizations	25% of project costs under WETAP	\$0.3 million	Annual (WETAP application released in early fall)	Combined with ETA (State) and JARC (Federal) under the WETAP program.
ETA (Employment Transit Aids)	Operating & Capital	Low-income workers	Local public bodies, non-profits, metropolitan planning organizations	25% of project costs under WETAP	\$0.5 million	Annual (WETAP application released in early fall)	Combined with TEAM (State) and JARC (Federal) under the WETAP program.

Source: Wisconsin Department of Transportation and SEWRPC.

More information on Federal and State funding programs can be found at WisDOT's website (<http://www.dot.wisconsin.gov/localgov/transit/index.htm>). In addition to the Federal and State programs shown in Tables 3 and 4, which are aimed primarily at providing transportation services, various human-service funding programs and block grant programs can be used for transportation services.

Prioritized Strategies to Address Unmet Needs

Attendees of the second and third Coordination Planning meetings were asked to consider strategies to address the unmet needs that they had already identified. Commission staff gave a presentation that illustrated many potential strategies to improve transportation service. All of the attendees who work or provide service in Milwaukee County then met as a group to discuss potential strategies for meeting unmet needs. They developed a list of strategies that they believed were appropriate for Milwaukee County, and then prioritized those strategies based on their ability to address the previously determined unmet needs and gaps in service. The prioritized strategies are listed below:

Strategies for Addressing Unmet Transportation Needs within Milwaukee County

1. Pursue a dedicated source of local funding for public transportation services and promote increases in funding for public transportation services to make improvements to service availability, convenience, safety, and lower fares. Develop strategies to obtain funding for projects that would improve or increase the transportation services available in the County.
2. Consolidate and share transportation resources among transportation providers. Some potential areas to share include:
 - a. Consolidated call center for reservations or scheduling
 - b. Shared operating or support services, such as maintenance, software, driver training or drug testing programs
 - c. Joint purchasing of capital goods such as vehicles or facilities
 - d. Insurance for drivers and vehicles in both directly operated and volunteer programs

3. Assign eligibility determination to a common agency that would evaluate and navigate local, County, State, and Federal government rules on funding transportation.
4. Improve access to information on the available transportation services. Some ways to improve the dissemination of information and determination of eligibility requirements include:
 - a. Implement a travel training program for potential users of the fixed-route services.
 - b. Create an online directory of transportation providers.
 - c. Create a clearinghouse or centralized information source for information on all transit services. Examples could include 211 community information or 511 traveler information services.
5. Improve the safety, security, and convenience of transportation services. Some of the improvements that were identified included:
 - a. Provide express transit services.
 - b. Provide more frequent service on MCTS bus routes.
 - c. Expand the service area and hours of operation of public transit services.
 - d. Improve accessibility of transportation services to older adults and disabled persons by using more accessible vehicles and removing other barriers to accessing transportation such as removing physical barriers and making other accessibility improvements at bus stops.
 - e. Improve snow removal at bus stops and encourage bus drivers to always announce stops along bus routes.
6. Purchase new vehicles for transportation services, such as accessible vans or buses for wheelchair passengers, to replace older equipment or expand fleets.
7. Continue to fund a mobility manager position with MCTS or the County whose duties could include, but would not be limited to:
 - a. Assisting in coordinating transportation services.
 - b. Promoting the availability of transportation services.
 - c. Gathering and analyzing data to evaluate intermodal transportation options for seniors, disabled, and low-income individuals.
8. Support auto purchase and repair programs and driver's license recovery programs directed at low-income workers who cannot use public transportation to get to jobs. Examples of the types of programs to support include Justice 2000's Center for Driver's License Recovery and Employability and the Keys to Work Auto Loan Program sponsored by Waukesha-Ozaukee-Washington Workforce Development.
9. Provide transportation services for low-income and disabled job seekers enrolled in job skills training or transitional jobs programs.
10. Promote and expand childcare transportation services within the County to enable parents in low-income families to obtain and retain employment. An example of the type of service to promote is VE Carter Development Group's Childcare Transportation Services.

Strategies for Addressing Unmet Transportation Needs between Counties

1. Improve the convenience of transportation services between Counties by:
 - a. Providing improvements to existing rapid and local transit services, and implementing express transit services.

- b. Expanding the service area and hours of operation of public transit services to improve public transportation to employment sites, non-emergency medical appointments, and activity centers.
 - c. Develop and implement eligibility reciprocity and cross-county transportation agreements for human services transportation programs between Milwaukee and adjacent counties.
 - d. Develop transportation transfer points for the human services transportation provided between Milwaukee County and adjacent counties.
- 2. Improve access to information on the available transportation services and on how to use public transit. Some ways to improve the dissemination of information include:
 - a. Continue existing or implement new travel training programs that reach out to potential disabled users of the fixed-route transit services to educate them on how to use the existing public transit services.
 - b. Create an online directory of transportation providers, with information that includes the type of service, eligible users, the days and hours of operation, the fares charged, and trip reservation requirements.
 - c. Create a clearinghouse or centralized information source for information on all transit services.
- 3. Establish subsidized shared-ride taxi services or taxi user-side subsidy programs to serve trips across county lines.
- 4. Consolidate and share transportation resources among transportation providers. Some potential areas to share include:
 - a. Consolidated call center for reservations or scheduling.
 - b. Shared operating or support services, such as maintenance, software, driver training or drug testing programs.
 - c. Joint purchasing of capital goods such as vehicles or facilities.
 - d. Insurance for volunteer drivers and vehicles.
- 5. Create a mobility manager position that would be responsible for identifying mobility management actions for travel between counties, such as:
 - a. Assisting in coordinating transportation services.
 - b. Promoting the availability of transportation services.
 - c. Gathering and analyzing data to evaluate intermodal transportation options for seniors, disabled, and low-income individuals.
- 6. Promote increases in funding for public transportation services to foster improved service availability and safety, as well as lower fares. Develop strategies to obtain funding for projects that would improve or increase the transportation services available. Also, advocate for higher reimbursement rates for Title 19 Medicaid transportation to encourage more service to be provided.

VI. PLAN IMPLEMENTATION

Attendees of the third Coordination Planning meeting were also asked to consider who would be responsible for implementing each of the identified strategies. Some of the potential responsible parties identified by participants from the agencies and organizations in Milwaukee County are listed below.

Milwaukee County

- Improve the Safety, Security, and Convenience of Transportation Services: Milwaukee County would be responsible for implementing any of the service improvements to fixed-route and paratransit services offered by MCTS or the services provided by the Department on Aging.
- Coordinating Committee: the Milwaukee County Executive or the Milwaukee County Board of Supervisors could appoint a transportation coordinating committee that would study how to implement the identified coordination strategies and recommend actions to County officials.

Mobility Managers

- Share resources: the mobility manager for Milwaukee County can facilitate the communication and coordination necessary to consider how transportation providers and agencies in Milwaukee and Waukesha Counties might share resources.
- Help develop a common eligibility determination for services or reciprocity agreement for transportation services both within Milwaukee County and between the County and surrounding counties.
- Improve access to information on the available transportation services by creating a clearinghouse for information on all transit services and implementing a travel training program.

All Transportation Providers

- Improve access to information on the transportation services provided.

State of Wisconsin

- Periodically re-evaluate and adjust the reimbursement rate for Title 19 Medicaid transportation providers.

Southeastern Wisconsin Regional Transit Authority

- If created, an RTA could assume responsibility for the implementation of some of the above strategies for Milwaukee County. Potential strategies that align with the work of the RTA include pursuing a dedicated funding source for public transit services and improving transportation service convenience.

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APPENDICES

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Appendix A

LIST OF INDIVIDUALS AND AGENCIES INVITED TO ATTEND THE 2008 MEETINGS FOR COORDINATION PLANNING IN MILWAUKEE AND WAUKESHA COUNTIES

First Name	Last Name	Title	Organization	City
			A 1 Transport	Milwaukee
			Able Access Transportation	Milwaukee
			Action Transport Service	Milwaukee
			Adams Transportation	Milwaukee
Doreen	Eicher	Assistant Director	Adaptive Community Approach Program	Waukesha
Debra	Patterson		Adaptive Community Approach Program	Waukesha
Cathy	Bellovary	Director	Aging and Disability Resource Center of Waukesha County	Waukesha
Steve	Krafcheck		Aging and Disability Resource Center of Waukesha County	Waukesha
Judy	Roehm		Aging and Disability Resource Center of Waukesha County	Waukesha
Rhulene	Artis		All Care Transportation LLC	Milwaukee
George	Gerharz		Allied Community Solutions	Milwaukee
			Amera-Care Transport, Inc	Milwaukee
Chris	Nielsen	Health Promotions	American Cancer Society	Pewaukee
Kim	Will		American Cancer Society	Waukesha
Kathy	Fargo		American Red Cross	Pewaukee
			American United Taxi Company	Milwaukee
Mike	McVey	Manager	Ann Marie Ryan's Taxi	Waukesha
Jane	Batha	Manager	Arbor Education & Training	Pewaukee
Robin	Buchmeier-Marrero		ARC Milwaukee	Wauwatosa
Becky	Hipp		ARCh Waukesha	Waukesha
Jennifer	Horth		ARCh Waukesha	Waukesha
Patrick	Brown	Executive Director	Badger Association of the Blind and Visually Impaired	Milwaukee
Leslie	LaBonte	Program Development Director	Badger Association of the Blind and Visually Impaired	Milwaukee
Lin	Daley	Executive Director	Bell Therapy, Inc	Milwaukee
Nathan	Zeiger		Bell Therapy, Inc.	Milwaukee
Pam	Reetz	Owner	Best Cab of Waukesha	Waukesha
Jimmy	Stephens		Best Cab of Waukesha	Waukesha
			Best Way Transportation	Milwaukee
			Big Tao & Associates, Inc	Milwaukee
			Blessed & Qualified Transportation	Milwaukee
Connie	Rivera		Brotoloc Southeast	West Allis
Sandra	Strook		Carters T P	Milwaukee
Nichole	Yunk	Director	Center for Driver's License Recovery & Employability	Milwaukee
Helen	King	Executive Assistant	Center for Veterans Issues	Milwaukee
Jeff	Speaker	Mayor	City of Brookfield	Brookfield

First Name	Last Name	Title	Organization	City
Ryan	McCue	Mayor	City of Cudahy	Cudahy
Ed	McAleer	Mayor	City of Delafield	Delafield
Thomas M.	Taylor	Mayor	City of Franklin	Franklin
Jerome	Tepper	Mayor	City of Glendale	Glendale
Michael	Neitzke	Mayor	City of Greenfield	Greenfield
Thomas	Barrett	Mayor	City of Milwaukee	Milwaukee
John	Johnson	Mayor	City of Muskego	Muskego
Jack F.	Chiovatero	Mayor	City of New Berlin	New Berlin
Richard	Bolender	Mayor	City of Oak Creek	Oak Creek
Maury	Sullivan	Mayor	City of Oconomowoc	Oconomowoc
Scott J.	Klein	Mayor	City of Pewaukee	Pewaukee
Thomas	Zepecki	Mayor	City of South Milwaukee	South Milwaukee
Al	Richards	Mayor	City of St. Francis	St. Francis
Larry	Nelson	Mayor	City of Waukesha	Waukesha
Jill	Didier	Mayor	City of Wauwatosa	Wauwatosa
Dan	Devine	Mayor	City of West Allis	West Allis
Greta	Hansen	Director	Community Action Coalition of Southcentral Wisconsin	Madison
Daniel	Haney		Community Care Inc.	Milwaukee
Patti	Ferris	Provider Quality Administrator	Community Care, Inc.	Milwaukee
Tom	Perry	Mobility Manager	Community Care, Inc.	Milwaukee
Pat	Kashmerick	Community Outreach Coordinator	Community Memorial Hospital	Menomonee Falls
Tony	Baez	Director	Council for the Spanish Speaking	Milwaukee
Laurie	Hintz		Creative Community Living Services, Inc.	Waukesha
			Curtis Ambulance	Milwaukee
Linda	Ragland		DCS Transport	Milwaukee
Allen	Turner	Program Manager	Department of Workforce Development	Milwaukee
			Dependable Express	Milwaukee
Palmer	Bell	Office Director	Disability Rights of Wisconsin	Milwaukee
			Divine And Able Transport Co	Fox Point
Mark	Poffinbarger		Division of Vocational Rehabilitation	Milwaukee
Kathleen	Enders	Counselor	Division of Vocational Rehabilitation	Waukesha
Sue	Munger		Division of Vocational Rehabilitation	Waukesha
Sue	Kratz		Division of Vocational Rehabilitation	Waukesha
Deana	Voit		Dungarvin, WI Inc.	Milwaukee
Dorothy	Jackson		E & D Transportation Inc	Milwaukee
Corey	Martin	Transportation Manager	Elmbrook Memorial Hospital	Brookfield
Karyl	Kennedy	Executive Director	Elmbrook Senior Taxi	Brookfield
Robert	Miranda	Executive Director	Esperanza Unida, Inc.	Milwaukee
Matt	Nelsen		Esperanza Unida, Inc.	Milwaukee
Sylvia	Rutledge		Exact Transport LLC	Milwaukee

First Name	Last Name	Title	Organization	City
Stephanie	Baker		First Transit	Milwaukee
Morgen	McClelland		First Transit	Milwaukee
			G & T Specialized Transport	Milwaukee
			Go-Kay Care Transport	Milwaukee
Jane	Kirchhoff	Director, Day Services	Goodwill Industries of SE Wisconsin	Waukesha
Dorothy	Wilson	Vice President of Workforce Development	Goodwill Industry of Southeast Wisconsin	Milwaukee
Kristen	Adelmund	Operations Manager	Hatch Staffing	Milwaukee
			Hi Tech Care Transport	Milwaukee
Sandi	Bednarski		Homes for Independent Living	Dousman
			Hope Transport	Milwaukee
Cynthia	Simpson	Administrator	House of Jabez, LLC	Milwaukee
			Hughes Transport of Milwaukee	Milwaukee
Lee	Schulz	Executive Director	Independence First	Milwaukee
Autumn	Manz	Resource Specialist	Independence First	Milwaukee
Kathy	Gale	Executive Director	Interfaith Caregiving Network	Waukesha
			J & J Transport	Milwaukee
Carey	Cohen		Jewish Community Center	Milwaukee
Johnny	Walker		Johnny Walker Transportation	Milwaukee
Bob	Sayner	Executive Director	Justice 2000	Milwaukee
LaPricia	Hooks		Kadyn's Transportation, Inc.	Milwaukee
Dick	Manke	President	La Casa de Esperanza	Pewaukee
Tom	Parks	Ways to Work Manager	La Casa de Esperanza	Waukesha
			Lavell's Transportation	Milwaukee
			Lifestyles Medical & Leisure Transportation, Inc.	Waukesha
			Lutheran Social Services Of Wisconsin	Milwaukee
Lori	Sura	Regional Director	Lutheran Social Services, Inc.	Waukesha
			Macs and Ball Transport Inc	Milwaukee
William	Wiener	Vice Provost for Research and Dean of the Graduate School	Marquette University Graduate School	Milwaukee
			Martin Transport Co	Milwaukee
Kelly	Blaschke	Vice President	Maximus	Milwaukee
Linda	Wiedmann		Meda-Care Ambulance Service	Milwaukee
Susan	Rady	Manager	Menomonee Falls Senior Shuttle	Menomonee Falls
			Mi Familia Counseling Center	Milwaukee
Donald	Sykes	President/CEO	Milwaukee Area Workforce Investment Board	Milwaukee
John	Possell	Fiscal Director	Milwaukee Careers Cooperative	Milwaukee
Deon	Sartin		Milwaukee Center For Independence	Milwaukee
Scott	Walker	County Executive	Milwaukee County	Milwaukee
Mark A.	Borkowski	Supervisor-11th District	Milwaukee County Board of Supervisors	Milwaukee
Toni M.	Clark	Supervisor-2nd District	Milwaukee County Board of Supervisors	Milwaukee
Elizabeth	Coggs-Jones	Supervisor-10th District	Milwaukee County Board of Supervisors	Milwaukee

First Name	Last Name	Title	Organization	City
Lynne	DeBruin	Supervisor-15th District	Milwaukee County Board of Supervisors	Milwaukee
Marina	Dimitrijevic	Supervisor-4th District	Milwaukee County Board of Supervisors	Milwaukee
Lee	Holloway	Chairperson and Supervisor-District 5	Milwaukee County Board of Supervisors	Milwaukee
Patricia	Jursik	Supervisor-8th District	Milwaukee County Board of Supervisors	Milwaukee
Christopher	Larson	Supervisor-14th District	Milwaukee County Board of Supervisors	Milwaukee
Theo	Lipscomb	Supervisor-1st District	Milwaukee County Board of Supervisors	Milwaukee
Michael	Mayo, Sr.	Supervisor-7th District	Milwaukee County Board of Supervisors	Milwaukee
Joe	Sanfelippo	Supervisor-17th District	Milwaukee County Board of Supervisors	Milwaukee
John F.	Weishan, Jr.	Supervisor-16th District	Milwaukee County Board of Supervisors	Milwaukee
Peggy A.	West	Supervisor-12th District	Milwaukee County Board of Supervisors	Milwaukee
Gary	Portenier	Program Planning Coordinator	Milwaukee County Department of Aging	Milwaukee
Dennis	Ryan	Contract Specialist	Milwaukee County Department of Aging	Milwaukee
Stephanie	Stein	Director	Milwaukee County Department of Aging	Milwaukee
Brian	Dranzik	Fiscal & Policy Administrator	Milwaukee County Department of Transportation and Public Works	Milwaukee
Nancy	Senn	Transportation Planner	Milwaukee County Department of Transportation and Public Works	Milwaukee
George	Torres	Director	Milwaukee County Department of Transportation and Public Works	Milwaukee
Corey	Hoze	Director	Milwaukee County Health and Human Services	Milwaukee
John	Kaminsky		Milwaukee County Health and Human Services	Milwaukee
Geri	Lyday	Disability Services Division Administrator	Milwaukee County Health and Human Services	Milwaukee
Don	Natzke	Executive Director	Milwaukee County Office for Persons with Disabilities	Milwaukee
Dan	Boehm	Director of Administration	Milwaukee County Transit System	Milwaukee
Anita	Gulotta-Connelly	Director	Milwaukee County Transit System	Milwaukee
Carmela	Peot	Paratransit Services	Milwaukee County Transit System	Milwaukee
Lea	Collins-Worachek	WDA Director	Milwaukee County Workforce Development Area	Milwaukee
Abdul-Rashab	Diaad	Business Manager	Mt. Castle Corporation	Milwaukee
Jack	Weaver		Mukwonago Seniors on the Go	Mukwonago
Dan	Henry	Director	Muskego Senior Taxi	Muskego
Beatrice	Alexander	Coordinator	New Berlin Senior Taxi	New Berlin
			Obstar Transportation Service	Milwaukee
Steve	Welch	President	Oconomowoc Silver Streak	Oconomowoc
			Ortiz Transportation	Milwaukee
			Our Destiny Transportation Service	Milwaukee
			Oxford Care Transport	Milwaukee
Lincoln	Burr	Director	Paragon Industries	Oconomowoc
Todd	Honeyager		Penfield Children's Center	Milwaukee
Joe	Alaka		Phase II Care Transport	Milwaukee
		Director	Policy Studies, Inc - NW	Milwaukee
			Priority Transports	Milwaukee
			Procare Plus	Oconomowoc

First Name	Last Name	Title	Organization	City
Maryann	Day	Manager	ProHealth Care Special Transportation Prepaid Voucher Program	Waukesha
Audrey			Quality of Life Services, Inc	Milwaukee
			R & D Transportation Services	Milwaukee
Beth	Lohmann		Ranch Community Services, Inc	Menomonee Falls
			Rapid Response Transportation	Milwaukee
			Safeway Transportation	Milwaukee
Terrie	Varga	Loan Coordinator	Social Development Commission	Milwaukee
John	Schnabl	Director	Southeastern Wisconsin Area Agency On Aging	Brookfield
Meagan	Kula	Director	Sussex Shuttle	Sussex
			Tatum Transport	Milwaukee
			Tender Care Transport Services	Milwaukee
Thomas	Kearney	Chief of Operations	Third District Community Justice Center	Milwaukee
			Todd Transit Co	Milwaukee
Keith	Henderson	Town Chair	Town of Brookfield	Brookfield
Paul	Kanter	Town Chair	Town of Delafield	Delafield
Robert	Kwiatkowski	Town Chair	Town of Eagle	Eagle
Sharon L.	Leair	Town Chair	Town of Genesee	Genesee Depot
Mike	Reed	Town Chair	Town of Lisbon	Sussex
Richard	Morris	Town Chair	Town of Merton	North Lake
David	Dubey	Town Chair	Town of Mukwonago	Mukwonago
Robert	Hultquist	Town Chair	Town of Oconomowoc	Oconomowoc
Richard	Arrowood	Town Chair	Town of Ottawa	Dousman
Leonard	Susa	Town Chair	Town of Summit	Oconomowoc
Brian	Paff	Town Chair	Town of Vernon	Big Bend
Robert J.	Tallinger, Sr.	Town Chair	Town of Waukesha	Waukesha
John	Doherty		Transit Express/Meda-Care Vans of Waukesha	Milwaukee
Mary	Smarelli	President	Transit Express/Meda-Care Vans of Waukesha	Milwaukee
Sue	Russell	Development Director	Transitional Living Services, Inc.	Milwaukee
			Trumed Transport Service	Milwaukee
Mario	Reed		UMOS	Milwaukee
Mary	Schinkowitch	Assistant Director, Independent Living Program	United Cerebral Palsy of Southeast Wisconsin	Milwaukee
Nicole	Hunkins		United Cerebral Palsy	Milwaukee
Ricardo	Diaz	Executive Director	United Community Center	Milwaukee
Lupe	Martinez	Director	United Migrant Opportunity Service	Milwaukee
Azie	Bonds		V.E. Carter Development Group	Milwaukee
Michael	Carter	Chief Executive Officer	V.E. Carter Development Group	Milwaukee
Jim	Duff	Acting Director	Veterans Service Office	Milwaukee
John	Margowski		Veterans Service Office	Waukesha
Samuel D.	Dickman	President	Village of Bayside	Bayside
James S.	Soneberg	President	Village of Big Bend	Big Bend

First Name	Last Name	Title	Organization	City
Margaret	Jaberg	President	Village of Brown Deer	Brown Deer
Richard	Ensslin	President	Village of Butler	Butler
Bryce P.	Styza	President	Village of Chenequa	Hartland
Jack	Nissen	President	Village of Dousman	Dousman
Richard A.	Spurrell	President	Village of Eagle	Eagle
Neil	Palmer	President	Village of Elm Grove	Elm Grove
Michael A.	West	President	Village of Fox Point	Fox Point
John R.	Hermes	President	Village of Greendale	Greendale
Robert G.	Reusch	President	Village of Hales Corners	Hales Corners
David C.	Lamerand	President	Village of Hartland	Hartland
George	Stumpf	President	Village of Lac La Belle	Oconomowoc
Dan	Martin	President	Village of Lannon	Lannon
Richard	Rechlicz	President	Village of Menomonee Falls	Menomonee Falls
Robert W.	Weber	President	Village of Merton	Merton
James O.	Wagner	President	Village of Mukwonago	Mukwonago
Richard	Lartz	President	Village of Nashotah	Nashotah
Joseph L.	Whitmore	President	Village of North Prairie	North Prairie
Raymond	Foster, Jr.	President	Village of Oconomowoc Lake	Oconomowoc
Charles	Nichols	President	Village of Pewaukee	Pewaukee
Robert C.	Brunner	President	Village of River Hills	River Hills
Guy	Johnson	President	Village of Shorewood	Shorewood
Lawrence	Lapcinski	President	Village of Sussex	Sussex
Jeffrey A.	Flaws	President	Village of Wales	Wales
Ronald G.	Hayward	President	Village of West Milwaukee	West Milwaukee
Kathleen	Pritchard	President	Village of Whitefish Bay	Whitefish Bay
Anne	Borg	Executive Director	Volunteer Center Of Waukesha County	Pewaukee
Daniel P.	Vrakas	County Executive	Waukesha County	Waukesha
Janet	Brandtjen	Supervisor-District 6	Waukesha County Board of Supervisors	Waukesha
Kathleen	Cummings	Supervisor-District 18	Waukesha County Board of Supervisors	Waukesha
James T.	Dwyer	Chairperson and Supervisor-District 4	Waukesha County Board of Supervisors	Waukesha
Peter	Gundrum	Supervisor-District 22	Waukesha County Board of Supervisors	Waukesha
Robert	Hutton	Supervisor-District 3	Waukesha County Board of Supervisors	Waukesha
Pauline	Jaske	Supervisor-District 20	Waukesha County Board of Supervisors	Waukesha
James	Jeskewitz	Supervisor-District 5	Waukesha County Board of Supervisors	Waukesha
Walter L.	Kolb	Supervisor-District 24	Waukesha County Board of Supervisors	Waukesha
Pamela	Meyer	Supervisor-District 15	Waukesha County Board of Supervisors	Waukesha
Duane E.	Paulson	Supervisor-District 16	Waukesha County Board of Supervisors	Waukesha
David	Swan	Supervisor-District 10	Waukesha County Board of Supervisors	Waukesha
Gilbert	Yerke	Supervisor-District 25	Waukesha County Board of Supervisors	Waukesha
William	Zaborowski	Supervisor-District 21	Waukesha County Board of Supervisors	Waukesha

First Name	Last Name	Title	Organization	City
Dennis	Farrell	Chairman	Waukesha County Developmental Disabilities Advisory Committee	Menomonee Falls
Jack	Bodien		Waukesha County Health & Human Services	Waukesha
Peter	Schuler	Director	Waukesha County Health & Human Services	Waukesha
Colleen	Martin	Program Coordinator	Waukesha County Health & Human Services Volunteer Transportation Service	Waukesha
Robert	Johnson	Director	Waukesha Metro Transit	Waukesha
Angela	Brunhart	Director	Waukesha Training Center	Waukesha
Matthew	Mueller	Director of Government Funding	Ways to Work	Milwaukee
Terry	Love		Wilders Transport Inc	Milwaukee
Tom	Dieckelman		Wisconsin Coach Lines, Inc.	Waukesha
Michael	Pjevach	President	Wisconsin Coach Lines, Inc.	Waukesha
Earl	Buford	Executive Director	Wisconsin Regional Training Partnership	Milwaukee
Cindy	Cain	WDA Director	Workforce Development Area 3	Waukesha
Francisco	Sanchez	President	WOW Workforce Development Board	Pewaukee
D.J.	Blum		WOW Workforce Development, Inc	Pewaukee
Steve	Visocky		X-Pert Placement Inc.	Muskego
			Your Transportation Company	Milwaukee
Paula	Penebaker	Chief Operation Officer	YWCA of Greater Milwaukee	Milwaukee
Judith	Kearns			Waukesha
Linda Marie	Kelly			Milwaukee
Karen	Schmiechen	Planner	Wisconsin Department of Transportation, SE Region	Waukesha
Bobbie	Beson-Crone	Program Manager	Division of Transportation Investment Management	Madison
Becky	Soderholm	Federal Compliance Manager	Public & Specialized Transit Section	Madison

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Appendix B

RECORD OF FIRST MEETING 2008 COORDINATION PLANNING IN MILWAUKEE AND WAUKESHA COUNTIES

DATE: October 9, 2008
TIME: 1:00 p.m.
PLACE: Tommy G. Thompson Youth Center
Wisconsin State Fair Park
West Allis, WI 53214

PARTICIPANTS

<u>Name</u>	<u>Agency/Organization</u>
Bellovary, Cathy	Aging and Disability Resource Center of Waukesha County (ADRC)
Brockman, Kathy	Badger Association of the Blind and Visually Impaired
Brown, Darrol	E & D Transportation
Cain, Cindy	Wisconsin Department of Workforce Development, Division of Vocational Rehabilitation (DVR)
Carney, Jessica	Blessed and Qualified Transport
Doherty, John	Meda-Care Vans Waukesha, Transit Express
DuPont, Crystal	Wisconsin Department of Transportation (WisDOT), Southeast Region
Farrell, Dennis	Waukesha County Developmental Disabilities Advisory Committee
Freed, Alan	Disability Rights Wisconsin
Henry, Dan	Muskego Senior Taxi
Jackson, Dorothy	E & D Transportation
Jeskewitz, Jim	Waukesha County Board of Supervisors
Johnson, Robert	Waukesha Metro Transit
Kenney, Tom	Milwaukee County Transit System (MCTS)
Lewinski, Glen	Waukesha County Department of Community Development
Lyday, Geri	Milwaukee County Department of Health and Human Services
Madaus, Peter	Policy Studies, Inc.
McVey, Michael	Ann Marie Ryan's Transportation Services
Misko, Autumn	Independence First
Munger, Susan	Wisconsin Department of Workforce Development,

	Division of Vocational Rehabilitation (DVR)
Piphus, Gloria	Blessed and Qualified Transport
Perry, Tom	Community Care
Peot, Carmela	Milwaukee County Transit System (MCTS)
Portenier, Gary	Milwaukee County Department on Aging
Reikowski, Patricia	Wisconsin Department of Transportation (WisDOT), Southeast Region
Roehm, Judy	Aging and Disability Resource Center of Waukesha County (ADRC)
Senn, Nancy	Milwaukee County Department of Transportation and Public Works (DTPW)
Youngell, Diane	Paratransit Consumer
Zimmerman, Jean	Association for the Rights of Citizens with handicaps (ARCh)

FACILITATORS

<u>Name</u>	<u>Title, Agency</u>
Albert A. Beck	Principal Planner, SEWRPC
Sonia Dubielzig	Senior Planner, SEWRPC
Eric Lynde	Planner, SEWRPC

WELCOME AND INTRODUCTIONS

Mr. Beck welcomed participants and asked attendees to introduce themselves, the agency they represented, and, if they provided any service, what type of service they provided. Mr. Beck then explained the main tasks for the meeting:

1. Background information on coordination requirements
2. Assessment of transportation needs
3. Assessment of existing transportation services
4. Wrap-up and preview of next meeting

BACKGROUND INFORMATION ON COORDINATION REQUIREMENTS

Mr. Beck described the federal requirements for project funding and coordination plans. He also described the Wisconsin Department of Transportation (WisDOT) 2008 coordinated planning process and the need for multi-county and regional plans.

ASSESSMENT OF TRANSPORTATION NEEDS

Mr. Lynde described the characteristics of the Milwaukee and Waukesha County area, including the actual and projected total population trends and the trends for each transit-dependent population group. Tables and maps

presenting the number and distribution of total population, transit-dependent population groups, employment, and activity centers were included in the folders provided to each meeting attendee. Mr. Lynde summarized the information presented in the tables and maps.

ASSESSMENT OF EXISTING TRANSPORTATION SERVICES

Ms. Dubielzig described the inventories of principal transportation providers in Milwaukee and Waukesha Counties, including public, private, and non-profit providers of human services transportation as well as for the general public. She then described the service area map for public transportation providers. Tables and maps identifying the major transit service providers and the areas served by transit were included in the folders provided to each meeting attendee.

SMALL GROUP DISCUSSION: ASSESSMENT OF SERVICES WITHIN EACH COUNTY AND BETWEEN EACH COUNTY

After the presentation of the inventories of existing services, the attendees were divided into four small groups of five to seven people, according to their interest in either low income and employment transportation or transportation for elderly and disabled individuals. In the small groups, participants discussed how well the current transportation services were meeting residents' needs for travel within each county as well as between the two counties. They were then asked to rank the existing services from 1 = "Excellent" to 5 = "Very Poor" for eight different categories. After completing this task, members of the small groups were re-assigned to four new small groups of mixed areas of interest, based on the county each attendee was affiliated with. These groups then discussed the results of their assessments and combined them into comprehensive lists of unmet needs and gaps in transportation services. A summary of the key findings of the small group assessment appears in the County Coordinated Public Transit-Human Services Transportation Plans.

WRAP-UP AND PREVIEW OF NEXT MEETING

After the small group discussions, the facilitators asked the attendees to review a summary of potential actions and strategies for addressing the identified unmet needs prior to the next meeting. The facilitators explained that the next meeting would focus on strategies to address unmet needs, and would include a presentation by WisDOT staff about the coordination planning process and the transit funding programs administered by the WisDOT.

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Appendix C

RECORD OF SECOND MEETING 2008 COORDINATION PLANNING IN MILWAUKEE AND WAUKESHA COUNTIES

DATE: November 3, 2008
TIME: 9:00 a.m.
PLACE: Tommy G. Thompson Youth Center
Wisconsin State Fair Park
West Allis, WI 53214

PARTICIPANTS

<u>Name</u>	<u>Agency/Organization</u>
Anderson, Carol Mae	Hart Park Senior Center
Barlow, Teresa	Citizen
Bellovary, Cathy	Aging and Disability Resource Center of Waukesha County (ADRC)
Beson-Crone, Bobbie	Wisconsin Department of Transportation (WisDOT)
Brockman, Kathy	Badger Association of the Blind and Visually Impaired
Brown, Irene	Citizen
Cain, Cindy	Wisconsin Department of Workforce Development, Division of Vocational Rehabilitation (DVR)
Corona, Phillip	Independence First
Davidson, Jean	Milwaukee Commission on Aging
Day, Maryann	ProHealth Care Transportation Service
Doherty, John	Meda-Care Vans Waukesha, Transit Express
Farrell, Dennis	Waukesha County Developmental Disabilities Advisory Committee
Henry, Dan	Muskego Senior Taxi
Hooks, LaPricia	Kadyn's Transportation
Jackson, Dorothy	E & D Transportation
Jeskewitz, Jim	Waukesha County Board of Supervisors
Johnson, Robert	Waukesha Metro Transit
Kapke, Mary	ProHealth Adult Day Services
Kenney, Tom	Milwaukee County Transit System (MCTS)

Kirchhoff, Jane	Goodwill Industries
Lewinski, Glen	Waukesha County Department of Community Development
Lucey, Mary	Lutheran Social Services
Madaus, Peter	Policy Studies, Inc.
Meier, Rick	ProHealth Care
Misko, Autumn	Independence First
Munger, Sue	Wisconsin Department of Workforce Development, Division of Vocational Rehabilitation (DVR)
Parmeter, Judi	Wauwatosa Senior Commission
Perry, Tom	Community Care
Peot, Carmela	Milwaukee County Transit System (MCTS)
Portenier, Gary	Milwaukee County Department on Aging
Possell, John	Milwaukee Careers Cooperative (MCC)
Reikowski, Patricia	Wisconsin Department of Transportation (WisDOT), Southeast Region
Schiraj, John	United Way in Waukesha County
Senn, Nancy	Milwaukee County Department of Transportation and Public Works (DTPW)
Smarelli, Mary	Transit Express
Youngell, Diane	Paratransit Consumer
Zimmerman, Jean	Association for the Rights of Citizens with handicaps (ARCh)

FACILITATORS

<u>Name</u>	<u>Title, Agency</u>
Albert A. Beck	Principal Planner, SEWRPC
Eric Lynde	Planner, SEWRPC

WELCOME AND INTRODUCTIONS

Mr. Beck welcomed participants and asked attendees to introduce themselves, the agency they represented, and, if they provided any service, what type of service they provided. Mr. Beck then explained the main tasks for the meeting:

1. Presentation on transportation funding programs and State coordination efforts
2. Review of key findings from the previous meeting
3. Presentation of strategies to address unmet needs and gaps in service
4. Selection and prioritization of strategies to address unmet needs and gaps in service
5. Wrap-up and preview of next meeting

PRESENTATION OF TRANSPORTATION FUNDING PROGRAMS AND STATE COORDINATION EFFORTS

Ms. Bobbie Beson-Crone of the Wisconsin Department of Transportation (WisDOT) described the transit funding programs that the Department administers for transportation services and projects. She also described the role and efforts that WisDOT has made to aid in completing the coordination planning process.

REVIEW OF KEY FINDINGS FROM PREVIOUS MEETING

Mr. Lynde summarized the key findings regarding unmet transportation service needs determined by meeting attendees at the October 9, 2008 meeting. Several additions and modifications to the findings were made based on the comments of attendees. Mr. Lynde indicated the changes would be reflected in the final coordination plans for each county.

PRESENTATION OF STRATEGIES TO ADDRESS UNMET NEEDS AND GAPS IN SERVICE

Mr. Beck summarized information in a table provided to each attendee presenting strategies that could potentially address the gaps in service and unmet transportation needs that were derived from the key findings previously presented and discussed. Each attendee was asked to consider if each strategy could succeed within the county they were associated with.

SMALL GROUP DISCUSSION: SELECTION AND PRIORITIZATION OF STRATEGIES TO ADDRESS UNMET NEEDS AND GAPS IN SERVICE

After the presentation of potential coordination strategies, the attendees were split into six small groups of 5-7 attendees, based on the county they were affiliated with. In the groups, they discussed the strategies and how well they might meet the needs of their county. They were then asked to select strategies that were applicable within their county and between counties, and prioritize the selected strategies based on their ability to address the previously determined unmet needs and gaps in service, as well as how easy each strategy would be to implement. The groups did not have enough time to complete this task and were told that they would continue to select and discuss the strategies at the next meeting.

WRAP-UP AND PREVIEW OF NEXT MEETING

After the small group discussions, the facilitators concluded the meeting by stating that the selection and prioritization of strategies to address unmet needs and gaps in service would continue at the next meeting. They also explained how SEWRPC staff would assemble each County Coordinated Public Transit-Human Services Transportation Plan and a draft of each plan, including the incomplete strategies section, would be presented at the next meeting for review.

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Appendix D

RECORD OF THIRD MEETING 2008 COORDINATION PLANNING IN MILWAUKEE AND WAUKESHA COUNTIES

DATE: November 18, 2008
TIME: 9:00 a.m.
PLACE: Tommy G. Thompson Youth Center
Wisconsin State Fair Park
West Allis, WI 53214

PARTICIPANTS

<u>Name</u>	<u>Agency/Organization</u>
Anderson, Carol Mae	Hart Park Senior Center
Barlow, Teresa	Citizen
Bellovary, Cathy	Aging and Disability Resource Center of Waukesha County (ADRC)
Blum, D.J.	Waukesha-Ozaukee-Washington Workforce Development, Inc. (WOW WDI)
Braden, Sue	Wauwatosa Senior Commission
Brockman, Kathy	Badger Association of the Blind and Visually Impaired
Brown, Irene	Citizen
Davidson, Jean	Milwaukee Commission on Aging
Day, Maryann	ProHealth Care Transportation Service
Gale, Kathy	Interfaith Senior Programs
Jackson, Dorothy	E & D Transportation
Jeskewitz, Jim	Waukesha County Board of Supervisors
Johnson, Robert	Waukesha Metro Transit
Kenney, Tom	Milwaukee County Transit System (MCTS)
Kirchhoff, Jane	Goodwill Industries
Lewinski, Glen	Waukesha County Department of Community Development
Lucey, Mary	Lutheran Social Services
Madaus, Peter	Policy Studies, Inc.
Meier, Rick	ProHealth Care
Munger, Sue	Wisconsin Department of Workforce Development,

	Division of Vocational Rehabilitation (DVR)
Parmeter, Judi	Wauwatosa Senior Commission
Perry, Tom	Community Care
Peot, Carmela	Milwaukee County Transit System (MCTS)
Portenier, Gary	Milwaukee County Department on Aging
Possell, John	Milwaukee Careers Cooperative (MCC)
Reikowski, Patricia	Wisconsin Department of Transportation (WisDOT), Southeast Region
Senn, Nancy	Milwaukee County Department of Transportation and Public Works (DTPW)
Smarelli, Mary	Transit Express
Windsor, David	City of Milwaukee, Department of Public Works (DPW)
Youngell, Diane	Paratransit Consumer

FACILITATORS

<u>Name</u>	<u>Title, Agency</u>
Albert A. Beck	Principal Planner, SEWRPC
Eric Lynde	Planner, SEWRPC

WELCOME AND INTRODUCTIONS

Mr. Beck welcomed participants and asked attendees to introduce themselves, the agency they represented, and, if they provided any service, what type of service they provided. Mr. Beck then explained the main tasks for the meeting:

1. Review of strategies to address unmet needs and gaps in service
2. Selection and prioritization of strategies to address unmet needs and gaps in service
3. Wrap-up and next steps

REVIEW OF STRATEGIES TO ADDRESS UNMET NEEDS AND GAPS IN SERVICE

Mr. Beck reviewed information in a table provided to each attendee presenting strategies that could potentially address the gaps in service and unmet transportation needs that were derived from the key findings presented and discussed at the previous two meetings. Each attendee was asked to consider if each strategy could succeed within the county they were associated with. Attendees were encouraged to ask any questions about the process for determining the strategies for their respective counties and a discussion about the strategies took place.

SELECTION AND PRIORITIZATION OF STRATEGIES TO ADDRESS UNMET NEEDS AND GAPS IN SERVICE

After the review of potential coordination strategies, the attendees indicated they would prefer to remain in a large group and select and prioritize the strategies for each county, as opposed to returning to the small groups in which they worked at the previous meeting. The facilitators reviewed the purpose of the activity, instructing the attendees to select strategies that were applicable within their county and between counties, and prioritize the selected strategies based on their ability to address the previously determined unmet needs and gaps in service, as well as how easy each strategy would be to implement. Mr. Lynde presented a list of the strategies which were compiled from the small group activity at the previous meeting and asked attendees to provide feedback so that a consensus could be reached regarding which strategies were to be included in the plan.

WRAP-UP AND NEXT STEPS

After the selection and prioritization of strategies, the facilitators thanked the attendees for participating and concluded the meeting by stating that SEWRPC staff would assemble each County Coordinated Public Transit-Human Services Transportation Plan and would send each plan to WisDOT staff, as well as to each attendee that had provided contact information on the meeting sign-up sheet.

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