PUBLIC TRANSIT–HUMAN SERVICES TRANSPORTATION COORDINATION PLAN FOR WASHINGTON COUNTY: 2008
SOUTHEASTERN WISCONSIN REGIONAL PLANNING COMMISSION

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Special acknowledgment is due Mr. Albert A. Beck, Principal Planner, Ms. Sonia Dubiezig, Transportation Planner, and Mr. Eric D. Lynde, Transportation Engineer, for their contributions to the preparation of this report.
MEMORANDUM REPORT NO. 183

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

Prepared for Washington County by the
Southeastern Wisconsin Regional Planning Commission

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Doc #142073
I. INTRODUCTION

The Washington 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 Washington 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.

Several agencies and organizations in Washington County have received funding under the Section 5310 and JARC 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 Washington County Coordination Plan, Commission staff invited a wide range of stakeholders from Ozaukee and Washington Counties to a series of two meetings – one in the City of West Bend and one in the City of Port Washington – 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 two meetings are documented in Appendices A, B, and C.

In addition to this Coordination plan, the Commission also periodically prepares the long-range (25-30 years) transportation system plan for the seven-county southeastern Wisconsin Region and short-range (5 years) transit development plans for each of the Region’s public transit systems. The year 2035 regional
transportation system plan for southeastern Wisconsin, completed and adopted in 2006, is intended to provide a vision for, and guide to, transportation system development in the Region into the future. The short-range transit service plans address current transit service issues and needs, and represent an initial stage of implementation of the recommendations of the regional transportation system plan. The public service plan for Washington County was prepared in 1996 and provided recommendations that guided the implementation of the County’s public shared-ride taxi service in 1998 and fixed-route bus service in 1999. The Commission anticipates that a request will be made by Washington County in the near future to prepare a new countywide transit development plan. The new plan will identify the current land uses and travel patterns within the County; evaluate the performance of the existing County bus and taxi services with respect to the efficiency and effectiveness of the services being provided; identify deficiencies in serving the land uses and travel patterns, as well as the unmet transit service needs of County residents; and review and recommend transit system improvements to address the identified deficiencies and unmet transit service needs. The unmet transit service needs identified for the 2008 Washington County Coordination Plan will be considered during the preparation of a new transit development plan for Washington County.
II. TRANSPORTATION NEEDS OF INDIVIDUALS WITH DISABILITIES, SENIORS, AND PEOPLE WITH LOW INCOMES

General Population Characteristics
Washington County is located in southeastern Wisconsin, bordered by Dodge County to the west, Fond du Lac and Sheboygan Counties to the north, Ozaukee County to the east, and Waukesha County to the south. Washington County’s population in 2007 was 129,300 persons, according to the U.S. Census Bureau. Of that total, the combined population of the Cities of West Bend and Hartford and the Village of Germantown made up 63,500 persons, or about 49 percent. In the rest of the County, small concentrations of population also exist in the Villages of Jackson, Kewaskum, and Slinger. Map 1 shows the population density in 2000 by U.S. Public Land Survey quarter-section.

Washington County’s population has grown rapidly since 1990. Between 1990 and 2000, the County’s population grew by about 23 percent from approximately 95,300 to 117,500 persons, respectively. The rapid growth is expected to continue through 2015. As Figure 1 displays, the Washington County population is projected to reach 138,000 persons by the year 2015.

Figure 1

WASHINGTON COUNTY ACTUAL AND PROJECTED TOTAL POPULATION

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 WASHINGTON COUNTY: 2000

Persons Per U.S. Public Land Survey One-Quarter Section

- 1 - 49
- 50 - 99
- 100 - 249
- 250 - 499
- 500 - 999
- 1000 - 3500

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 accounted for the largest share of the transit-dependent population in the County at about 12 percent of the total population. Disabled persons and households with no vehicle available accounted for the smallest portion of the total population or households at about 4 percent each.

- Between 1990 and 2000, persons with disabilities increased in absolute number and in the share of the total population. School-age children, seniors, and zero-auto households have increased in absolute numbers but remained stable in their percent of total population or households. Persons in low-income households have remained relatively stable in absolute numbers but have dropped in their percent of total population.

Data from the 2000 Census were used to identify areas in Washington 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 within the City of West Bend. Transit-dependent population concentrations in the rest of the County were low, with the exception of some areas in and around the Village of Kewaskum and in some areas in the northern portion of the Town of Richfield.

Table 1

<table>
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<tr>
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</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>% of Total Population/Households</td>
<td>Number</td>
</tr>
<tr>
<td>School-Age Children (ages 10 through 16)</td>
<td>12,249</td>
<td>14</td>
<td>10,425</td>
</tr>
<tr>
<td>Seniors (65 and older)</td>
<td>7,125</td>
<td>8</td>
<td>10,675</td>
</tr>
<tr>
<td>Persons in Low-Income Householdsa</td>
<td>14,152</td>
<td>17</td>
<td>13,648</td>
</tr>
<tr>
<td>Disabled Personsb</td>
<td>965</td>
<td>1</td>
<td>1,612</td>
</tr>
<tr>
<td>Households with No Vehicle Available</td>
<td>1,119</td>
<td>4</td>
<td>1,377</td>
</tr>
<tr>
<td>Total County Population</td>
<td>84,848</td>
<td>--</td>
<td>95,328</td>
</tr>
<tr>
<td>Total Number of Households</td>
<td>26,716</td>
<td>--</td>
<td>32,977</td>
</tr>
</tbody>
</table>

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 include 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 include 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 include 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.
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

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 West Bend in the densely-developed areas. The City of Hartford, and Villages of Germantown, Jackson, Slinger, and Kewaskum also have small concentrations of employment.

**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. Seven types of major activity centers were considered for this Coordination Plan:
- Residential Facilities for Seniors, People with Disabilities, and Low-Income Families
- Major Hospitals, Medical Centers, or Clinics with 10 or more physicians
- Job Resource Centers
- Senior Centers and Senior Meal Sites
- Major Employers with 100 or more employees
- Major Institutions of Higher Education
- Major Commercial Areas

Map 4 shows their locations. Most of these activity centers are located in and around the Cities of Hartford and West Bend, and in the Villages of Germantown and Slinger. A small number are located in other parts of the County.
EMPLOYMENT DENSITY BY U.S. PUBLIC LAND SURVEY QUARTER-SECTION IN WASHINGTON COUNTY: 2000

Jobs Per U.S. Public Land Survey One-Quarter Section

- 1 - 49
- 50 - 99
- 100 - 249
- 250 - 499
- 500 - 999
- 1000 - 3500

Source: SEWRPC
MAJOR ACTIVITY CENTERS IN WASHINGTON COUNTY: 2008

**Source:** SEWRPC
III. CURRENT TRANSPORTATION SERVICES

Washington County is served by a number of transportation providers, ranging in size from the Washington County Shared-Ride Taxi, a demand response system providing service throughout the County, to volunteer organizations that serve individuals by providing rides in private automobiles.

Table 2 lists the major transportation providers currently serving Washington 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 includes services that are available to the general public as well as services primarily aimed at serving special population groups, or “human services transportation”.

Transportation Services for the General Public
The principal transportation services for the general public provided in Washington County are displayed on Map 5 and include:

- Washington County Commuter Express—operated by a private transit company, Riteway Bus Services, Inc., under contract with the County—is a publicly-funded bus service that serves Washington County residents commuting to jobs in Milwaukee County.

- Washington County Shared-Ride Taxi—operated by a private transit company, Specialized Transport Services, Inc., under contract with the County—is a publicly-funded shared-ride taxi service that provides transportation to the general public for travel in the County or between the County and the northern portion of Menomonee Falls.

- West Bend Taxi—operated by a private transit company, Specialized Transport Services, Inc., under contract with the City of West Bend—is a publicly-funded shared-ride taxi service that serves the City of West Bend and immediate environs.

- Hartford City Taxi—operated by the City of Hartford Recreation Department—is a shared-ride taxi service that serves the City of Hartford and immediate environs as well as some trips into Dodge and Milwaukee Counties.

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:

- American Red Cross provides door-to-door transportation from Washington County to medical appointments outside Washington County. The services are available to seniors, disabled persons, and others without means of transportation.

- The Threshold, Inc. provides fixed-route, fixed-schedule door-to-door service for participants in the daily programs for seniors or disabled persons.

- The remaining transportation services operated within the County are mostly private-for-profit services that focus on providing transportation for medical appointments within Washington County and to surrounding counties.
<table>
<thead>
<tr>
<th>Name of Service Provider</th>
<th>Type of Provider</th>
<th>Type of Service</th>
<th>Service Area</th>
<th>Eligible Users</th>
<th>Days and Hours of Operation</th>
<th>Fares per Trip</th>
<th>Vehicles Used</th>
<th>Funding Sources in Addition to Fares</th>
</tr>
</thead>
<tbody>
<tr>
<td>Washington County</td>
<td>Public&lt;sup&gt;a&lt;/sup&gt;</td>
<td>Fixed route</td>
<td>Service from park-and-ride lots in Richfield, Washington County Fair Park, West Bend, and Germantown into Milwaukee metro area.</td>
<td>General public</td>
<td>Monday-Friday: 5:19 am to 7:22 pm</td>
<td>Cash: $3.25 one way&lt;br&gt;Tickets: $2.75 one way</td>
<td>Vehicles and drivers provided by Riteway Bus Service, Inc.</td>
<td>§85.20 State Urban Mass Transit Operating Assistance&lt;br&gt;§5307 Federal Urbanized Area Formula Grants</td>
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<tr>
<td>Washington County</td>
<td>Public&lt;sup&gt;b&lt;/sup&gt;</td>
<td>Demand response door-to-door and advanced reservation door-through-door</td>
<td>Washington County into northern part of Menomonee Falls</td>
<td></td>
<td>Monday- Saturday: 6:00 am to 10:00 pm&lt;br&gt;Sunday: 8:00 am to 4:00 pm</td>
<td>Distance-based. Adults: $3.00 - $7.75&lt;br&gt;Students: $2.50 - $6.00&lt;br&gt;Seniors and Disabled: $2.00 - $5.25</td>
<td></td>
<td>2 4-passenger sedans&lt;br&gt;5 6-passenger minivans&lt;br&gt;2 15-passenger vans&lt;br&gt;6 5-7 passenger accessible vans&lt;br&gt;4 18-passenger accessible buses</td>
</tr>
<tr>
<td>American Red Cross</td>
<td>Private, non-profit</td>
<td>Advance reservation, door-to-door, for medical appointments</td>
<td>Washington County to appointments outside the County</td>
<td>Seniors, disabled, and those without other means of transport</td>
<td>Monday-Friday: 9:00 am to 3:00 pm</td>
<td>$25.00 per trip for a regular vehicle&lt;br&gt;$35.00 per trip for an accessible vehicle</td>
<td>7 non-accessible vans&lt;br&gt;3 accessible minivans</td>
<td>§5310 Federal Elderly &amp; Persons with Disabilities Program&lt;br&gt;United Way donations</td>
</tr>
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<td>Name of Service Provider</td>
<td>Type of Provider</td>
<td>Type of Service</td>
<td>Service Area</td>
<td>Eligible Users</td>
<td>Days and Hours of Operation</td>
<td>Fares per Trip</td>
<td>Vehicles Used</td>
<td>Funding Sources in Addition to Fares</td>
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<td><strong>Balance Inc.</strong>&lt;br&gt;(262) 376-0695</td>
<td>Private, non-profit</td>
<td>Scheduled for activities and day trips</td>
<td>Ozaukee and Washington Counties</td>
<td>Participants in Balance Inc. programs</td>
<td>As required</td>
<td>No charge</td>
<td>4 accessible sedans 8 accessible vans</td>
<td>Family Care United Way Donations</td>
</tr>
<tr>
<td><strong>Germantown Senior Van Service</strong>&lt;br&gt;(262) 250-4712</td>
<td>Public</td>
<td>Advance reservation, curb-to-curb</td>
<td>From 5-mile radius of senior center, to destinations up to 20 miles away</td>
<td>Seniors 55 years and older</td>
<td>Monday-Friday: 9:00 am to 3:00 pm</td>
<td>Distance-based. Germantown Residents: $1.00 to $3.50 Non-residents: $1.75 to $3.75</td>
<td>1 4-passenger sedan accessible minibus</td>
<td>Private donations</td>
</tr>
<tr>
<td><strong>Hartford City Taxi</strong>&lt;br&gt;(262) 673-8223</td>
<td>Public</td>
<td>Demand response, curb-to-curb and door-to-door</td>
<td>City of Hartford and within 1 mile outside city limits, plus Aurora Clinic in Slinger and 10 miles into Dodge County. Special long-distance trips to air, bus, and train passenger terminals in Milwaukee.</td>
<td>General public</td>
<td>Monday-Friday: 6:00 am to 9:00 pm Saturday: 8:00 am to 8:00 pm Sunday: 9:00 am to 4:00 pm</td>
<td>Cash: $2.75 Senior/Disabled: $2.50 Travel outside City limits: $1.25 per mile Special trips to Milwaukee passenger terminals: $41.50 first person, then $20.50 each</td>
<td>3 7-passenger accessible vans</td>
<td>§85.20 State Urban Mass Transit Operating Assistance §5311 Federal Rural Formula Program</td>
</tr>
<tr>
<td><strong>Home Instead Senior Care</strong>&lt;br&gt;(262) 546-0226</td>
<td>Private, for-profit</td>
<td>Advanced reservation, door-through-door</td>
<td>Washington, Milwaukee, and Ozaukee Counties</td>
<td>Ambulatory individuals</td>
<td>Seven days a week, 24 hours a day</td>
<td>Private pay: $15/half hour</td>
<td>1 non-accessible van</td>
<td>- -</td>
</tr>
<tr>
<td><strong>Interfaith Caregivers of Washington County</strong>&lt;br&gt;(262) 365-0902</td>
<td>Private, non-profit</td>
<td>Advance reservation, door-to-door and door-through-door</td>
<td>Washington County</td>
<td>Residents of Washington County who are 60 years of age or older</td>
<td>Dependent on demand and availability of volunteer drivers</td>
<td>No charge</td>
<td>Volunteers provide their own vehicles.</td>
<td>Private Grants Private Donations</td>
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<tr>
<td><strong>Lifestar</strong>&lt;br&gt;(262) 338-9798</td>
<td>Private, for-profit</td>
<td>Advance reservation, door-to-door</td>
<td>Washington and surrounding Counties</td>
<td>Seniors &amp; disabled individuals</td>
<td>Seven days a week, 24 hours a day</td>
<td>Private pay and Title 19 Medicaid reimbursement</td>
<td>7 accessible vans</td>
<td>Title 19 Medical Assistance</td>
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<tr>
<td>Name of Service Provider</td>
<td>Contact, Phone</td>
<td>Type of Provider</td>
<td>Type of Service</td>
<td>Service Area</td>
<td>Eligible Users</td>
<td>Days and Hours of Operation</td>
<td>Fares per Trip</td>
<td>Vehicles Used</td>
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<td>Medical Center Foundation of Hartford (262) 670-7568</td>
<td>Private, non-profit</td>
<td>Advance reservation, door-to-door, for patients of Aurora clinics in Hartford and Slinger</td>
<td>Washington County</td>
<td>Residents of Washington County who are seniors, disabled, or without other means of transport</td>
<td>Monday-Friday: 7:00 am to 5:00 pm</td>
<td>No charge</td>
<td>Vehicles and drivers provided by Washington County Shared-Ride Taxi.</td>
<td>Private Donations Medical Center Foundation</td>
</tr>
<tr>
<td>St. Joseph’s Hospital/Synergy Health (262) 334-5533</td>
<td>Private, non-profit</td>
<td>Advance reservation, door to door</td>
<td>Washington County</td>
<td>Residents of Washington County who are patients, volunteers, or employees of St. Joseph’s Hospital</td>
<td>Monday-Friday: 6:00 am to 10:00 pm Saturday: 6:00 am to 10:00 pm Sunday: 8:00 am to 4:00 pm</td>
<td>No charge</td>
<td>Vehicles and drivers provided by Washington County Shared-Ride Taxi.</td>
<td>St. Joseph’s Hospital</td>
</tr>
<tr>
<td>The Threshold, Inc. (262) 338-1188</td>
<td>Private, non-profit</td>
<td>Fixed-route, fixed-schedule, and door-to-door</td>
<td>Washington County</td>
<td>Seniors or disabled persons who participate in daily program offerings at The Threshold and other agencies.</td>
<td>Monday-Friday: 6:30 am to 5:00 pm Saturday: As needed Sunday: As needed</td>
<td>No charge</td>
<td>10 28-passenger accessible buses 2 6-passenger accessible minivans 3 8-passenger accessible vans 1 10-passenger accessible minibus 1 13-passenger minibus 1 9-passenger van Volunteers also use own vehicles $5310 Federal Elderly &amp; Persons with Disabilities Program</td>
<td></td>
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<tr>
<td>Name of Service Provider Contact, Phone</td>
<td>Type of Provider</td>
<td>Type of Service</td>
<td>Service Area</td>
<td>Eligible Users</td>
<td>Days and Hours of Operation</td>
<td>Fares per Trip</td>
<td>Vehicles Used</td>
<td>Funding Sources in Addition to Fares</td>
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<td>Transtar Medical Transport (800) 972-8080</td>
<td>Private, for-profit</td>
<td>Advance reservation, door-to-door</td>
<td>Washington and Milwaukee Counties and long distance locations</td>
<td>Seniors &amp; disabled individuals</td>
<td>Monday-Saturday: 7:30 am to 4:30 pm</td>
<td>Private pay and Title 19 Medicaid reimbursement</td>
<td>Accessible vans</td>
<td>Title 19 Medical Assistance</td>
</tr>
<tr>
<td>West Bend Taxi (262) 334-3096</td>
<td>Public</td>
<td>Demand response, curb-to-curb and door-to-door</td>
<td>City of West Bend and adjacent areas within 2 miles outside City limits.</td>
<td>General public</td>
<td>Monday-Saturday: 6:00 am to 10:00 pm Sunday/Holidays: 8:00 am to 4:00 pm</td>
<td>Adults: $3.25 Students: $2.75 Seniors: $2.25</td>
<td>7 8-passenger vans 3 9-passenger accessible vans 4 7-passenger accessible vans</td>
<td>§85.20 State Urban Mass Transit Operating Assistance §5311 Federal Rural Formula Program</td>
</tr>
</tbody>
</table>

*a Service provided by Riteway Bus Service, Inc.

*b Service provided by Specialized Transit Services, Inc.

*c Service provided by Washington County Shared-Ride Taxi, through Specialized Transit Services, Inc.
Map 5

SERVICE AREA FOR PUBLIC TRANSPORTATION SERVICES IN WASHINGTON COUNTY: 2008

Fixed-Route Bus Service
- Rapid Bus Route -- Freeway Portion
- Rapid Bus Route -- Nonfreeway Portion

Shared-Ride Taxi Service
- Washington County Shared-Ride Taxi Service Area
- Transfer Point for Ozaukee and Washington County Taxis
- Municipal Shared-Ride Taxi -- Primary Service Area
- Municipal Shared-Ride Taxi -- Extended Service Area

Source: SEWRPC
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 two meetings to assist in the development of the Coordination Plan (see Appendices A, B, and C). At the first meeting, Commission staff discussed the maps and data presented in the first three sections of this Coordination Plan. The attendees from Washington County were then divided into small groups of about six people each. The small groups went through an evaluation exercise in which they assessed:

- **Within** Washington County, how well current transportation services meet residents’ needs, 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** Washington County and other counties, how well current transportation services meet residents’ needs, 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 transportation services to get workers to major employment centers in the County. For example, workers need transportation from communities like Hartford or Kewaskum to large employers in West Bend.

- Lack of adequate service hours for the Washington County Shared-Ride Taxi. For example, in the late evening patients at hospitals and clinics in the County are unable to use transit to return home, and second- and third-shift workers are unable to use transit for travel to and from jobsites.

- Lack of a central place or directory to find information on the available transportation options. More ways to provide such information to potential users are needed.

**Unmet Needs between Counties**

- Lack of adequate transfer locations for the Washington County Shared-Ride Taxi. There is only one location where transfers occur for the separate public shared-ride taxi services operated by Washington and Ozaukee Counties, and this site is a gas station in Newburg with no shelter for taxi passengers. This location needs to be improved to be suitable for transfers, and additional transfer points in Washington and Ozaukee Counties need to be identified for the two taxi systems. For example, one potential location may be at the “5 Corners” intersection of CTH Y and CTH NN.
• Lack of an inter-county agreement to allow the separate public taxi systems in Washington and Ozaukee Counties to carry passengers across County lines.

• Lack of transportation for medical appointments. It is difficult to find transportation to and from medical facilities outside Washington County. For example, the American Red Cross provides transportation from Washington County to medical appointments in other counties, but its service is limited, and it is unable to meet all the demand. Additionally, there is a lack of transportation for veterans to regional medical centers in Milwaukee County such as the Clement J. Zablocki Veterans Affairs Medical Center and Clinics.

• Lack of a central location for obtaining information on inter-county transportation services. A call center, website, or some other type of central location for information on inter-county transportation providers is needed.

• Lack of uniform service hours and fare structures for the separate public taxi systems serving Washington and Ozaukee Counties. For example, Washington County taxi fares are mileage-based; Ozaukee County taxi fares are zone-based. Ozaukee County Shared-Ride Taxi operates until 9:00 p.m. and Washington County Shared-Ride Taxi operates until 10:00 p.m.

• Lack of regularly scheduled bus or taxi service connecting major cities and villages in Washington and Ozaukee Counties.

• The Washington County Commuter Express bus service does not have reverse commute service for residents of Milwaukee County to travel to Washington County for jobs. This reverse commute service was provided when the bus service was initiated in the late 1990s, but was discontinued. Consideration should be given to reinstating the service.
V. STRATEGIES TO ADDRESS UNMET NEEDS

This Coordination Plan presents two types of strategies for Washington 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 meeting 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 Washington County are illustrated in Tables 3 and 4.

Table 3
FEDERAL TRANSIT ADMINISTRATION FUNDING PROGRAMS ADMINISTERED BY THE WISCONSIN DEPARTMENT OF TRANSPORTATION

<table>
<thead>
<tr>
<th>Program</th>
<th>Type</th>
<th>Target rider</th>
<th>Eligible Applicants</th>
<th>Local Share (approx.)</th>
<th>Funding Level (approx.)</th>
<th>Application Cycle</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 5307</td>
<td>Primary operating</td>
<td>Public in urbanized areas (&gt;50,000)</td>
<td>Local public bodies</td>
<td>50% of project deficit</td>
<td>$42 million</td>
<td>Annual (application released in early fall)</td>
<td>Combined with State aid (s. 85.20) to cover up to 60% of operating expenses in small urbanized areas</td>
</tr>
<tr>
<td>Section 5309</td>
<td>Capital</td>
<td>Public</td>
<td>Local public bodies with Urban Public Transit Systems</td>
<td>20% of total costs</td>
<td>$5 million</td>
<td>5309 capital requests are a component of annual application for state aid</td>
<td>Funding depends on annual Congressional Earmark</td>
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<tr>
<td>Section 5310</td>
<td>Capital</td>
<td>Elderly &amp; Disabled</td>
<td>Primarily non-profits, but can be local public bodies, if non-profit is not readily available</td>
<td>20% of total costs</td>
<td>$2 million</td>
<td>Biennial (application released in fall)</td>
<td>Combined with State funds (s.85.22)</td>
</tr>
<tr>
<td>Section 5311</td>
<td>Operating &amp; Capital</td>
<td>Public in areas &lt;50,000 in population</td>
<td>Local public bodies</td>
<td>Operating – 50% of project deficit Capital - 20% of total costs</td>
<td>$11.8 million</td>
<td>Annual (application released in early fall)</td>
<td>Combined with State aid (s. 85.20), to cover up to 66% of operating expenses in non-urbanized areas</td>
</tr>
<tr>
<td>Section 5314</td>
<td>Operating &amp; Planning</td>
<td>Public in areas &lt;50,000 in population</td>
<td>Local public bodies</td>
<td>20% of project deficit</td>
<td>$2 million</td>
<td>Annual (application released in early fall)</td>
<td>Focus is on new or expanded services for rural areas</td>
</tr>
<tr>
<td>Section 5316</td>
<td>Operating &amp; Capital</td>
<td>Low-income workers &amp; reverse commuters</td>
<td>Local public bodies, non-profits, metropolitan planning organizations</td>
<td>Operating – 50% of project deficit Capital - 25% of total costs</td>
<td>$1.2 million*</td>
<td>Annual (WETAP application released in early fall)</td>
<td>Combined with State funds (TEAM, ETA) under the WETAP program, which reduces the local share to 25% of operating project costs</td>
</tr>
<tr>
<td>Section 5317</td>
<td>Operating &amp; Capital</td>
<td>Individuals with Disabilities</td>
<td>Local public bodies, non-profits, and private operators of public transit services</td>
<td>50% of project deficit</td>
<td>$0.3 million*</td>
<td>Annual (application released in early fall)</td>
<td>Combined with State Division of Vocational Rehabilitation Funds to lower local share of rural projects</td>
</tr>
</tbody>
</table>

* 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

<table>
<thead>
<tr>
<th>Program</th>
<th>Type</th>
<th>Target rider</th>
<th>Eligible Applicants</th>
<th>Local Share (approx.)</th>
<th>Statewide Funding Level (approx.)</th>
<th>Application Cycle</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>s.85.20</td>
<td>Operating</td>
<td>Public in areas with at least 2,500 in population</td>
<td>Local public bodies</td>
<td>Rural 35% of total cost Urban 42% of total cost</td>
<td>$102.6 million</td>
<td>Annual (application released in early fall)</td>
<td>Combined with Federal transit operating assistance funds (5311 &amp; 5307)</td>
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<tr>
<td>s.85.21</td>
<td>Operating &amp; Capital</td>
<td>Elderly &amp; Disabled</td>
<td>Counties</td>
<td>20% of project costs</td>
<td>$12.3 million</td>
<td>Annual (application released in fall)</td>
<td>Can be used as match for Federal programs</td>
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<tr>
<td>s.85.22</td>
<td>Capital</td>
<td>Elderly &amp; Disabled</td>
<td>Primarily non-profits, but can be local public bodies</td>
<td>20% of total costs</td>
<td>$0.9 million</td>
<td>Biennial (application released in fall)</td>
<td>Blended with Federal Section 5310 funds</td>
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<tr>
<td>TEAM (Trans. Employment and Mobility)</td>
<td>Operating &amp; Capital</td>
<td>Low-income workers</td>
<td>Local public bodies, non-profits, metropolitan planning organizations</td>
<td>25% of project costs under WETAP</td>
<td>$0.3 million</td>
<td>Annual (WETAP application released in early fall)</td>
<td>Combined with ETA (State) and JARC (Federal) under the WETAP program</td>
</tr>
<tr>
<td>ETA (Employment Transit Aids)</td>
<td>Operating &amp; Capital</td>
<td>Low-income workers</td>
<td>Local public bodies, non-profits, metropolitan planning organizations</td>
<td>25% of project costs under WETAP</td>
<td>$0.5 million</td>
<td>Annual (WETAP application released in early fall)</td>
<td>Combined with TEAM (State) and JARC (Federal) under the WETAP program</td>
</tr>
</tbody>
</table>

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 Coordination Planning meeting 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 Washington 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 Washington 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 in Washington County

1. Collect information to document the transportation needs of seniors and disabled persons in Washington County. Assessments of the unmet need of these populations were completed by Commission staff in Ozaukee County in 1987 and in Waukesha County in 1992. Potential tools for assessing transportation needs could include analysis of U.S. Census demographic data or special surveys of seniors and disabled persons and their caretakers.
2. Share resources among transportation providers. Agency operators with excess capacity could be contracted with to provide service to satisfy unmet demand. Capital resources, software or technology, support services, maintenance services, and driver training could also be shared.

3. Purchase new vehicles to accommodate the demand for transportation services and maintain or improve the level of service offered.

4. Pursue transportation agreements with adjacent counties. The Family Care system for long-term care could be used as a model for developing such transportation agreements.

5. Improve the convenience of shared-ride taxi services, especially for trips between Washington and Ozaukee Counties. Some potential improvements include:
   a. Establish common policies and procedures across counties. For example, the Ozaukee County Shared-Ride Taxi should provide door-through-door service, similar to what is provided by the Washington County Shared-Ride Taxi.
   b. Create a common taxi fare structure for traveling between Washington and Ozaukee Counties. Washington County should change its mileage-based fares to a zonal fare structure to be compatible with that of Ozaukee County.
   c. Utilize technologies such as mobile data terminals, automatic vehicle location, and mapping software to allow for live dispatch, permitting same-day scheduling and trip making.
   d. Pursue inter-county agreements to expand the taxi service area into adjacent counties.
   e. Increase service availability to reduce the wait time for riders.

6. Improve service convenience for the Washington County Commuter Express.
   a. Reinstate reverse commute bus service for trips from Milwaukee County to job locations in Washington County.
   b. Add evening, weekend, and special event bus services for trips from Washington County into Milwaukee County.
   c. Provide additional park-and-ride lots in Washington County to increase access to the Washington County Commuter Express service.

7. Hire a dedicated mobility manager for Washington and Ozaukee Counties 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 persons, and low-income individuals.
   d. Developing strategies to obtain funding for projects that would improve or increase the transportation services available in the two Counties.

8. Improve access to information on available transportation services. Some ways to improve the dissemination of information include:
   a. Create an online directory of transportation providers, with information such as eligibility, type of service, and days and hours of operation.
   b. Create a clearinghouse or centralized information source for information on all transit services (e.g. 211 community information and 511 traveler information).
9. 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. One example would be the Keys to Work Auto Loan Program sponsored by Waukesha-Ozaukee-Washington Workforce Development, Inc.
VI. PLAN IMPLEMENTATION

Attendees of the second 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 Ozaukee County are listed below.

Washington County
- Request that an assessment of unmet transportation needs of seniors and disabled persons in Washington County be conducted by the Southeastern Wisconsin Regional Planning Commission.
- Identify the resources which could be shared between different agencies.
- Pursue transportation agreements with agencies and organizations in adjacent counties.
- Improve service convenience for the transit services provided by the Washington County Shared-Ride Taxi and the Washington County Commuter Express.
- Improve access to information on the transportation services available in Washington County.

Cities of Hartford and West Bend
- Identify the resources that could be shared with other agencies.
- Improve the service convenience for the public taxi systems operated by each municipality.
- Improve access to information on the taxi services provided by each municipality.

Mobility Managers
- Assist in coordinating transportation services.
- Develop and provide information showing the availability of transportation services.
- Gather and analyze data to evaluate intermodal transportation options for seniors, disabled, and low-income individuals.
- Develop strategies to obtain funding for transportation projects.

All Transportation Providers
- Improve service convenience through common policies and procedures, common fare structures, live dispatch technologies, and driver training.
- Purchase new vehicles to accommodate the demand for transportation services.
- Support auto purchase and repair programs and driver’s license recovery programs.
APPENDICES
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# Appendix A

## LIST OF INDIVIDUALS AND AGENCIES INVITED TO ATTEND THE 2008 MEETINGS FOR COORDINATION PLANNING IN OZAUKEE AND WASHINGTON COUNTIES

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Title</th>
<th>Organization</th>
<th>City</th>
</tr>
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<tbody>
<tr>
<td>Barbara</td>
<td>Fischer</td>
<td>Executive Director</td>
<td>Advocates of Ozaukee</td>
<td>Saukville</td>
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<tr>
<td>Betsy</td>
<td>Hanson</td>
<td></td>
<td>American Red Cross - Washington County</td>
<td>West Bend</td>
</tr>
<tr>
<td>John</td>
<td>Beisber</td>
<td></td>
<td>ARC of Washington County</td>
<td>West Bend</td>
</tr>
<tr>
<td>Laura</td>
<td>Eggert</td>
<td></td>
<td>Aurora Health--Hartford Hospital</td>
<td>Hartford</td>
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<tr>
<td>Craig</td>
<td>Modahl</td>
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<td>Balance, Inc.</td>
<td>Grafton</td>
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<td>Steve</td>
<td>Jaberg</td>
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<td>Cedar Community</td>
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<tr>
<td>Betty</td>
<td>Kristan</td>
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<td>Cedar Ridge Retirement Campus</td>
<td>West Bend</td>
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<tr>
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<td>LaFontaine</td>
<td>Senior Supervisor</td>
<td>Cedarburg Senior Center</td>
<td>Cedarburg</td>
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<tr>
<td>Fred</td>
<td>Beste</td>
<td>Chairman</td>
<td>Citizen Advocacy of Washington County, Inc.</td>
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<td>Grams</td>
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<td>Dolan</td>
<td>Community Services</td>
<td>Columbia - St. Mary's Hospital</td>
<td>Milwaukee</td>
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<td>Mobility Manager</td>
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<td>Milwaukee</td>
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<td>Comprehensive Community Services Agency</td>
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<td>Kasper</td>
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<td>Kleiss</td>
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<td>Germantown Senior Center</td>
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<td>Mike</td>
<td>Hermann</td>
<td>Director of Parks and Recreation</td>
<td>Hartford City Taxi</td>
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<tr>
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<td>Interfaith Caregivers of Ozaukee County</td>
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<td>Pike</td>
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<td>Ozaukee Aging and Disability Resource Center</td>
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<tr>
<td>Shea</td>
<td>Halula</td>
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<td>Ozaukee Council, Inc.</td>
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<td>Klemz</td>
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<td>Dreblow</td>
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<td>Seidl</td>
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<td>Ozaukee Family Services</td>
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<td>Stuebe</td>
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<td>Edward</td>
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<td>Olson</td>
<td>Director</td>
<td>Washington County Aging and Disability Resource Center</td>
<td>West Bend</td>
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<tr>
<td>Dan</td>
<td>Goetz</td>
<td>Chairperson Transportation Committee</td>
<td>Washington County Board of Supervisors</td>
<td>Richfield</td>
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<tr>
<td>Kenneth</td>
<td>Pesch</td>
<td>Highway Commissioner</td>
<td>Washington County Highway Department</td>
<td>West Bend</td>
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<tr>
<td>Joseph</td>
<td>Steier III</td>
<td>Transit Manager</td>
<td>Washington County Highway Department</td>
<td>West Bend</td>
</tr>
<tr>
<td>Michael</td>
<td>Bloedorn</td>
<td></td>
<td>Washington County Human Services</td>
<td>West Bend</td>
</tr>
<tr>
<td>John</td>
<td>Capelle</td>
<td>Director</td>
<td>West Bend Department of Community Development</td>
<td>West Bend</td>
</tr>
<tr>
<td>Cindy</td>
<td>Cain</td>
<td>WDA Director</td>
<td>Workforce Development Area 3</td>
<td>Waukesha</td>
</tr>
<tr>
<td>D.J.</td>
<td>Blum</td>
<td>Program Manager</td>
<td>WOW Workforce Development, Inc</td>
<td>Pewaukee</td>
</tr>
</tbody>
</table>
Appendix B

RECORD OF FIRST MEETING
2008 COORDINATION PLANNING IN OZAUKEE AND WASHINGTON COUNTIES

DATE: September 4, 2008

TIME: 1:00 p.m.

PLACE: Meeting Room
Washington County Highway Department
West Bend, Wisconsin

PARTICIPANTS
Lisa Alves ........................................................................................................ City of Hartford
Mark Baldwin ................................................................................................ Washington County Veteran’s Office
Tom Bergerud .................................................................................................. The Threshold, Inc.
DJ Blum ........................................................................................................... Waukesha-Ozaukee-Washington Workforce Development, Inc.
Patrick Covault ............................................................................................ St. Joseph’s Hospital
Patti Ferris ...................................................................................................... Community Care
Maggie Loke ............................................................................................... Washington County Commuter Express
Mary Martin ..................................................................................................... St. Joseph’s Hospital
Julie Nolan ...................................................................................................... City of West Bend
Linda Olson ................................................................................................... Washington Aging and Disability Resource Center
Ken Pesch ........................................................................................................ Washington County Highway Department
Suzanne Plant ............................................................................................... Ozaukee County Shared-Ride Taxi
Penny Seidl ..................................................................................................... Ozaukee County Transit Services
Joseph Steier .................................................................................................. Washington County Highway Department
Michelle Wagner ........................................................................................... Washington County Commuter Express

FACILITATORS
Albert A. Beck .............................................................................................. Principal Planner, SEWRPC
Sonia Dubielzig ............................................................................................. Senior Planner, SEWRPC
Eric Lynde ..................................................................................................... Planner, SEWRPC

WELCOME AND INTRODUCTIONS
Mr. Al 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 to the meeting. 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. Assessment of unmet transportation needs and gaps in transportation service
5. 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 2008 coordinated planning process and the need for multi-county and regional plans.
ASSESSMENT OF TRANSPORTATION NEEDS
Ms. Dubielzig described the characteristics of the Ozaukee and Washington County area, including the actual and projected total population trends and the trends for each transit-dependent population group. Maps of the distributions of total population, transit-dependent population groups, employment, and activity centers were shown and described as well.

ASSESSMENT OF EXISTING TRANSPORTATION SERVICES
Mr. Lynde described the inventories of principal transportation providers in Ozaukee and Washington Counties, including local and intercity transit services for the general public and human services transportation providers. He then described the service area map for public transportation providers along with a service area map for senior van service providers.

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 three small groups of four to seven people, according to the county they were affiliated with. There was one group for Ozaukee County and two groups for Washington County. In the small groups, participants discussed how well 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. The small groups reported the results of their assessments to the rest of the attendees. A summary of the key findings of the small group assessment appears in the County Coordinated Public Transit-Human Services Transportation Plans.

SMALL GROUP DISCUSSION: ASSESSMENT OF UNMET NEEDS AND GAPS IN SERVICE
After the small group discussions assessing existing transportation services, the same small groups discussed the unmet needs or gaps in service. The groups then prioritized the unmet needs or gaps that they agreed upon. In addition each group drew on a blank map of the two counties, indicating the locations of unmet needs or gaps along with desired services that might address those unmet needs. The small groups reported the results of their assessments to the rest of the attendees.

WRAP-UP AND PREVIEW OF NEXT MEETING
After the small group discussions, the facilitators asked that before the next meeting, attendees review a table of potential actions and strategies for addressing the unmet needs they had come up with and prioritized. The facilitators explained that the next meeting would focus on those strategies to address, and on determining who will be responsible for implementing the selected strategies and continuing transportation coordination in the future.

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Appendix C

RECORD OF SECOND MEETING
2008 COORDINATION PLANNING IN OZAUKEE AND WASHINGTON COUNTIES

DATE: September 22, 2008
TIME: 1:00 p.m.
PLACE: Lunch Room
       Ozaukee County Highway Department
       Port Washington, Wisconsin

PARTICIPANTS
Dave Balister .................................................................................................................. Ohana Ambulance and EMS
Tom Bergerud .................................................................................................................. The Threshold, Inc.
John Capelle .................................................................................................................... City of West Bend
Mary Ferrell ................................................................................................................... Ozaukee County
Marilyn Gierczak ............................................................................................................ Interfaith Caregivers of Ozaukee County
Patti Haas ....................................................................................................................... Ozaukee Family Services
Robert Haupt .................................................................................................................. Ozaukee County Human Services
Roxanne Ketchpaw ....................................................................................................... West Bend Shared-Ride Taxi
Maria Kikstra ................................................................................................................ The Threshold, Inc.
Maggie Loke .................................................................................................................. Washington County Commuter Express
Tina Lijnes ....................................................................................................................... Ohana Ambulance and EMS
Mike Lubbert ................................................................................................................ Ohana Ambulance and EMS
Craig Modahl .............................................................................................................. Balance, Inc.
Tom Perry ..................................................................................................................... Community Care
Michelle Pike .............................................................................................................. Ozaukee Aging and Disability Resource Center
Suzanne Plant .............................................................................................................. Ozaukee County Shared-Ride Taxi
Penny Seidl .................................................................................................................... Ozaukee County Transit Services
Joseph Steier ................................................................................................................. Washington County Highway Department
Rosie Steinert .............................................................................................................. Ozaukee County Transit Services
Michelle Wagner ........................................................................................................ Washington County Commuter Express

FACILITATORS
Albert A. Beck ............................................................................................................. Principal Planner, SEWRPC
Sonia Dubielzig .......................................................................................................... Senior Planner, SEWRPC
Eric Lynde .................................................................................................................. Planner, SEWRPC

WELCOME AND INTRODUCTIONS
Mr. Al 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 to the meeting. 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. Assessment of unmet transportation needs and gaps in transportation service
4. Presentation of strategies to address unmet needs and gaps in service
5. Selection and prioritization of strategies to address unmet needs and gaps in service
6. Wrap-up
PRESENTATION OF TRANSPORTATION FUNDING PROGRAMS AND STATE COORDINATION EFFORTS
Bobbie Beson-Crone of the Wisconsin Department of Transportation (WisDOT) described the funding programs that exist 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 September 4, 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.

SMALL GROUP DISCUSSION: RANKING OF UNMET TRANSPORTATION NEEDS
After the review of key findings, the attendees were divided into three small groups, according to the county they were affiliated with. In the small groups, participants discussed worksheets that each had completed prior to the meeting, describing how well current transportation services were meeting residents’ needs for travel within each county as well as between the two counties. They were then asked to come to an agreement on the unmet needs, and the priority, or order of importance, of addressing each unmet need.

PRESENTATION OF STRATEGIES TO ADDRESS UNMET NEEDS AND GAPS IN SERVICE
Ms. Dubielzig presented strategies that could potentially address the prioritized unmet transportation needs and gaps in service that were derived from the previous small group discussion. 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 strategies, the attendees returned to their groups. 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. In addition, the participants were asked to identify who would be responsible for implementing each strategy and to agree upon how future transportation coordination will happen. A summary of the selected strategies appears in each County’s Coordination Plan.

WRAP-UP
After the small group discussions, the facilitators concluded the meeting by explaining how SEWRPC staff would assemble each County Coordinated Public Transit-Human Services Transportation Plan and would send each plan to WisDOT staff.

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