

# PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION COORDINATION PLAN FOR WASHINGTON COUNTY: 2012

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MEMORANDUM REPORT NO. 212

**PUBLIC TRANSIT-HUMAN SERVICES  
TRANSPORTATION COORDINATION PLAN  
FOR WASHINGTON COUNTY: 2012**

Prepared for Washington County by the  
Southeastern Wisconsin Regional Planning Commission

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## I. INTRODUCTION

The Public Transit – Human Services Transportation Coordination Plan for Washington County: 2012, hereafter referred to as the Coordination Plan, is intended to provide a framework to assist community leaders, human services agencies, and public transit agencies in improving public transit and human services transportation in Washington County and the County’s connections to the Southeastern Wisconsin Region. The Coordination Plan assesses the existing public transit and human services transportation services and needs 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 the access of County residents to transportation in a cost-effective manner.

### **Federal and State Coordination Planning Requirements**

The coordination planning process was last undertaken in 2008 in response to the federal requirements in 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,” and that the coordination planning process be undertaken every four years.

Passed in July of 2012, the Federal Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21) renews some coordinated planning requirements from SAFETEA-LU, but only mandates that projects selected for funding under the renamed Enhanced Mobility of Seniors and Individuals with Disabilities program (Section 5310) be included in the coordinated planning process. However, the Wisconsin Department of Transportation (WisDOT) will allocate additional funds from SAFETEA-LU in 2013, so previous requirements are still in effect for that year.

Several agencies and organizations in Washington County have received funding under the Section

5310, JARC, and New Freedom programs in the past. 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 Washington County and the Region to a meeting to identify the unmet transportation needs in the Region and in each of the seven counties, and develop strategies to address the needs. The invitation list, meeting records, and attendance lists for this meeting are documented in Appendices A and B.

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, adopted in 2006 and reaffirmed in 2010, 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. A countywide public transit service plan for Washington County was last prepared by the Commission in 1997, and resulted in the creation of the Washington County Shared-Ride Taxi and the Washington County Commuter Express services. The County has requested that the Commission prepare a new transit

system development plan, which will evaluate existing transit services, develop service objectives and standards, propose alternative service plans, and recommend a service alternative for the years 2014-2018. The unmet transit service needs identified for the 2012 Washington County Coordination Plan will be considered in the creation of the transit development plan.

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

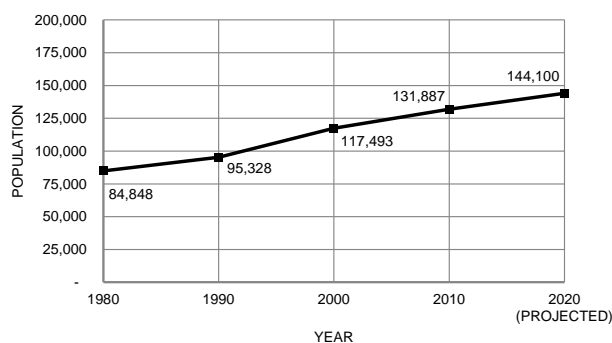
### General Population Characteristics

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 2011 was 132,400 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 65,300 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 2010 by U.S. Public Land Survey quarter-section.

Washington County's population has grown rapidly since 1980. Between 2000 and 2010, the County's population grew an additional 12 percent from approximately 117,500 to 131,900 persons, respectively. The rapid growth is expected to continue through 2020. As Figure 1 displays, the Washington County population is projected to reach 144,100 persons by the year 2020.

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. Four such "transit-

dependent" population groups were identified for this plan:

- Seniors (ages 75 and older),
- Persons in low-income households,
- Disabled individuals, and
- Households with no vehicle available.

Table 1 displays the historic population of these groups in the study area in 1990, 2000, and 2010. The information in the table leads to the following observations:

- Persons in low-income households account for the largest share of the transit-dependent population in the County at about 17 percent of the total population. Disabled persons also make up a significant portion of the population at about 9 percent of the County's residents. 6 percent of the population is at least 75 years of age, and about 4 percent of households have no vehicle available.
- Between 2000 and 2010, all four transit-dependent population groups increased in absolute numbers, while only zero-vehicle households' share of all County households held constant.

Data from the 2010 Census were used to identify areas in Washington County where transit needs are highest. Map 2 displays Census block groups within the County with the highest concentration of transit-dependent populations. These may be considered as potential priority areas for the provision of transit service.

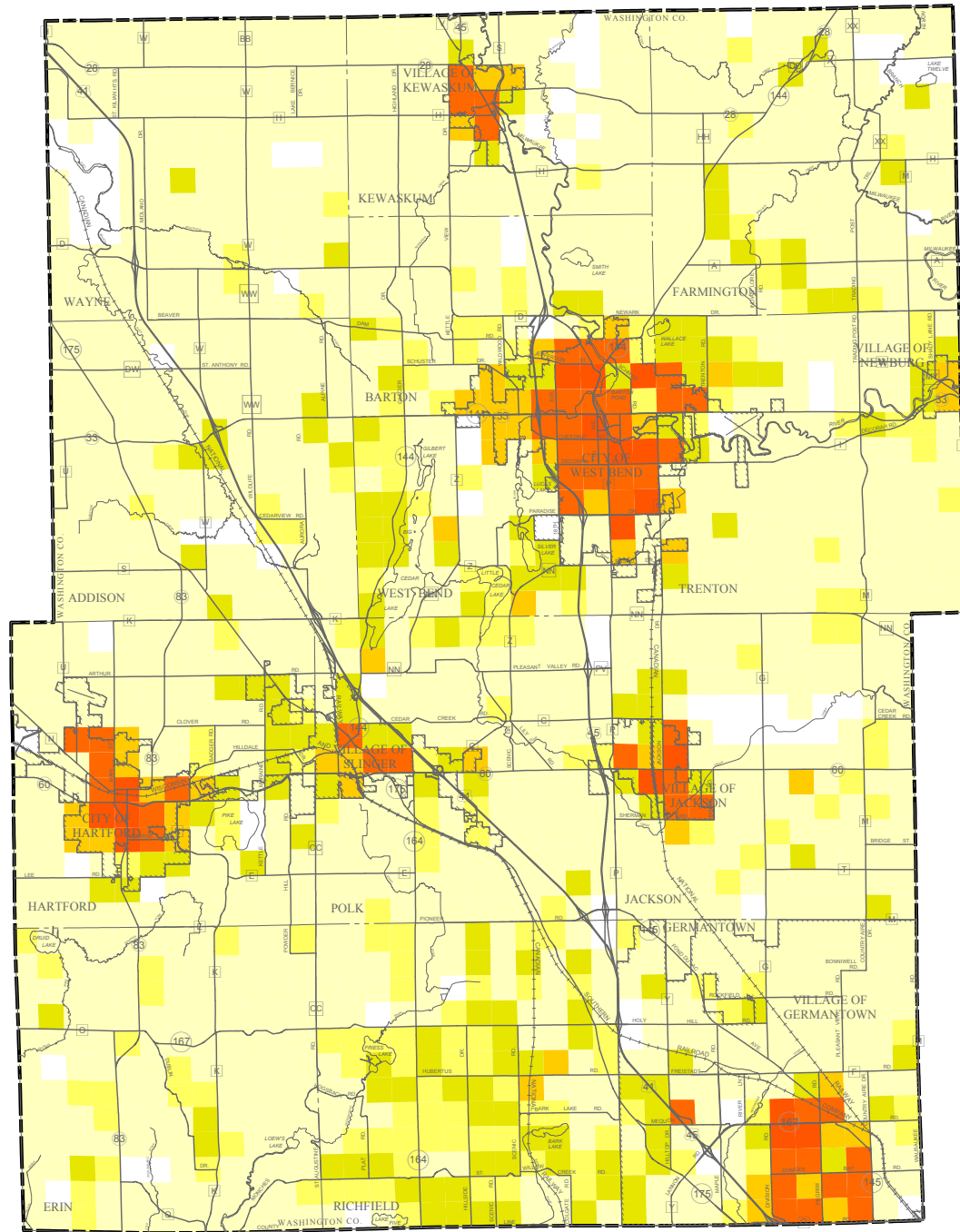
In 2010, the residential concentrations of transit-dependent persons were found mostly within the Cities of Hartford and West Bend, and the Villages of Germantown, Kewaskum, and Slinger. Transit needs in the rest of Washington County were low or moderate.

### Employment Characteristics

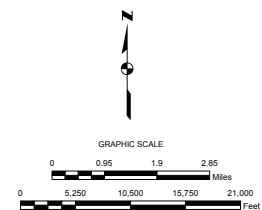
Map 3 displays employment density in 2000 by U.S. Public Land Survey quarter-section. The highest employment concentrations in the County are in the Cities of Hartford and West Bend, and the Villages of Germantown, Slinger, Jackson, and Kewaskum.

Map 1

POPULATION DENSITY BY U.S. PUBLIC LAND SURVEY QUARTER-SECTION IN WASHINGTON COUNTY: 2010



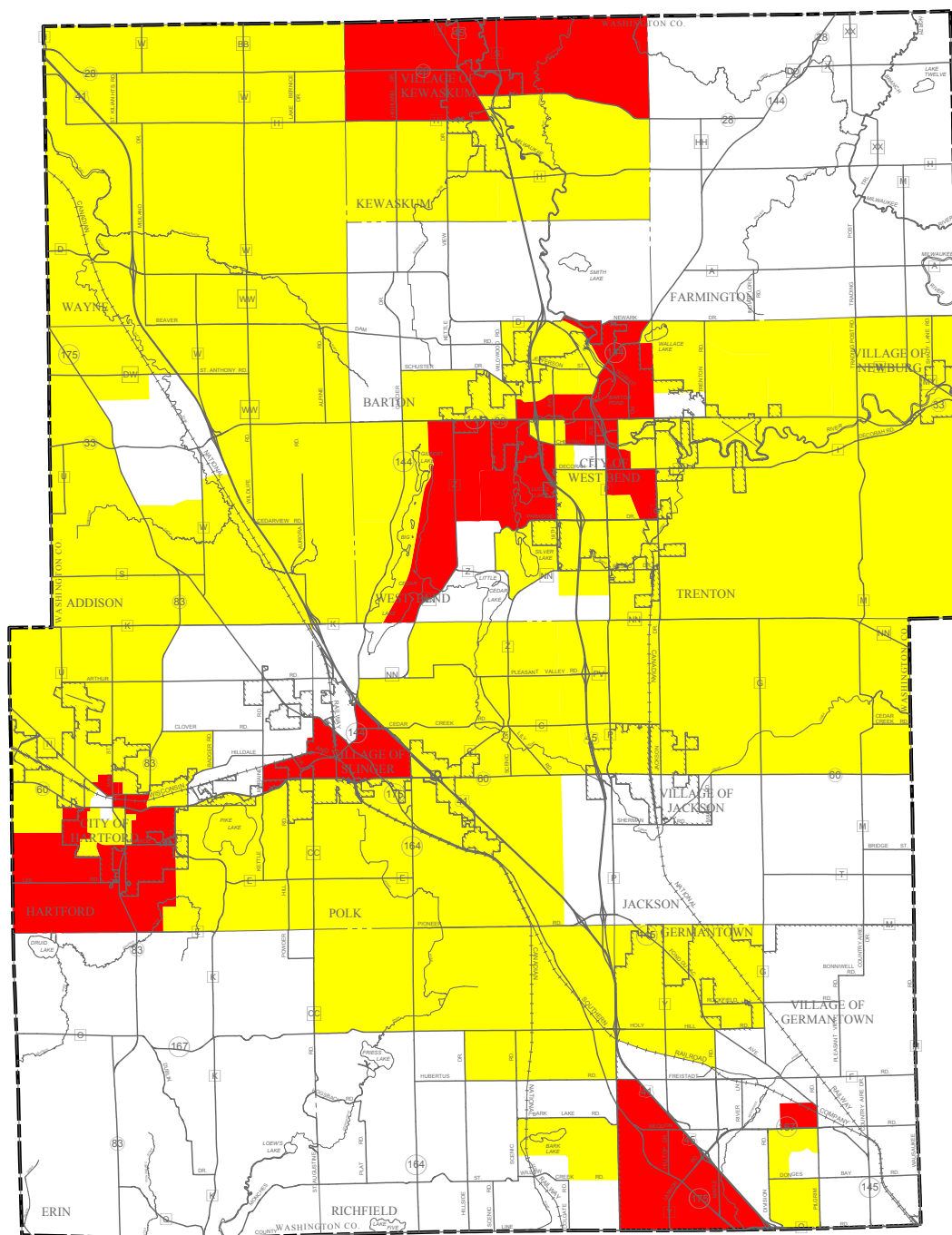
PERSONS PER U.S. PUBLIC LAND SURVEY ONE-QUARTER SECTION



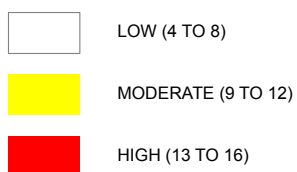
Source: SEWRPC

## Map 2

### TRANSIT NEEDS INDEX FOR WASHINGTON COUNTY: 2009

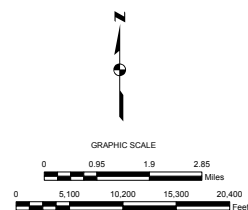


#### TRANSIT NEEDS INDEX LEVEL



#### NOTE:

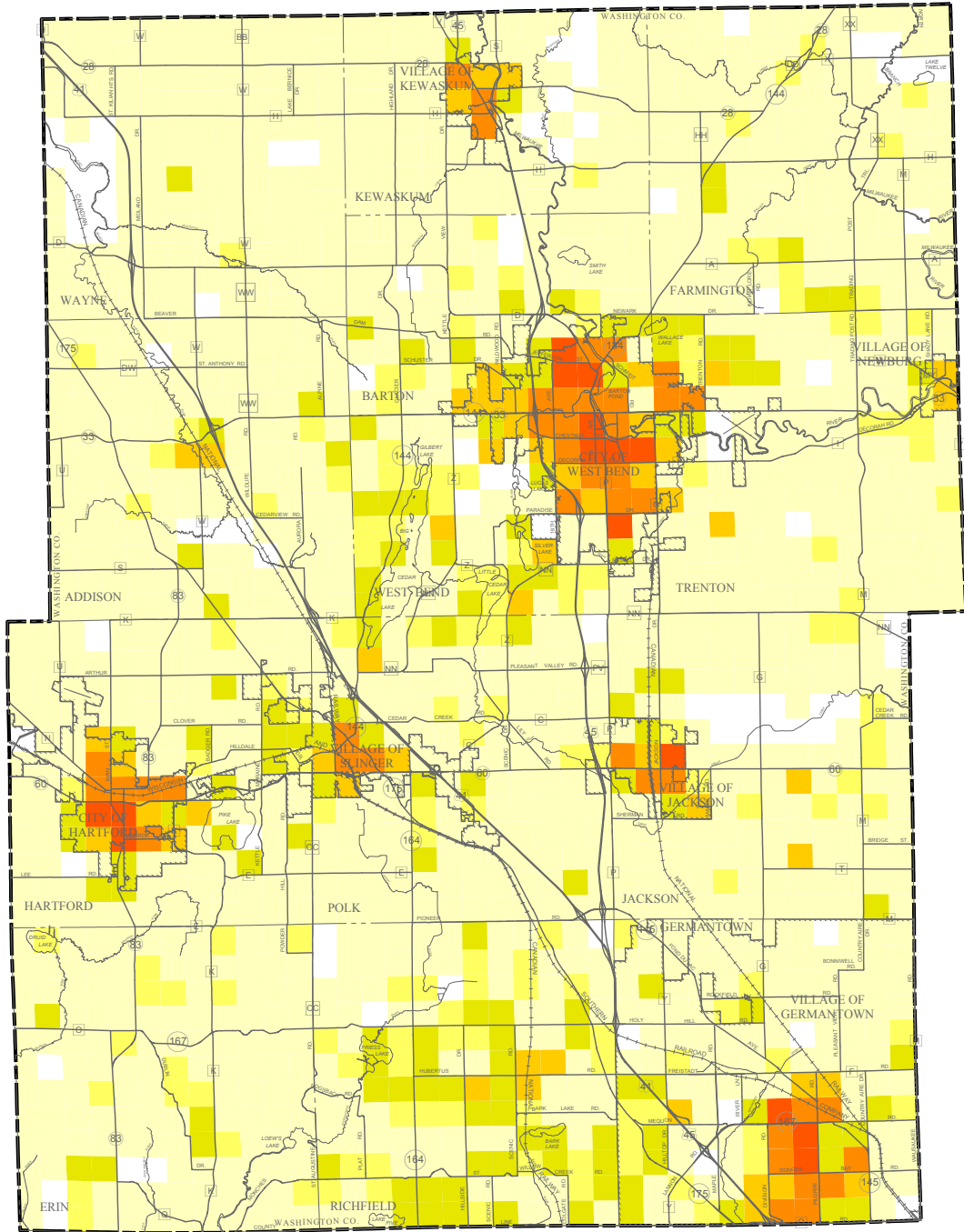
THE TRANSIT NEED INDEX IS CALCULATED BY RANKING CENSUS BLOCK GROUPS BASED ON THE PERCENT OF TOTAL POPULATION OR HOUSEHOLDS IN FOUR CATEGORIES: ELDERLY PERSONS (75 AND OLDER), PERSONS IN LOW-INCOME HOUSEHOLDS, DISABLED PERSONS, AND HOUSEHOLDS WITH NO VEHICLE AVAILABLE. EACH RANKED BLOCK GROUP IS ASSIGNED A SCORE FROM 1 TO 4, IN EACH CATEGORY, WITH A 1 FOR THE LOWEST PERCENTAGES AND A 4 FOR THE HIGHEST PERCENTAGES. THE TRANSIT NEED INDEX IS EQUAL TO THE SUM OF THE SCORES FOR ALL FOUR CATEGORIES.



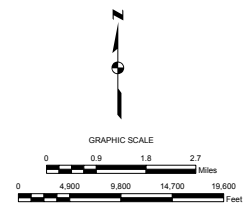
Source: U.S. Census Bureau and SEWRPC.

Map 3

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



JOBS PER U.S. PUBLIC LAND SURVEY ONE-QUARTER SECTION



Source: SEWRPC

Table 1

## TRENDS IN TRANSIT-DEPENDENT POPULATION GROUPS IN WASHINGTON COUNTY

Transit-Dependent Population Group	1990		2000		2010	
	Number	% of Total Population/ Households	Number	% of Total Population/ Households	Number	% of Total Population/ Households
Seniors (75 and older)	4,397	5	6,316	5	7,596	6
Persons in Low-Income Households <sup>a</sup>	13,648	14	13,876	12	22,159	17
Disabled Persons <sup>b</sup>	1,612	2	4,195	4	11,954	9
Households with No Vehicle Available	1,377	4	1,720	4	2,066	4
Total County Population	95,328	--	117,493	--	131,887	--
Total Number of Households	32,977	--	43,843	--	51,458	--

<sup>a</sup>An individual, such as someone who is a senior and lives in a low-income household, may be represented in more than one Population Group.

<sup>b</sup>Includes persons residing in households with a total family income less than 200 percent of the federal poverty level.

<sup>c</sup>The definition of "disabled persons" varied for the 1990, 2000, and 2010 Census. 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. For the 2010 Census, disabled persons included those persons age 15 or older who had serious difficulty living independently or a serious sensory, cognitive, or ambulatory disability.

Source: U.S. Census Bureau and SEWRPC.

### 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:

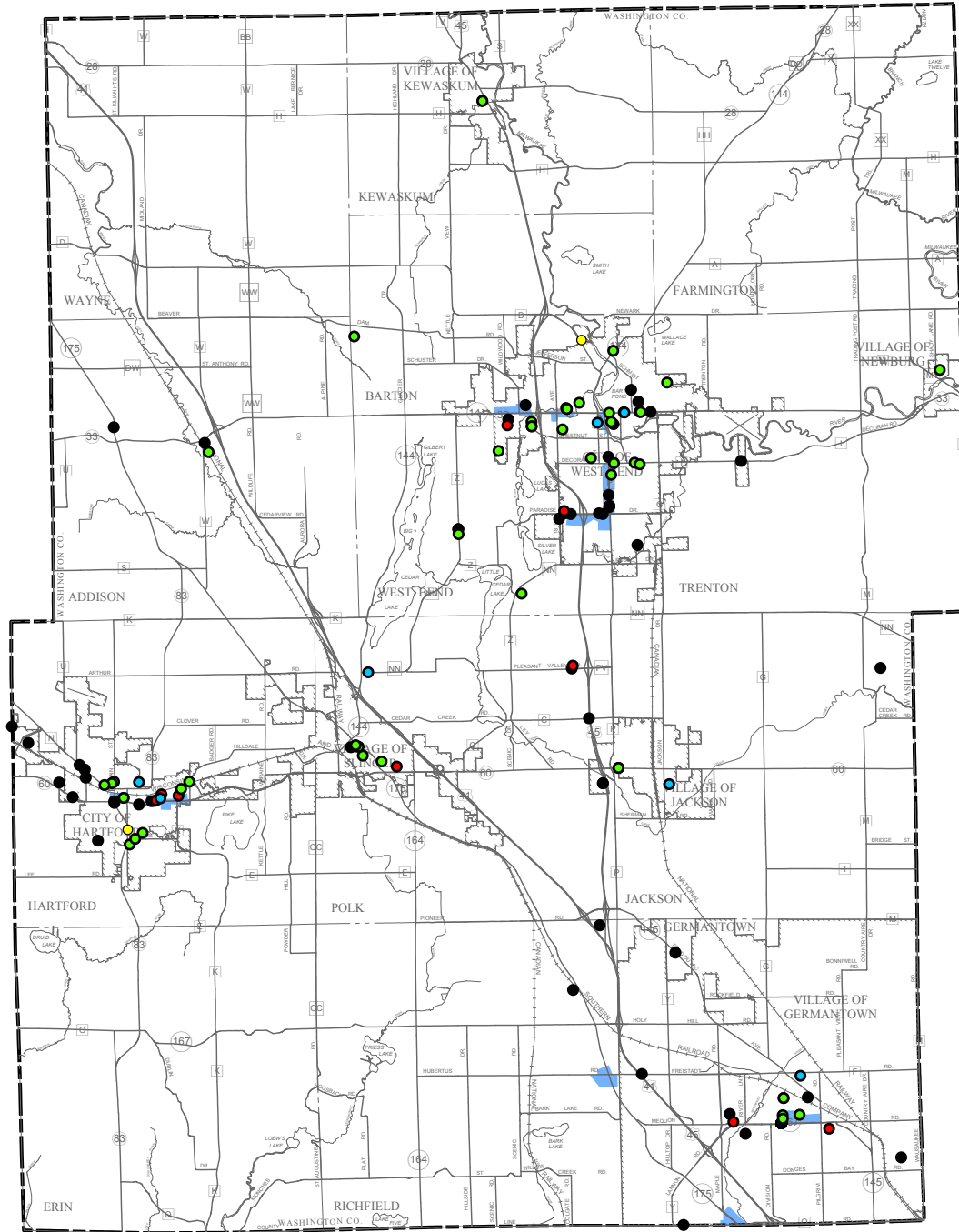
- Hospitals, Medical Centers, or Clinics with 10 or more physicians
- Job Resource Centers
- Major Commercial Areas (areas with more than 3,500 jobs in the office or service sectors, or more than 2,000 jobs in the retail trade sector)

- Major Employers with 100 or More Employees
- Major Institutions of Higher Education (the main campus of all traditional four-year colleges and universities, and the main location of public technical colleges)
- Residential Facilities for Seniors, People with Disabilities, and Low-Income Families
- Senior Centers and Senior Meal Sites

Map 4 shows their locations. Most of these activity centers are located in the Cities of Hartford and West Bend, and the Villages of Germantown and Slinger.

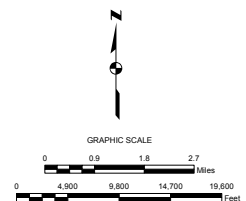
Map 4

MAJOR ACTIVITY CENTERS IN WASHINGTON COUNTY: 2012



MAJOR ACTIVITY CENTERS

- ADULT DAY CENTERS
- JOB RESOURCE CENTERS
- MAJOR EMPLOYERS WITH MORE THAN 100 EMPLOYEES
- MAJOR HOSPITALS, MEDICAL CENTERS, OR CLINICS
- MAJOR INSTITUTIONS OF HIGHER EDUCATION
- SENIOR CENTERS AND SENIOR MEAL SITES
- RESIDENTIAL FACILITIES FOR SENIORS, PEOPLE WITH DISABILITIES, AND LOW-INCOME HOUSEHOLDS
- MAJOR COMMERCIAL AREAS



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 first section of the table lists the services that are available to the general public and the second section lists the services that are 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 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 (except for travel within the

Cities of Hartford and West Bend, which are served by the Hartford and West Bend taxi systems) or between the County and the northern portion of Menomonee Falls.

- West Bend Taxi—operated by a private transit company, F.D.S. Enterprises, 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:

- 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 2

## INVENTORY OF TRANSIT SERVICE PROVIDERS IN WASHINGTON COUNTY: 2012

Local and Intercity Transit Services for the General Public								
Name of Service Provider	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
<b>Washington County</b> (262) 335-4400  <b>Washington County Commuter Express</b> (262)677-3445	Public <sup>a</sup>	Fixed route	Service from park-and-ride lots in Richfield, West Bend, and Germantown into Milwaukee metro area.	General public	Monday-Friday: 5:25 am to 7:54 pm	Cash: \$3.75 one way  Tickets: \$32.50/10 tickets	Vehicles and drivers provided by Riteway Bus Service, Inc.	\$85.20 State Urban Mass Transit Operating Assistance \$5307 Federal Urbanized Area Formula Grants
<b>Washington County Shared-Ride Taxi</b> (262) 338-2908	Public <sup>b</sup>	Advanced Reservation and Demand response, door-to-door	Washington County into northern part of Menomonee Falls	General public	Monday- Saturday: 5:00 am to 10:00 pm Sunday: 8:00 am to 4:00 pm	Distance-based. Adults: \$4.25 - \$9.00 Students: \$3.25 - \$8.00 Seniors and Disabled: \$2.50 - \$5.75	<b>4</b> 5-passenger sedans <b>3</b> 7-passenger accessible buses <b>2</b> 10-passenger accessible vans <b>7</b> 5 passenger accessible vans <b>11</b> 6 passenger accessible buses	\$85.20 State Urban Mass Transit Operating Assistance \$85.21 State Specialized Transportation Assistance Program for Counties \$5307 Federal Urbanized Area Formula Grants Washington County

Table 2 (Continued)

Local and Intercity Transit Services for the General Public								
Name of Service Provider	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
<b>A-Taxi</b>	Private, for-profit	Reservation and demand response, curb-to-curb	Wisconsin	General public	Seven days a week, 24 hours a day	\$2.20 per mile \$3.10 pick-up charge	7-passenger vans	- -
<b>Hartford City Taxi</b> (262) 673-8223	Public	Demand response, curb-to-curb	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.	General public	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	Cash: \$3.00 Senior/Disabled: \$2.75 Travel outside City limits: \$1.25 per mile Special trips to Milwaukee passenger terminals: \$41.50 first person, then \$20.50 each	<b>3</b> 7-passenger accessible vans	\$85.20 State Urban Mass Transit Operating Assistance \$5307 Federal Rural Formula Program
<b>West Bend Taxi</b> (262) 334-3096	Public	Demand response, curb-to-curb	City of West Bend and adjacent areas within 2 miles outside City limits.	General public	Monday-Saturday: 6:00 am to 10:00 pm Sunday/Holidays: 8:00 am to 4:00 pm	Adults: \$3.50 Students: \$3.00 Seniors: \$2.50	<b>7</b> 7-passenger vans <b>3</b> 9-passenger accessible vans <b>4</b> 7-passenger accessible vans	\$85.20 State Urban Mass Transit Operating Assistance \$5307 Federal Rural Formula Program

Table 2 (Continued)

Human Services Transportation Providers								
Name of Service Provider	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
<b>Balance Inc.</b> (262) 376-0695	Private, non-profit	Scheduled for activities and day trips	Ozaukee and Washington Counties	Participants in Balance Inc. programs	As required	No charge	4 accessible sedans 8 accessible vans	Family Care United Way Donations
<b>Germantown Senior Van Service</b> (262) 250-4712	Public	Advance reservation, curb-to-curb	From 5-mile radius of senior center, to destinations up to 20 miles away	Seniors 55 years and older	Monday-Friday: 9:00 am to 3:00 pm	Distance-based. Germantown Residents: \$1.00 to \$3.50 Non-residents: \$1.25 to \$3.75	1 4-passenger sedan 1 accessible minibus	Private donations
<b>Home Instead Senior Care</b> (262) 546-0226	Private, for-profit	Advanced reservation, door-through-door	Washington, Milwaukee, and Ozaukee Counties	Ambulatory individuals	Seven days a week, 24 hours a day	Private pay: \$15/half hour	1 non-accessible van	- -
<b>Interfaith Caregivers of Washington County</b> (262) 365-0902	Private, non-profit	Advance reservation, door-to-door and door-through-door	Washington County and into Milwaukee county	Residents of Washington County who are 60 years of age or older	Dependent on demand and availability of volunteer drivers	No charge	Volunteers provide their own vehicles.	Private Grants Private Donations
<b>Lifestar</b> (262) 338-9798	Private, for-profit	Advance reservation, door-to-door	Washington and surrounding Counties	Seniors & disabled individuals	Seven days a week, 24 hours a day	Private pay and Title 19 Medicaid reimbursement	7 accessible vans 3 ambulatory vans	Title 19 Medical Assistance
<b>Medical Center Foundation of Hartford</b> (262) 670-7568	Private, non-profit <sup>c</sup>	Advance reservation, door-to-door, for patients of Aurora clinics in Hartford and Slinger	Washington County	Residents of Washington County who are seniors, disabled, or without other means of transport	Monday-Friday: 7:00 am to 5:00 pm	\$2.00	Vehicles and drivers provided by Washington County Shared-Ride Taxi.	Private Donations Medical Center Foundation

Table 2 (Continued)

Human Services Transportation Providers								
Name of Service Provider	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
<b>St. Joseph's Hospital/Froedtert Health</b> (262) 334-5533	Private, non-profit <sup>c</sup>	Advance reservation, door to door	Washington County	Residents of Washington County who are patients, volunteers, or employees of St. Joseph's Hospital	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	\$2.00	Vehicles and drivers provided by Washington County Shared-Ride Taxi.	St. Joseph's Hospital
<b>The Threshold, Inc.</b> (262) 338-1188	Private, non-profit	Fixed-route, fixed-schedule, and door-to-door	Washington County	Seniors or disabled persons who participate in daily program offerings at The Threshold and other agencies.	Monday-Friday: 7:30 am to 4:00 pm Saturday: As needed Sunday: As needed	No charge	<b>10</b> 28-passenger accessible buses <b>2</b> 6-passenger accessible minivans <b>3</b> 8-passenger accessible vans <b>1</b> 10-passenger accessible minibus <b>1</b> 13-passenger minibus <b>1</b> 9-passenger van Volunteers also use own vehicles	\$5310 Federal Elderly & Persons with Disabilities Program Grants
<b>Transtar Medical Transport</b> (800) 972-8080	Private, for-profit	Advance reservation, door-to-door	Washington and Milwaukee Counties and long distance locations	Seniors & disabled individuals	Monday-Friday: 6:00 am to 6:00 pm Saturday: 6:00 am to 4:00 pm Sunday: As needed	Private pay and Title 19 Medicaid reimbursement	<b>32</b> Accessible vans	Title 19 Medical Assistance

<sup>a</sup>Service provided by Riteway Bus Service, Inc.<sup>b</sup>Service provided by Specialized Transit Services, Inc.<sup>c</sup>Service provided by Washington County Shared-Ride Taxi, through Specialized Transit Services, Inc.

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#### **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 Region and County were invited to participate in a meeting to assist in the development of the Coordination Plan (see Appendices A and B). At the meeting, Commission staff presented maps and data similar to those presented in the first three sections of this Coordination Plan. The meeting included participants from across the Region, who were divided into fourteen small groups of six to eight people each. Groups were assigned so that each group would have members from multiple counties in the Region.

The small groups went through an evaluation exercise in which they assessed how well current transportation services meet the need of residents to travel between counties in the Region. This evaluation of existing services was 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. Following this task, they were asked to use the results of their assessment to guide the development of a list of unmet transportation needs.

A summary of the key findings of the small group regional assessment and the identification of unmet regional transportation needs appears below in no particular order.

##### **Unmet Needs for Travel between Counties**

- Lack of coordination in the distribution of information on existing services across the Region.
- Limited transportation options between counties for travel to medical centers, including veterans traveling to Veterans

Administration medical facilities in Milwaukee and Northern Illinois.

- Lack of public transit or other transportation services connecting unemployed or underemployed individuals to opportunities in suburban employment areas and connecting businesses to potential employees.
- Lack of a regional transit authority to provide and coordinate transit and paratransit services across county borders.
- Lack of coordination between transit agencies on fares and service hours, increasing customer inconvenience.
- Lack of transportation services for travel from suburb to suburb.
- Limited coordination between paratransit services in adjacent counties.
- Lack of eligibility reciprocity for county-managed human services transportation programs in the Region.
- Lack of coordination between the implementation of the Region's transportation plan and entities involved in economic development in the Region.

The meeting also addressed travel needs within Washington County. During the meeting, a second set of small group discussions occurred, where participants sat at a table with other attendees from the same county to perform a similar assessment of how well current services meet the needs of residents within the County. A summary of the key findings of the assessment and the identification of unmet regional transportation needs from both meetings appears below in no particular order.

##### **Unmet Needs for Travel within Washington County**

- Lack of adequate parking to meet demand at the Park-Ride Lot on Paradise Drive in West Bend.

- Lack of specialized medical transportation from medical facilities to patient residences following treatment, to and from bariatric treatment services, and for oversized and powered wheelchairs.
- Limited sheltered transfer points between the Washington County Shared-Ride Taxi and the Ozaukee County Shared-Ride Taxi.
- 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-shift workers are unable to use transit to travel to and from jobsites.
- Lack of understanding in the healthcare community about the service capabilities

and limitations of the three public shared-ride taxi systems in the County.

- Lack of information regarding Shared-Ride Taxi and specialized medical transportation services on general information numbers (such as 211), or centralized directory websites (such as Impact 2-1-1).
- Limited passenger travel training services for individuals to use the Washington County Commuter Express and the three shared-ride taxi services in the County.
- Lack of driver training to help shared-ride taxi and specialized medical transportation drivers properly escort disabled and medical patients returning to their residences.

## 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 section is a list of Federal and State funding programs that support public transportation services. The second section includes strategies that were identified by participants at the

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 WHICH COULD BE USED IN WASHINGTON COUNTY<sup>a</sup>

Program	Type	Target rider	Eligible Applicants	Local Share (approx.)	Statewide Funding Level (approx.)	Application Cycle	Notes
Section 5307	Operating & Capital	Public in urbanized areas (>50,000)	Local public bodies	50% of project deficit	\$46.7 million	Annual (application released in early fall)	Combined with State aid (s. 85.20) to cover approximately 55% of operating expenses in urbanized areas
Section 5309	Capital	Public	Local public bodies with Urban Public Transit Systems	20% of total costs	N/A	Capital requests are competitively granted by the FTA	For fixed guideway transit capital investments
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	\$4.5 million	Biennial (application released in fall)	Combined with State funds (s.85.22)
Section 5311	Operating & Capital	Public in areas <50,000 in population	Local public bodies	<u>Operating</u> – 50% of project deficit <u>Capital</u> - 20% of total costs	\$15.6 million	Annual (application released in early fall)	Combined with State aid (s. 85.20), to cover approximately 60% of operating expenses in non-urbanized areas
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	N/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	N/A	Annual (application released in early fall)	Combined with State Division of Vocational Rehabilitation Funds to lower local share of rural projects
Section 5337	Capital	Public	Local Public Bodies	20% of total costs	\$0.8 million	Annual (application released in early fall)	Capital funds for the maintenance of fixed guideway transit and transit that operates in HOV lanes
Section 5339	Capital	Public	Local Public Bodies	20% of total costs	\$6.1 million	Annual (application released in early fall)	Capital funds for the replacement and repair of buses and bus facilities

<sup>a</sup> Due to the new federal transportation reauthorization bill (MAP-21) enacted in July 2012, certain programs listed in this table will not be available after 2013. FY 2012 funds remain from the previous transportation act to provide funding for Sections 5316 and 5317 in 2013, but following that granting process, JARC (Section 5316) funding may no longer be available to non-profits (as that program has been rolled into Sections 5307 and 5311) and New Freedom (Section 5317) is combined with Section 5310 to create the new Enhanced Mobility of Seniors and Individuals with Disabilities program. Under MAP-21, Section 5310 funding is available to local public bodies in addition to non-profits.

Source: Wisconsin Department of Transportation and SEWRPC.

Table 4

**STATE OF WISCONSIN FUNDING PROGRAMS ADMINISTERED  
BY THE WISCONSIN DEPARTMENT OF TRANSPORTATION<sup>a</sup>**

Program	Type	Target rider	Eligible Applicants	Local Share (approx.)	Annual 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	\$106.5 million	Annual (application released in early fall)	Combined with Federal transit operating assistance funds (5311 & 5307)
s.85.21	Operating & Capital	Elderly & Disabled	Counties	20% of project costs	\$13.6 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	\$1.0 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

<sup>a</sup> Due to the new federal transportation reauthorization bill (MAP-21) enacted in July 2012, certain programs listed in this table may not be available after 2013. FY 2012 funds remain from the previous transportation act to provide funding for TEAM and ETA in 2013, but following that granting process, program modifications or eliminations may be made by the Wisconsin Department of Transportation.

Source: Wisconsin Department of Transportation and SEWRPC.

More information on Federal and State funding programs can be found on 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 Coordination Planning meeting were asked to consider strategies to address the unmet needs that they had already identified. At the meeting, Commission staff provided information on strategies proposed in the 2008 Coordination Plans to illustrate potential strategies to improve transportation service.

Small groups were asked to use their previously created list of unmet transportation needs for the Region to guide their development of strategies, and then each group informed the remainder of the

participants at the meeting of their suggested strategies. After some discussion, participants were asked to vote on their preferred strategies to address the Region's unmet transportation needs, which led to the creation of the following prioritized list of strategies.

### Strategies for Addressing Unmet Travel Needs between Counties

1. Establish a regional transit authority with a dedicated funding source.
2. Create a staffed call center for information about all public transportation and human services transportation. This call center could be built from the existing Southeast Wisconsin Transit Systems marketing partnership, and coordinated with an effort to increase education and outreach to the public.

3. Until a regional transit authority is established, improve and strengthen services that cross county lines to increase job access transportation, including creating a transfer point – potentially an existing MCTS bus stop near the Ozaukee County border – for Ozaukee County’s taxi service and the Milwaukee County Transit System and its associated Transit Plus paratransit service.
4. Increase non-urgent medical transportation options for individuals not eligible for Medicaid.
5. Increase the availability of Demand Response services outside of Milwaukee, Ozaukee, and Washington Counties.
6. Consolidate functions and share resources among transportation providers. Some potential areas to share or consolidate include:
  - a. Consolidated call center for trip reservations or scheduling
  - b. Shared operating or support services, such as software, driver training, or drug testing programs
7. In lieu of a regional transit authority, the State should develop rules, policies, and procedures to guide the development and operation of local transit systems, which local transit systems would be required to follow.
8. Require memorandums of agreement or understanding between transit agencies to provide service across county borders as a stipulation for receiving state transit assistance.
9. Create a risk pool for specialized medical transportation providers to address cost issues with liability insurance.
10. Increase funding for mobility managers to assist them in coordinating across county lines, and create a liaison to coordinate all mobility managers in the region.
11. Establish consistent fare structures, eligibility requirements, and service hours for similar types of service in all counties.

This will increase clarity and understanding by the public concerning services and how to use them.

12. Purchase new vehicles for transportation services, such as accessible vans or buses for wheelchair passengers.

Participants also developed a list of strategies for addressing unmet needs for travel within Washington County. At the meeting, a second set of small group discussions occurred, where participants sat at a table with other attendees from the same county to follow up their identification of unmet needs with a list of strategies to address those needs. That discussion resulted in this prioritized list of strategies that the participants believed were appropriate for Washington County.

#### Strategies for Addressing Unmet Travel Needs within Washington County

1. Educate medical providers and facilities about the capabilities and limitations of the County, Hartford, and West Bend shared-ride taxi services to transport patients and the disabled. Develop a checklist for staff to determine if a ride request is appropriate to ensure proper utilization of public services without misuse.
2. Create a digital version of the annually-updated “*Transportation Service Directory for Washington and Ozaukee Counties*” to provide to 211 and online service directories.
3. Request assistance from WisDOT to expand the Paradise Drive Park-Ride Lot in West Bend to better serve customers of the Commuter Express bus service.
4. Study need and locations for a southern transfer point between the Ozaukee County and Washington County shared-ride taxi services. Coordinate with Ozaukee County to identify a location and construct a shelter if needed.
5. Establish expanded passenger and driver training programs to increase safety and convenience for disabled passengers and

medical patients returning to their residences following treatment.

6. 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, such as the Keys to Work Auto Loan Program sponsored by Waukesha-Ozaukee-Washington Workforce Development, Inc.

## **VI. PLAN IMPLEMENTATION**

Attendees of the Coordination Planning meeting were also asked to consider who should be responsible for implementing each of the identified strategies. Some of the potential responsible parties that the Washington County participants identified are listed below.

### **Transportation Coordinating Committee and Washington County**

- Educate medical providers and facilities about shared-ride taxi services to improve proper utilization of services.
- Create and distribute a digital version of the Transportation Service Directory, including providing updated information to the 211 service provider.
- Coordinate with WisDOT to expand the park-ride lot in West Bend.

- Coordinate with Ozaukee County to study and establish a southern shared-ride taxi transfer point if needed.
- Expansion and improvement in service of the County's Commuter Express and Shared-Ride Taxi services.

### **Transportation Providers**

- Educate medical providers and facilities about shared-ride taxi services to improve proper utilization of services.
- Increase driver and passenger training programs to encourage proper escorting of disabled passengers and passengers who recently received medical treatment.
- Continue to purchase accessible vehicles as needed.

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## **APPENDICES**

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## Appendix A

### AGENCIES AND INDIVIDUALS INVITED TO ATTEND MEETINGS 2012 COORDINATION PLANNING IN SOUTHEASTERN WISCONSIN

In addition to those listed below the County Executive, Chair of the County Board, Mayor, Village President, and Town Chair of each county and municipality in the Region were also invited to the meetings.

#### KENOSHA COUNTY

Valjean Abrahamson .....	Assistant Transportation Manager, Kenosha Achievement Center, Inc.
Char Adams .....	Senior Administrator, Washington Manor
Bryan Albrecht .....	President, Gateway Technical College
Steve Anderson.....	Chief Executive, DRS Medical Transport
Doug Bartz .....	Job Center Manager, Kenosha County Job Center
Sarah Beck.....	Kenosha Coordinator, Day Break Program
Ethan Bickle .....	Vice President of Ambulance Services, Midwest Medical, Inc.
Gary Brown .....	Executive Director, Kenosha Area Family and Aging Services, Inc.
Doris Carnahan.....	Citizen
Helen Cox.....	Aurora Medical Center
Rachel DeWildt .....	Information and Assistance Coordinator, Kenosha County Aging and Disability Resource Center
Michelle Dolnik.....	Mobility Manager, Kenosha Area Transit
Kim Egan.....	Social Services, Claridge House
Arneetrice Ellerman.....	State of Wisconsin Office for the Blind and Visually Impaired
Bill Erickson.....	Special Projects Manager, Kenosha County Job Center
Carolyn Feldt.....	Manager, Elder & Disability Services, Kenosha County Department of Human Services
Julie Ferraro.....	Supervisor, Division of Vocational Rehabilitation
Marla Fischer.....	Social Worker, St. Catherine's Kidney Center
Adelene Greene .....	Director Workforce Development, Kenosha County Department of Workforce Development
Derrell Greene .....	Director, Veterans Service Office
Terry Helton .....	LJH Ambulance
Marieta Huff .....	Congregations United to Save Humanity
Ron Iwen .....	Director of Transportation, Kenosha Area Transit System
Denise Jacob.....	Director, Kenosha Senior Citizens Center
Diana Jaeger .....	Director, Westosha Community Center
John Jansen.....	Director, Kenosha County Department of Human Services
LaVerne Jaros.....	Director, Kenosha County Aging and Disability Resource Center
Ed Jenkins.....	Citizen
Linda Johnson.....	Coordinator, Day Break Program
Susan Koehn.....	Coordinator, Southeastern Wisconsin Workforce Development Agency
Kurt Kowalski .....	Director, Recovery Medical Transport
Annette Krause.....	Kenosha County Aging and Disability Resource Center
Joann Kuehl.....	Supervisor, Community Care, Inc.
Debbie Lamb .....	Administrator, Kindred Nursing and Rehab Center - North
Jaymie Laurent .....	Social Worker, United Hospital System
Karen Lockwood .....	Citizen
Donna Menarek .....	Outreach Coordinator, Society's Assets

## **KENOSHA COUNTY (cont.)**

Diana Mengo ..... Coordinator, Day Break Program - Bristol  
Joyce Mitchell ..... Director, St Joseph's Adult Day Care  
Shanon Molina ..... Society's Assets, Inc.  
Mike Nardi ..... Owner, Southport Transportation, Inc.  
Diane Nichols ..... Administrator, Kindred Healthcare South (Sheridan Medical Complex)  
Karen Olufs ..... Director of Independent Living, Society's Assets, Inc.  
Lynda Orsburn ..... Owner, Ktown Transportation, Inc.  
Fran Petrick ..... Director, Brookside Care Center  
Sharon Pomaville ..... Sharing Center  
Bob Prudon ..... Owner, Southport Transportation  
Cheryl Roberts ..... Director of Nursing, Claridge House  
Sue Roknic ..... Disability Benefit Specialist, Mental Health Aging and Disability Resource Center  
Colleen Sandt ..... Administrator, Grande Prairie Health and Rehabilitation Center  
Helen Schultz ..... Resident Manager, Silvercrest Apartments  
Barbara Tenuta ..... Volunteer Escort Service, Kenosha Area Family and Aging Services, Inc.  
Lisa Thompson ..... Citizen  
Jim Truchan ..... Kenosha County Department of Disability Services  
Carol Wilke ..... Acting Director, Lakeview RecPlex  
Paula Williams ..... Executive Director, Kenosha Achievement Center, Inc.  
Erin Winch ..... Director of Therapeutic Recreation, Village of Pleasant Prairie  
Lauren Zeilsdorf ..... Director Of Meals On Wheels, Kenosha Area Family and Aging Services, Inc.  
Representative ..... Forward Transport, Inc.

## **MILWAUKEE COUNTY**

Joe Alaka ..... Phase II Care Transport, Inc.  
Rhulene Artis ..... All Care Transportation, LLC  
Tony Baez ..... Director, Council for the Spanish Speaking  
Stephanie Baker ..... First Transit, Inc.  
Barbara Bechtel ..... Director, Milwaukee County Department on Aging  
Barbara Beckert ..... Office Director, Disability Rights of Wisconsin  
Kelly Blaschke ..... Vice President, Maximus  
Dan Boehm ..... Director of Administration, Milwaukee County Transit System  
Azie Bonds ..... V.E. Carter Development Group  
Sue Braden ..... Member, Wauwatosa Senior Commission  
Stacy Brooks ..... TLC, Inc  
Patrick Brown ..... Executive Director, Badger Association of the Blind and Visually Impaired  
Robin Buchmeier-Marrero ..... Life Navigators, Inc.  
Chakaris Buckley-Marshall ..... Executive Assistant, Center for Veterans Issues  
Earl Buford ..... Executive Director, Wisconsin Regional Training Partnership  
Michael Carter ..... Chief Executive Officer, V.E. Carter Development Group  
Carey Cohen ..... Transportation Coordinator, Jewish Community Center  
Lea Collins-Worachek ..... WDA 2 Director,  
Department of Workforce Development - Division of Vocational Rehabilitation  
Hector Colon ..... Director, Milwaukee County Health and Human Services  
Abdul-Rashab Diaad ..... Business Manager, Mt. Castle Corporation  
Ricardo Diaz ..... Executive Director, United Community Center  
John Doherty ..... Transit Express, Inc  
Brian Dranzik ..... Interim Director,  
Milwaukee County Department of Transportation and Public Works  
Peg DuBord ..... CEO and President, Transitional Living Services, Inc.  
Jim Duff ..... Acting Director, Veterans Service Office

## MILWAUKEE COUNTY (cont.)

Ella Dunbar..... Ways to Work, Social Development Commission  
Dawn Gelle..... Vice President, Policy Studies-Job Center Northwest  
George Gerharz ..... Allied Community Solutions  
Catherine Girard..... Vice President of Development, Goodwill Industry of Southeast Wisconsin  
Lloyd Grant, Jr. .... Managing Director, Milwaukee County Transit System  
Kim Grove..... American Cancer Society- Milwaukee Division  
Michael Gutowski ..... District Coordinator, Milwaukee Public Schools - Division of Special Needs  
Darlene Hall ..... Mobility Manager, Milwaukee County Transit System  
Daniel Haney ..... Community Care, Inc.  
Todd Honeyager ..... Penfield Childrens Center  
LaPricia Hooks ..... Kadyn's Transportation, Inc.  
Jeanne Hossenloop ..... Vice Provost for Research and Dean of the Graduate School,  
Marquette University Graduate School  
Marlena Jackson ..... Patient Relations, Froedtert Healthcare  
Dorothy Jackson ..... E & D Transportation, Inc.  
John Kaminsky ..... Milwaukee County Health and Human Services  
Thomas Kearney..... Chief of Operations, Third District Community Justice Center  
Linda Marie Kelly ..... Citizen  
Kathy Kemnitz ..... Transportation Coordinator, Children's Hospital of Wisconsin - Family Services  
Tom Kenney ..... Mobility Manager, Milwaukee County Transit System  
Shiela Knox ..... Director, Milwaukee Job Service District,  
Department of Workforce Development  
Leslie LaBonte ..... Program Development Director,  
Badger Association of the Blind and Visually Impaired  
Terry Love ..... Wilders Transport, Inc.  
Geri Lyday..... Disability Services Division Administrator,  
Milwaukee County Health and Human Services  
Lupe Martinez ..... Director, United Migrant Opportunity Service  
Morgen McClelland..... First Transit, Inc.  
John Miller ..... CEO and President, Goodwill Industry of Southeast Wisconsin  
Robert Miranda..... Executive Director, Esperanza Unida, Inc.  
Dan Misch ..... Supervisor, Curative Care Network  
Matthew Mueller ..... Director of Government Funding, Ways to Work  
Katherine Murphy ..... Aurora Healthcare - Transportation Services  
Don Natzke ..... Executive Director, Milwaukee County Office for Persons with Disabilities  
Kristin Neitzel ..... Director, Children's Hospital of Wisconsin - Family Services  
Ubalvo Nieves ..... Milwaukee Center for Independence  
Judi Parmeter ..... Chair, Wauwatosa Senior Commission  
Mattie Payne..... Vice Chair, Milwaukee County Commission on Aging  
Paula Penebaker..... CEO, YWCA of Greater Milwaukee  
Carmela Peot ..... Paratransit Services, Milwaukee County Transit System  
Mark Poffinbarger ..... Division of Vocational Rehabilitation  
Gary Portenier ..... Program Planning Coordinator, Milwaukee County Department on Aging  
John Possell ..... Fiscal Director, Milwaukee Careers Cooperative  
Linda Ragland ..... DCS Transport, Inc.  
Mario Reed ..... United Migrant Opportunity Service  
Mazen Rezk ..... Manager, City Wide Transit Cooperative  
Richard Robbins ..... Audio Services Coordinator, Audio & Braille Literary Enhancement  
Sylvia Rutledge ..... Exact Transport, LLC  
Dennis Ryan ..... Contract Specialist, Milwaukee County Department on Aging-Family Care  
Bob Sayner ..... Community Advocates  
Krista Scheel..... Program Director, Alzheimer's Association - Southeastern Wisconsin Chapter

## MILWAUKEE COUNTY (cont.)

Mary Schinkowitch ..... Assistant Director,  
Independent Living Program, United Cerebral Palsy of Southeast Wisconsin

Sheri Schmit ..... Southeast Urban Planning Manager, Wisconsin Department of Transportation

John Schnabl ..... Director, Southeastern Wisconsin Area Agency on Aging

Lee Schulz ..... Executive Director, Independence First

Cynthia Simpson ..... Administrator, House of Jabez, LLC

Mary Smarelli ..... President, Transit Express, Inc.

Kenneth Smith ..... Smith Transportation, LLC

Bill Solberg ..... Community Services, Columbia - St. Mary's Hospital

Meg Steimle ..... Outreach Specialist, Children's Hospital of Wisconsin

Donald Sykes ..... President/CEO, Milwaukee Area Workforce Investment Board

Rocco Vento ..... First Call Medical Staffing

Johnny Walker ..... J.W. Transport, LLC

Jessie Weathersby ..... Service Coordinator, Lutheran Social Services Of Wisconsin

Andrea Weddle-Henning ..... Transportation Planner,  
Milwaukee County Department of Transportation and Public Works

Linda Wiedmann ..... Meda-Care Ambulance Service

Nichole Yunk ..... Director,  
Center for Driver's License Recovery & Employability, Milwaukee Area Technical College

Nathan Zeiger ..... Executive Director, Bell Therapy, Inc.

Representative ..... Mi Familia Counseling Center

Representative ..... Wheaton Franciscan Healthcare

Representative ..... Able Care Transport, Inc.

Representative ..... Action Transport Service, Inc.

Representative ..... Adams Transportation, Inc.

Representative ..... Always In Motion, Inc.

Representative ..... Amera-Care Transport, Inc.

Representative ..... American United Taxi Company, Inc.

Representative ..... B and H Transportation, Inc.

Representative ..... Big Tao & Associates, Inc.

Representative ..... Blessed & Qualified Transportation, LLC

Representative ..... Countryview Transport, Inc.

Representative ..... Curative Transportation Services, Inc.

Representative ..... Dependable Express, LLC

Representative ..... Destiny Transport Service, Inc.

Representative ..... Ester Care Transportation, Inc.

Representative ..... FH & C Supportive Living Caren, Inc.

Representative ..... Go-Kay Care Transport, Inc.

Representative ..... Hope Transport, Inc.

Representative ..... Lavell's Transportation, Inc.

Representative ..... Let it Ride Transport, Inc.

Representative ..... M Transport, Inc.

Representative ..... Quality of Life Services, Inc.

Representative ..... S J Transportation, Inc.

Representative ..... The Only Way Transport, Inc.

Representative ..... Three Wheel Scooter Care, Inc.

Representative ..... Todd Transit, Inc.

Representative ..... Trumed Transport Service, Inc.

Representative ..... VA Transportation, Inc.

Representative ..... Your Transportation Company, Inc.

## OZAUKEE COUNTY

Dave Balester ..... Ohana Ambulance and EMS, Inc.  
Steve Bornstein..... Director, American Red Cross- Greater Milwaukee Chapter  
Kenneth Brown..... Veterans Service Office  
Robert Dreblow .....Highway Commissioner, Ozaukee County Highway Department  
Merideth Dressel ..... WDA Director, Workforce Development Area 3  
Eileen Engl ..... Adult Services Supervisor, Ozaukee County Human Services  
Cheri Farnsworth.....Executive Director, Ozaukee Family Services  
Mary Ferrell.....Ozaukee Aging and Disability Resource Center  
Barbara Fischer..... Executive Director, Advocates of Ozaukee  
Shea Halula..... Executive Director, Starting Point of Ozaukee (Ozaukee Council)  
Dan Haney ..... Community Care, Inc.  
Robert Haupt .....Director, Ozaukee County Human Services  
Jo Heckenbach..... COPE Services, Inc.  
Cindy Helm ..... President, Ozaukee County Arc, Inc.  
Mary Kay Howie ..... Lutheran Social Services- Mequon  
Catherine Kiener..... Director, Port Washington Senior Center  
Carol LaFontaine ..... Senior Supervisor, Cedarburg Senior Center  
Mike Lappen.....Behavioral Health Manager, Ozaukee County Human Services  
Craig Modahl.....Balance, Inc.  
Rachel Pantaleo .....Economic Support, Ozaukee County Social Services  
Stephanie Phillips .....President, Community Comfort Transport  
Michelle Pike.....Director, Ozaukee Aging and Disability Resource Center  
Suzanne Plant .....Manager-Specialized Transport Services, Inc.,  
Ozaukee County Shared Ride Taxi  
Renie Rathke ..... Executive Director, Ozaukee County Family Enrichment Center  
John Schnabl..... Director, Southeastern Wisconsin Area Agency on Aging  
Bill Solberg..... Community Services, Columbia - St. Mary's Hospital  
Maureen Squire ..... Executive Director, Interfaith Caregivers of Ozaukee County  
Hoyt Stastney .....Director, Family Sharing of Ozaukee County  
Boyd Stoffell ..... Owner, Transtar Medical Transport, Inc.  
Carol Stuebe ..... Director, Portal Industries, Inc.  
Jason Wittek ..... Transit Superintendent, Ozaukee County Transit Services  
Representative ..... ASAP Transportation, Inc.  
Representative .....Hi Tech Care Transport, Inc.  
Representative ..... L & W Transportation, Inc.  
Representative .....Med Group Transportation, Inc.

## RACINE COUNTY

Reid Aaron .....Commandant, Wisconsin Veteran's Home - Union Grove  
Julie Anderson..... Director, Racine County Department of Planning and Development  
Beverlee Baker ..... UW Extension  
Karen Bayer.....Executive Director, Racine Association of Manufacturers and Commerce  
Sarah Brossard-Street .....Mobility Manager, Racine County Human Services  
Emily Capelle ..... Goodwill Industries of Southeastern Wisconsin  
Bruce Davis ..... Director, Retired and Senior Volunteer Program of Racine County (RSVP)  
Jonathan Delagrave ..... Human Services Director, Racine County Human Services  
Bobby Dyson ..... Fulfilling a Need  
Sandy Engel..... Executive Director, The ARC of Racine County  
Rebecca Ewald ..... Village Administrator, Village of Waterford  
Ninna Frank ..... Outreach Specialist, Racine County Aging and Disabilities Resource Center  
Debby Ganaway .....Executive Director, National Alliance on Mental Illness--Racine

## **RACINE COUNTY (cont.)**

Marty Garb ..... General Manager, First Transit, Inc.  
Molly Gilgenbach..... Goodwill Industries of Southeastern Wisconsin  
Michelle Goggins ..... Director, Racine County Aging and Disabilities Resource Center  
Terri Gray ..... Executive Director, Greater Union Grove Area Chamber of Commerce  
Geoffrey Greiveldinger ..... Chief of Staff, Office of County Executive  
Debra Harris ..... Citizen  
Sherry Hartog ..... Women's Resource Center  
Karolyn Hermes..... Supervisor of Hospital Social Services,  
Wheaton Franciscan Health Care - All Saints  
Tamarin Heyward..... President, Racine Interfaith Coalition  
Pamela Higgenbottom ..... First Transit, Inc.  
Dawn Jardee ..... Transportation Coordinator,  
Western Racine County Special Education Cooperative  
Adela Kneupp ..... Racine County Human Services  
Tom Knitter ..... President, Racine County TRIAD  
John Kramer ..... Chief, DRS Medical Transport, Inc.  
Tom Kramer ..... Town Business Manager/Treasurer, Town of Norway  
Bonnie Lee ..... Chairperson, iTN Racine County  
Bill Lee ..... Racine County Opportunity Center  
Susanne Malestic ..... Senior Resource Coordinator, Aurora Burlington Clinic  
Dave Martin..... Leadership Racine/QPS Companies  
Perry Mueller..... Community Care Organization  
Al Nelson..... CEO, Erickson Ambulance, Inc.  
Janet Nixon..... Veterans Center  
Alice Oliver ..... Manager, Workforce Development Center  
Hope Otto ..... Financial Assistance Division Manager, Racine County Human Services  
Mary Perman ..... Racine County Human Services, Burlington Office  
Sally Pieske ..... K & S Medical Transport, Inc.  
Bonnie Reineke ..... The ARC Western Racine  
Steven Rogstad..... Owner, Kenson's Enterprises Senior Shuttle  
Sylvia Rutledge ..... Exact Transport, LLC  
Mike Schmidt ..... Director of Operations, Medix, Inc.  
Bill Schoessling..... Executive Director, Love, Inc.  
Heather Smith..... Adult Day Services Leader, Lincoln Lutheran Adult Day Services  
Mary Jean Smith..... Adult Services Division Manager, Racine County Human Services  
Laura Spalding ..... Careers Industries, Inc.  
Al Stanek ..... Manager, City of Racine Transit and Parking Division/Belle Urban System  
Patrick Starken ..... Transportation Specialist, Racine Unified School District  
Colleen Swan..... Racine County Human Services, Burlington Office  
Eric Thompson ..... President, Burlington Chamber of Commerce  
Lyle Tietel ..... Tietels Transport, Inc.  
Nicole Urquhart..... Owner, Baby Express, Inc.  
Jan Wiget..... Village Administrator and Director of Public Works, Village of Union Grove

## **WALWORTH COUNTY**

Elizabeth Aldred..... Deputy Director, Walworth County Health and Human Services  
Marc Barr ..... Walworth County Job Center/Dynamic Workforce Solutions, Inc.  
Wendy Betley ..... Regional Services Coordinator, Alzheimer's Association  
David Bretl ..... County Administrator, Walworth County Administration  
Michael Cotter..... Deputy Corp Counsel, Walworth County Land Use & Resource Management  
Jerry Grant..... Chairperson, Health & Human Services Board

## WALWORTH COUNTY (cont.)

Mike Harry ..... Walworth County Job Center/ Dynamic Workforce Solutions, Inc.  
Patricia Heitz ..... LaVigne Transportation, Inc.  
Bernadette Janiszewski..... Nursing Home Administrator, Lakeland Health Care Center  
Jennifer Johnson..... Aurora Lakeland Medical Center  
Patricia Johnson..... WDA Director, Workforce Development Area 1  
Christine Jordan..... Veterans Officer, Veterans Service Office  
John Kramer ..... Chief, DRS Medical Transport  
Colleen Lesniak ..... Volunteer Organizer, Walworth County  
Lori Muzatko ..... ADRC Director, Aging and Disability Center of Walworth County  
Patti O'Brien ..... Volunteer Connections, Inc.  
Patti Pagel..... Senior Care Project Coordinator, Aurora Health Center  
Marilyn Putz ..... Director, Walworth County Job Center  
Sheldon D. Rock..... Delavan Taxi Services  
Nancy Russell..... Chairperson, Walworth County Board of Supervisors  
Kenneth Sathern ..... Chairperson, ADRC Governing Board  
Doug Saubert..... City of Whitewater Taxi Service  
John Schnabl..... OAA/Special Projects Manager,  
Greater Wisconsin Agency on Aging Resources, Inc.  
Terry Schuerman ..... Walworth County Job Center  
Linda Seemeyer ..... Director, Walworth County Health and Human Services  
Jennifer Selz ..... ADRC Supervisor, Aging and Disability Center of Walworth County  
Cynthia Simonsen..... Executive Director, VIP Services, Inc.  
Eppy Smith ..... Society's Assets, Inc.  
David Thompson ..... Deputy Director, Walworth County Health and Human Services  
Elisabeth Watson..... Director, Disabled Student Services, University of Wisconsin - Whitewater  
Roger Zierfuss ..... Transportation Supervisor, Walworth County Health and Human Services  
Representative ..... A-1 Lake Geneva Limousine & Luxury Taxi, Inc.  
Representative ..... Brown's Cab Service, Inc.  
Representative ..... Cab-Care Transportation, Inc.  
Representative ..... Cardinal Transport Service, Inc.  
Representative ..... Edgerton Taxi, Inc.  
Representative ..... Express Taxi & Limousine Service, LLC  
Representative ..... Lakes Area Taxi, Inc.  
Representative ..... Paratech Ambulance Service, Inc.  
Representative ..... Lake Geneva Senior Cab

## WASHINGTON COUNTY

Lisa Alves ..... Hartford City Taxi  
Mark Baldwin..... Veterans Service Office  
John Beisber ..... ARC of Washington County  
Michael Bloedorn..... Washington County Human Services  
John Bloor ..... Executive Director, The Threshold, Inc.  
D. J. Blum..... Program Coordinator, WOW Workforce Development  
Joe Bonnett ..... Care Wisconsin, Inc.  
Jean Brill..... Germantown Senior Center  
Mark Brunner ..... Chairman, Citizen Advocacy of Washington County, Inc.  
Heather Byron ..... Program Specialist, Trans. & Lodging,  
American Cancer Society - Midwest Division  
Dan Cooper..... Personalized Transportation Services  
Phillip Corona..... Independence First  
Andrew Dresang..... Manager of Community, Froedert Health - St. Joseph's

## WASHINGTON COUNTY (cont.)

Jon Edgren ..... Highway Commissioner, Washington County Highway Department  
Laura Eggert ..... Executive Director, Medical Center Foundation of Hartford  
Evie Fritche ..... Director, Hartford Senior Center  
Wes Gaedtke ..... Manager - FDS, West Bend Taxi  
Debi Genthe ..... Interfaith Caregivers of Washington County  
Dan Goetz ..... Chairperson Transportation Committee,  
Washington County Board of Supervisors  
Mike Hermann ..... Director of Parks and Recreation, Hartford City Taxi  
Candy Hoffman ..... American Red Cross - West Bend Chapter  
Steve Jaberg ..... Cedar Community  
Steve Johnson ..... Specialized Transportation Services, Inc.  
T.J. Justice ..... Director, West Bend Department of Community Development  
Jenny Kertscher ..... Washington County Social Services  
Maria Kikstra ..... ADS Director, The Threshold, Inc.  
Betty Kristan ..... Cedar Ridge Retirement Campus  
Mike Krueger ..... President, Life Star Medical Transport  
Jessica Malec ..... Community Care, Inc.  
Amy Maurer ..... Froedert Health - St. Joseph's  
Autumn Misko ..... Resource Specialist, IndependenceFirst  
Julieann Nolan ..... Economic & Community Development Executive Assistant, City of West Bend  
Linda Olson ..... Director, Washington County Aging and Disability Resource Center  
Jenny Patterson ..... Care Wisconsin, Inc.  
Mark Piotrowicz ..... City of West Bend Taxi  
John Schnabl ..... Director, Southeastern Wisconsin Area Agency on Aging  
Mary Sherman ..... Advocate, Independence First  
Linda Smith ..... Community Outreach Coordinator, Community Memorial Hospital  
Edward Sommers ..... Administrator, Samaritan Health Center  
Joseph Steier III ..... Transit Manager, Washington County Highway Department  
Faye Talatzko ..... Consultant, Washington County Transportation - PMSI  
Joy Tarkowski ..... Manager,  
Washington County Shared Ride Taxi, Specialized Transportation Services, Inc.  
Tonya Villwock ..... Independent Living Coordinator, Independence First  
Michelle Wagner ..... Consultant, Washington County Transportation - PMSI  
Bruce Wilk ..... Associate Executive Director, The Threshold, Inc.

## WAUKESHA COUNTY

Kristen Adelmund ..... Operations Manager, Hatch Staffing, Inc.  
Beatrice Alexander ..... Coordinator, New Berlin Senior Taxi  
Lori Bares ..... Easter Seals Waukesha  
Jane Batha ..... Manager, Arbor Education & Training, Inc.  
Sandi Bednarski ..... Homes for Independent Living, Inc.  
Cathy Bellovary ..... Director, Aging and Disability Resource Center of Waukesha County  
Lisa Buchager ..... Assistant Director, Adaptive Community Approach Program  
Shawna Burr ..... Director, Paragon Community Services, Inc.  
Margaret Cory ..... Mobility Manager, Interfaith Senior Programs, Inc.  
Maryann Day ..... Manager, ProHealth Care Special Transportation Prepaid Voucher Program  
Tom Dieckelman ..... Wisconsin Coach Lines, Inc.  
John Doherty ..... CEO, Meda Care Vans of Waukesha  
Kim Dood ..... All Day Taxi, Inc.  
Andrew Dresang ..... Community Outreach Coordinator, Community Memorial Hospital

## WAUKESHA COUNTY (cont.)

Meredith Dressel .....	WDA Director, Workforce Development Area 3, Division of Vocational Rehabilitation
Kathleen Enders.....	Counselor, Division of Vocational Rehabilitation
Kathy Fargo .....	American Red Cross
Dennis Farrell.....	Chairman, Waukesha County Developmental Disabilities Advisory Committee
Kathy Gale.....	Executive Director, Interfaith Caregiving Network
Greta Hansen .....	Director, Community Action Coalition of Southcentral Wisconsin
Lori Hayes .....	Executive Director, Volunteer Center of Waukesha County
Dan Henry .....	Director, Muskego Senior Taxi
Laurie Hintz.....	Creative Community Living Services, Inc.
Jennifer Horth.....	ARCh Waukesha
Marlena Jackson .....	Froedtert Hospital
Amy Jeske .....	Recreation Program Coordinator, Sussex Shuttle
Robert Johnson.....	Director, Waukesha Metro Transit
Bernie Juno .....	Executive Director, Hebron House
Judith Kearns .....	Citizen
Jane Kirchhoff .....	Director, Day Services, Goodwill Industries of SE Wisconsin
Ann Lamberg.....	Care Wisconsin, Inc.
Thomas Ludka.....	Veterans Service Office
Dick Manke .....	President, Lake Country Cares Cab
Corey Martin .....	Transportation Manager, Elmbrook Memorial Hospital
Sarah Matson .....	Catholic Charities
Ruth McDowell .....	Phoenix Transportation, Inc.
Rick Meier.....	ProHealth Care Special Transportation
Kara A. Moore.....	Program Coordinator, Waukesha County Health & Human Services Volunteer Transportation Service
Karen O'Leary .....	The Hope Center in Waukesha
Debra Patterson .....	Adaptive Community Approach Program
Michael Pjevach .....	President, Wisconsin Coach Lines, Inc.
Jerry Quam .....	Curative Care Network (Ranch Community Services)
Susan Rady .....	Manager, Menomonee Falls Senior Shuttle
Pam Reetz.....	Owner, Best Cab of Waukesha, Inc.
Bruce Rohde .....	President, Oconomowoc Silver Streak
Tom Rust .....	Waukesha Cab, Inc.
Francisco Sanchez .....	President, WOW Workforce Development Board
John Schnabl.....	Director, Southeastern Wisconsin Area Agency on Aging
Peter Schuler.....	Director, Waukesha County Health & Human Services
Jimmy Stephens.....	Best Cab of Waukesha, Inc.
Yvonne Steuber .....	Executive Director, United Cerebral Palsy
Colleen Teeters.....	Dungarvin Wisconsin, Inc.
Elsa Travieso .....	Program Services Assistant, WOW Workforce Development, Inc.
Steve Visocky.....	X-Pert Placement Inc.
Phyllis Wesolowski.....	Coordinator, Elmbrook Senior Taxi
Jack Wieber .....	Program Director, Mukwonago Seniors on the Go
Representative .....	Disabled American Veterans
Representative .....	Exact Transport, LLC
Representative .....	Lifestyles Medical & Leisure Transportation, Inc.
Representative .....	Procare Plus, LLC

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## Appendix B

### RECORD OF REGIONAL PUBLIC MEETING 2012 COORDINATION PLANNING IN SOUTHEASTERN WISCONSIN

DATE: October 16, 2012  
TIME: 9:30 a.m.  
PLACE: Harbor Lights Room  
Downtown Transit Center  
Milwaukee, WI

#### PARTICIPANTS

Jane Ahl..... Division of Special Needs, Milwaukee Public Schools  
Lisa Alves..... Transportation Superintendent, City of Hartford Taxi  
Barb Bagles ..... Transportation Coordinator, Portal Industries, Inc.  
Lori Bares ..... Transition Services Director, Easter Seals Waukesha  
Amy Bennet..... Associate Planner, City of New Berlin  
Latisha Birkeland..... Planner, City of Whitewater  
John Bloor ..... Executive Director, The Threshold, Inc.  
Sue Braden ..... Managing Director, UWM Center on Age & Community  
Sarah Brossard-Street ..... Mobility Manager, Human Services Department, Racine County  
Margaret Cory ..... Mobility Manager, Interfaith Senior Programs, Inc.  
Stefanie Davis..... Ways To Work, Inc.  
Jonathan Delagrave ..... Director, Human Services Department, Racine County  
Abdul-Rashab Diaad ..... Business Manager, Mt. Castle Corporation  
Michelle Dolnik..... Mobility Manager, Kenosha Area Transit  
Brian Dranzik ..... Director of Transit Affairs,  
Department of Transportation and Public Works, Milwaukee County  
Ella Dunbar..... Ways to Work, Social Development Commission  
Gary Eckstein ..... Vocational Outreach Manager, Kenosha Achievement Center, Inc.  
Brian Engelking..... Marketing Director, Waukesha Metro Transit  
Carolyn Feldt..... Manager, Elder & Disability Services,  
Department of Human Services, Kenosha County  
Don Freis ..... Business and Operations Manager, Portal Industries, Inc.  
Judy Foss ..... Bureau of Transit and Local Roads, Wisconsin Department of Transportation  
Laura Garski ..... Program Director, iTN Racine County  
Jerry Grant..... Chairperson, Health & Human Services Board, Walworth County  
Lacie Hadington ..... Society's Assets, Inc.  
Darlene Hall ..... Mobility Manager, Milwaukee County Transit System  
Tracy Harrington ..... Director of Paratransit Services, Milwaukee County Transit System  
Tanya Henry ..... Executive Director, Milwaukee Careers Cooperative  
Mike Hermann..... Director of Parks and Recreation, City of Hartford Taxi  
Bernadette Janiszewski..... Nursing Home Administrator, Lakeland Health Care Center  
Jon Janowski..... Program and Policy Coordinator,  
Milwaukee County Department on Aging

## PARTICIPANTS (cont.)

Sharon Johnson.....Regional Director for Milwaukee County,  
Homes for Independent Living

Tom Kenney .....Mobility Manager, Milwaukee County Transit System

Andy Kerwin ..... Geneva Crossing Senior Community

Maria Kikstra..... ADS Director, The Threshold, Inc.

Jane Kirchoff ..... Director of Day Services, Goodwill Industries of Southeastern Wisconsin, Inc.

Kurt Kowalski .....Director, Recovery Medical Transport

Bonnie Lee .....Chairperson, iTN Racine County

Dariko Mekvabishvili..... Owner, Med Group

James Methu..... Milwaukee QLSINC

Gary Metz..... Representative, American Association of Retired Persons

Jacob Miller..... Bureau of Transit and Local Roads, Wisconsin Department of Transportation

Shannon Molina ..... Society's Assets, Inc.

Kara A. Moore.....Program Coordinator,  
Health & Human Services Volunteer Transportation Service, Waukesha County

Lori Muzatko ..... Director, Aging and Disability Center of Walworth County

Julieann Nolan.....City of West Bend Taxi

Charlene Norberg .....Specialist, Aging and Disability Resource Center of Waukesha County

Linda Olson .....Director, Washington County Aging and Disability Resource Center

Judi Parmeter.....Chair, Wauwatosa Senior Commission

Michelle Pike.....Director, Ozaukee Aging and Disability Resource Center

Mark Piotrowicz.....Director of Community Development, City of West Bend

Susan Plant ..... Manager, STS, Ozaukee County Shared Ride Taxi

John Possell ..... Fiscal Director, Milwaukee Careers Cooperative

Marilyn Putz .....Director, Walworth County Job Center

Danna Rhinehart.....MAWIB

Steven Rogstad.....Owner, Kenson's Enterprises Senior Shuttle

Dennis Ryan .....Goodwill Industries, Inc.

Karen Schmiechen..... Urban Planning Analyst , Wisconsin Department of Transportation

Linda Seemeyer ..... Director, Walworth County Health and Human Services

Cynthia Simonsen..... Executive Director, VIP Services, Inc

Mary Smarelli..... President, Transit Express

Laura Spalding .....Rehabilitation Director, Careers Industries, Inc.

Maureen Squire ..... Executive Director, Interfaith Caregivers of Ozaukee County

Al Stanek .....Belle Urban System/Professional Transit Management

Patrick Starken ..... Racine Unified School District

Joseph Steier III..... Transit Manager, Washington County Highway Department

Mark Stein ..... Disability Services Division Administrator,  
Milwaukee County Health and Human Services

Faye Talatzko .....Consultant, PMSI, Washington County Transportation

Joy Tarkowski ..... Washington County Shared Ride

Laura Terry ..... Society's Assets, Inc.

Kerry Thomas.....Transit Now

Elsa Travieso .....Program Services Assistant, WOW Workforce Development, Inc

Nicole Urquhart..... Owner, Baby Express

Michelle Wagner .....Consultant, PMSI, Washington County Transportation

Scott Wilder.....CEO, Mt. Castle Corporation

Paula Williams .....Executive Director, Kenosha Achievement Center Inc

Erin Winch .....Planner, Village of Pleasant Prairie

Tom Winter .....Director of Schedule and Planning, Milwaukee County Transit System

Jason Wittek .....Transit Superintendant, Ozaukee County Transit Services

Roger Zierfuss .....Transportation Supervisor, Walworth County Health and Human Services

**FACILITATORS**

Ajibola Ayanwale.....	Planner, SEWRPC
Albert A. Beck.....	Principal Planner, SEWRPC
Eric Lynde .....	Senior Planner, SEWRPC
Kevin Muhs .....	Planner, SEWRPC

**WELCOME AND INTRODUCTIONS**

Mr. Muhs welcomed participants and asked attendees to introduce themselves and the agency they represented to their fellow attendees at their table. The participants had been assigned to one of fourteen small groups of six to eight people for the morning’s discussion of regional transportation. Each group had participants from multiple counties, to provide the widest perspective possible at each table. Mr. Muhs then explained the agenda for the meeting:

- 1. Overview of the coordination process
- 2. Information on existing and future funding programs and opportunities
- 3. Small group discussions addressing regional transportation
- 4. Discussion of the results of the small groups, with selection of regional prioritized strategies
- 5. Small group discussions addressing travel within each county

**OVERVIEW OF THE COORDINATION PROCESS**

Mr. Muhs described the federal requirements for project funding and coordination plans. He also described the Wisconsin Department of Transportation (WisDOT) coordinated planning process and the need for a regional planning approach.

**INFORMATION ON EXISTING AND FUTURE FUNDING PROGRAMS**

Mr. Miller and Ms. Foss of WisDOT outlined the various opportunities for funding assistance from the federal and state governments for public and non-profit operators. Mr. Miller described current funding opportunities available through federal Section 5316 funds and state Wisconsin Employment Transportation Assistance Program (WETAP) funds. Mr. Miller indicated that some programs may be changing as more guidance is received from the Federal Transit Administration regarding the recently passed transportation reauthorization bill, Moving Ahead for Progress in the 21<sup>st</sup> Century. Ms. Foss described funding opportunities for specialized medical transportation providers through the federal Section 5310 and 5317 programs.

**SMALL GROUP DISCUSSION ADDRESSING REGIONAL TRANSPORTATION**

Mr. Muhs introduced the small group discussion packet that assisted groups in their analysis of transportation services that crossed county borders, describing the inventories of principal transportation providers that cross county borders, including public, private, and non-profit providers of human services transportation and providers of transportation for the general public. He then described the other data available to the participants in the packets, including maps of existing public transit, specialized transportation, and paratransit services in the Region. He asked each small group to review the inventory list and provide any corrections or additional information. Following this review, attendees were asked to discuss existing regional transit services within their small group and assess the quality of the services based on eight different service attributes. This assessment guided the groups as they discussed needs that were unmet by existing services and prioritized fulfilling those unmet needs. Finally, each small group was asked to create strategies to address its list of unmet needs. Lists of previous unmet needs and strategies from the 2008 planning effort were provided to each participant to assist in the discussion within each small group.

**DISCUSSION OF REGIONAL PRIORITIZED STRATEGIES**

Following the completion of their packets by all of the small groups, each group was invited to select a member to discuss the group’s unmet needs and strategies to address those needs. Commission staff recorded these strategies while they were being discussed, and asked the participants to vote (by show of hands) on their top three strategies. The results of this voting process guided the development of a list of prioritized strategies to address the unmet travel needs of the Region. This list of prioritized strategies and a summary of the key findings of the

small group discussions appear in the Public Transit-Human Services Transportation Coordination Plan for each county.

#### **SMALL GROUP DISCUSSION ADDRESSING TRANSPORTATION WITHIN EACH COUNTY**

Following the selection of prioritized strategies to address regional needs, new small groups were formed to discuss transportation within each county. A similar process was followed as with the previous small groups, with each participant receiving a packet of information to guide the discussion. The small group discussion packet for each county contained an inventory of principal transportation providers within the county, including public, private, and non-profit providers of human services transportation and providers of transportation for the general public. Other information in each packet included population growth of transit dependent populations and maps of existing public transit service areas overlaid over population density, employment density, high transit need areas, and major activity centers. Lists of previous unmet needs and strategies from the 2008 planning effort were also provided to each participant to assist in the discussion within each small group. Small groups were asked to review the list of existing services, assess the quality of the services, create a list of unmet needs, and list strategies to address those unmet needs. Following the completion of those tasks, counties with more than one small group were asked to join together with the other tables discussing the same county to create a prioritized list of strategies for the county.

#### **WRAP-UP**

After the small group discussions, Mr. Muhs informed participants that a draft plan for each county would be assembled by Commission staff and available for comment. A finalized Public Transit-Human Services Transportation Coordination Plan for each county would be submitted to WisDOT by the end of the year.

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