

PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION COORDINATION PLAN FOR RACINE COUNTY: 2016



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Dr. Thomas M. Slawski..... Chief Specialist-Biologist

MEMORANDUM REPORT NO. 231

**PUBLIC TRANSIT-HUMAN SERVICES
TRANSPORTATION COORDINATION PLAN
FOR RACINE COUNTY: 2016**

Prepared for Racine County by the
Southeastern Wisconsin Regional Planning Commission

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

The preparation of this publication was financed in part through planning funds provided by the U.S. Department of Transportation, Federal Highway and Federal Transit Administrations, and the Wisconsin Department of Transportation. The contents of this report do not necessarily reflect the official views or policies of these agencies.

April 2017



U.S. Department of Transportation
Federal Highway Administration



U.S. Department of Transportation
Federal Transit Administration



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I. INTRODUCTION

The Public Transit – Human Services Transportation Coordination Plan for Racine County: 2016, 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 Racine 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 first undertaken in 2008 in response to the Federal requirements in the Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). The Coordination Plan was renewed and updated in 2012 under the requirements of the Moving Ahead for Progress in the 21st Century Act (MAP-21), and has now been updated under the requirements of the Fixing America’s Surface Transportation Act (FAST Act). All three Federal transportation acts have required that a locally-developed public transit-human services coordination plan be developed every four years. The FAST Act mandates that projects selected for funding under the Enhanced Mobility of Seniors and Individuals with Disabilities program (Section 5310) be included in the coordinated planning process.

Under the provisions of the FAST Act, project eligibility for the Section 5310 program includes the purchase of specialized transit vehicles used to serve seniors and people with disabilities, mobility management, non-vehicle capital purchases, operating expenses for transportation projects that exceed the requirements of the Americans with Disabilities Act of 1990 (ADA), improving access to fixed route transit service to decrease reliance by people with disabilities on complementary paratransit, and providing alternatives to public transportation that assist seniors and people with disabilities. In addition, though not required by the FAST Act, the Wisconsin Department of Transportation utilizes the Coordination Plans to determine project eligibility for Wisconsin Employment Transportation Assistance Program (WETAP) funding.

Several agencies and organizations in Racine County have received funding under the Section 5310 and WETAP 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 seniors, people with disabilities, 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 these strategies.

Role of the Southeastern Wisconsin Regional Planning Commission

The Commission staff, 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 Racine County Coordination Plan, Commission staff invited a wide range of stakeholders from Racine 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 these needs. The invitation list, meeting record, and attendance list for this meeting are documented in Appendices A and B.

In addition to this Coordination Plan, the Commission also periodically prepares the long-range (20-35 year) transportation system plan for the seven-county Southeastern Wisconsin Region and short-range (5 year) transit development plans for each of the Region's public transit systems. The year 2050 regional land use and transportation plan for Southeastern Wisconsin (VISION 2050), adopted in 2016, is intended to provide a vision for, and guide to, future transportation system development in the Region. The short-range transit service plans address current transit service issues and needs, and represent an initial stage of implementation of the recommendations of VISION 2050. A new transit system development plan for 2013–2017 was completed in 2013 and evaluates public transit services provided by the Belle Urban System and Racine County; recommends transit service and capital improvements for the City and County transit systems; identifies and evaluates all other existing public and human services transportation provided in Racine County; identifies the unmet transit travel needs for resident trips within Racine County and to/from other counties; and recommends actions to coordinate existing transportation services or initiate needed new transit services in the County.

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

General Population Characteristics

Racine County is located in southeastern Wisconsin, bordered by Walworth County to the west, Milwaukee County to the north, Lake Michigan to the east, and Kenosha County to the south. Interstate Highway 94 (IH 94) runs north-south through the County, splitting it into two parts: the predominantly urban eastern half, and the predominantly rural western half. Racine County's population in 2015 was 195,100 persons, according to the U.S. Census Bureau. Of that total, the combined population of the City of Racine and neighboring Villages of Caledonia, Mount Pleasant, North Bay, Sturtevant, and Wind Point was 137,600 persons, or about 71 percent of the County. In western Racine County, small concentrations of population exist in the City of Burlington, Villages of Union Grove and Waterford, and the Town of Norway. Map 1 shows the population density in 2010 by U.S. Public Land Survey quarter-section.

Racine County's population has increased steadily since 1990. Between 2000 and 2015, the County's population grew by about 3.3 percent from approximately 188,800 to 195,100 persons, respectively. Steady growth is expected to continue through 2030. As Figure 1 displays, the Racine County population is projected to reach 212,400 persons by the year 2030.

Map 1
Population Density by U.S. Public Land Survey Quarter-Section in Racine County: 2010

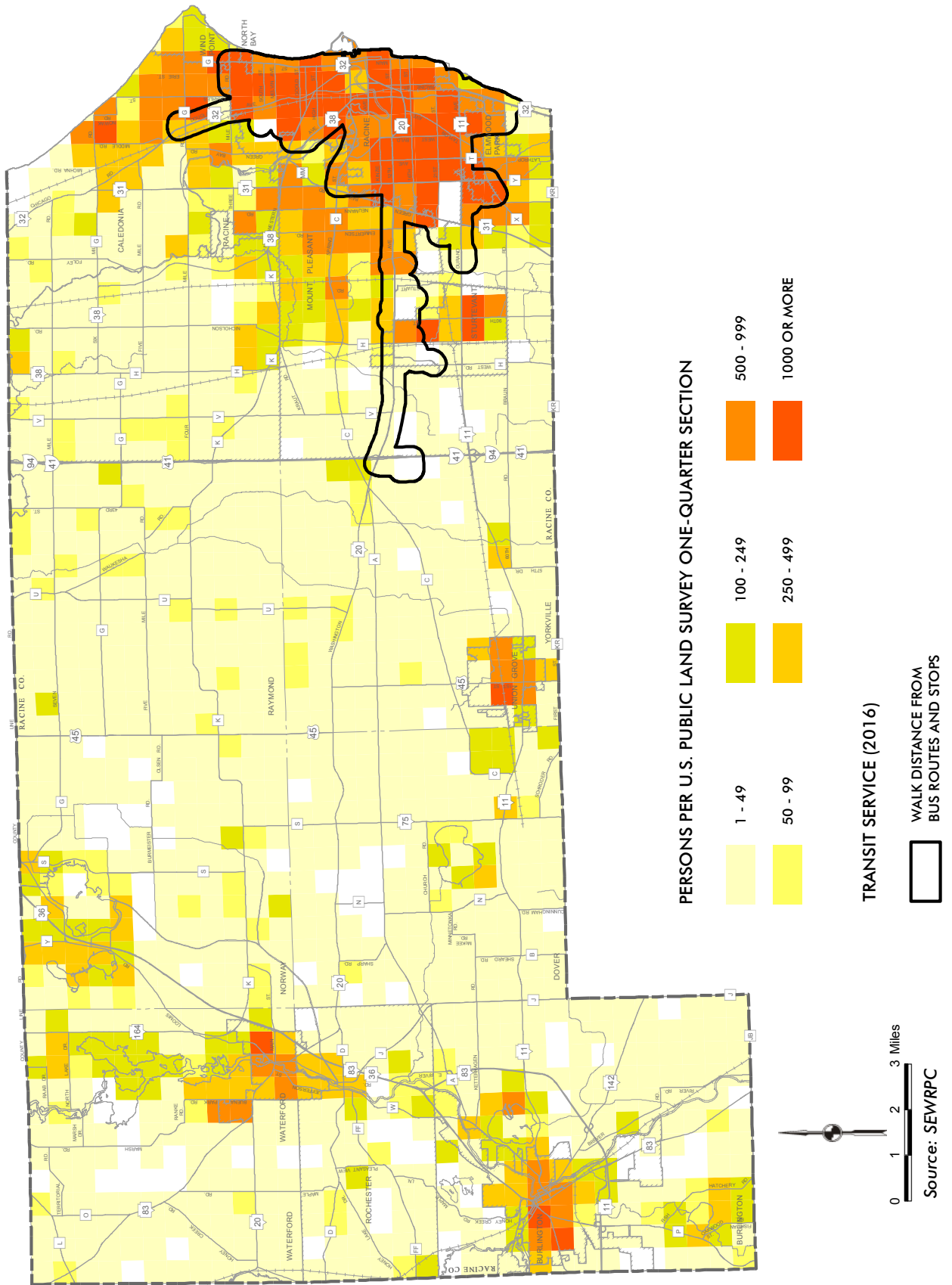
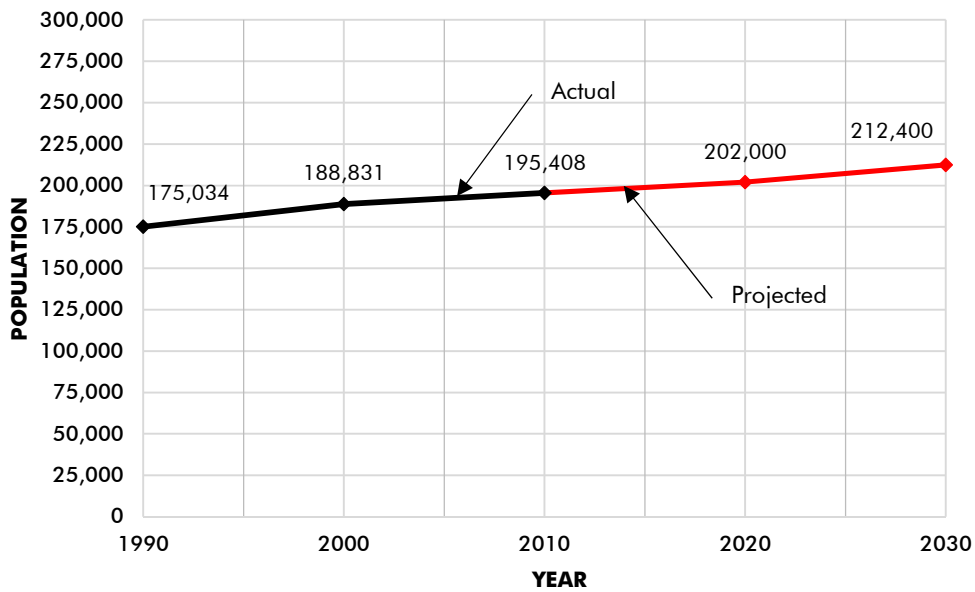


Figure 1
Racine County Actual and Projected Total Population



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 (aged 75 and older),
- Persons in low-income households,
- People with disabilities, and
- Households with no vehicle available.

Table 1 displays the historic population of these groups in the study area in 2000, 2010, and 2015. The information in the table leads to the following observations:

- In 2015, persons in low-income households account for the largest share of the transit-dependent population in the County at about 27 percent of the total population. People with disabilities also make up a significant portion of the population at about 11 percent of the County’s residents. 6 percent of the population is at least 75 years of age, and about 8 percent of households have no vehicle available.
- Between 2000 and 2015, persons with disabilities and persons in low-income households increased in both absolute number and in their share of the total population. Seniors stayed a constant percentage of the population, but increased in absolute number. Zero vehicle households stayed constant in both share of all households and absolute number.

Table 1
Trends in Transit-Dependent Population Groups in Racine County

Transit-Dependent Population Group	2000		2010		2015	
	Number ^a	% of Total Population/ Households	Number ^a	% of Total Population/ Households	Number ^a	% of Total Population/ Households
Seniors (75 and older)	11,227	6	12,337	6	12,520	6
Persons in Low-Income Households ^b	39,586	21	60,407	31	53,087	27
People with Disabilities ^c	9,783	5	19,098	10	20,909	11
Households with No Vehicle Available	5,759	8	6,582	9	5,871	8
Total County Population	188,831	--	195,408	--	195,080	--
Total Number of Households	70,819	--	75,651	--	74,960	--

^a 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.

^b Includes persons residing in households with a total family income less than 200 percent of the Federal poverty level.

^c The definition of “people with disabilities” used by the U.S. Census Bureau for the 2000 census changed for the 2010 Census and 2015 American Community Survey (ACS). For the 2000 Census, “people with disabilities” 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 and 2015 ACS, “people with disabilities” 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

Data from the 2011-2014 American Community Survey were used to identify areas in Racine 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 2014, the highest concentrations of residential populations with transit needs were focused in the center of the City of Racine and around the outer edges of the City. An additional area of high transit need is found in the City of Burlington and the Village of Sturtevant. The remainder of the county has moderate to low transit needs.

Employment Characteristics

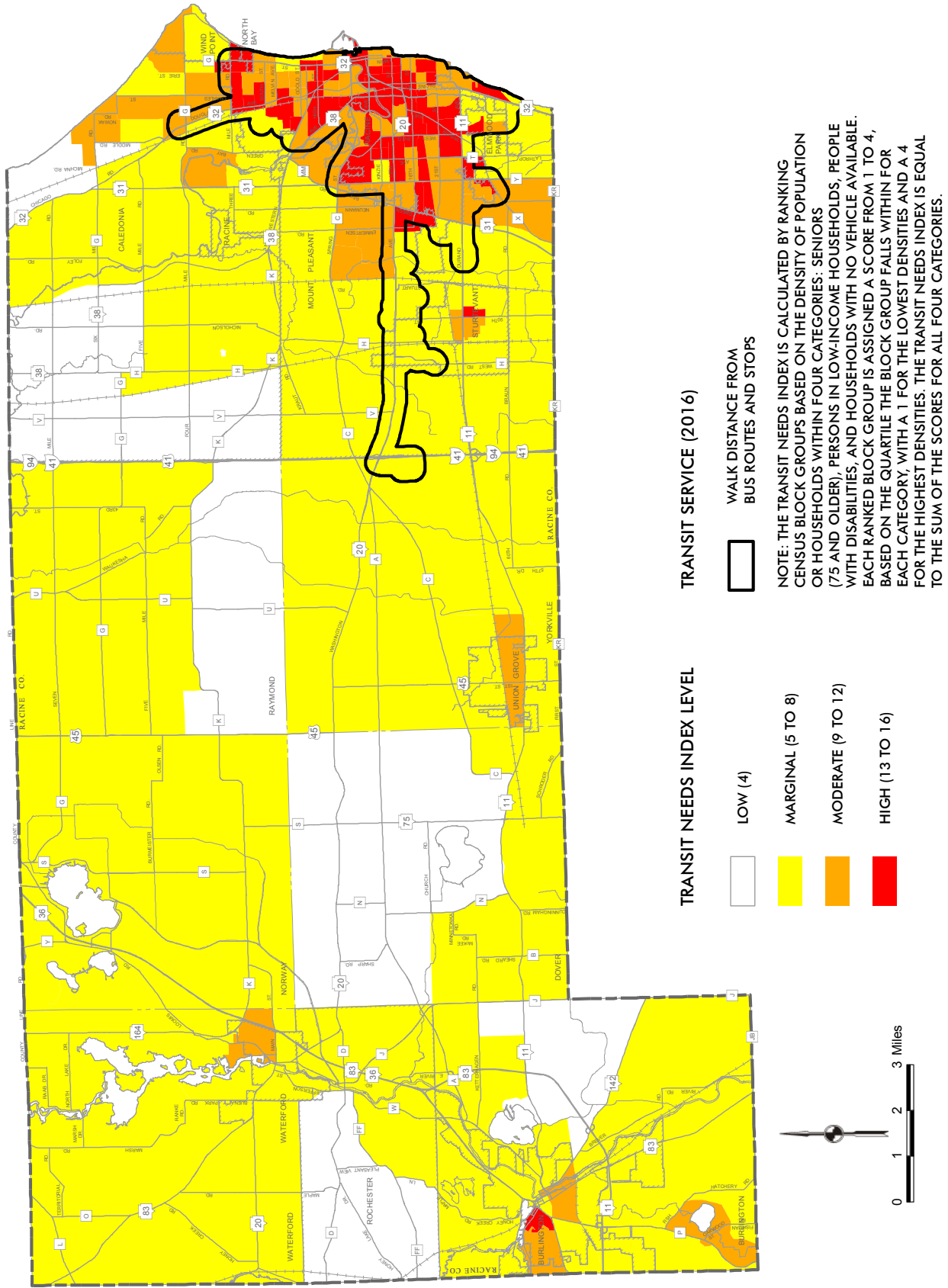
Map 3 displays employment density in 2010 by U. S. Public Land Survey quarter-section. The highest employment concentrations in the County are in the City of Racine, with additional pockets of high employment density found in the City of Burlington and the Villages of Mount Pleasant, Sturtevant, Union Grove, and Waterford.

Major Activity Centers

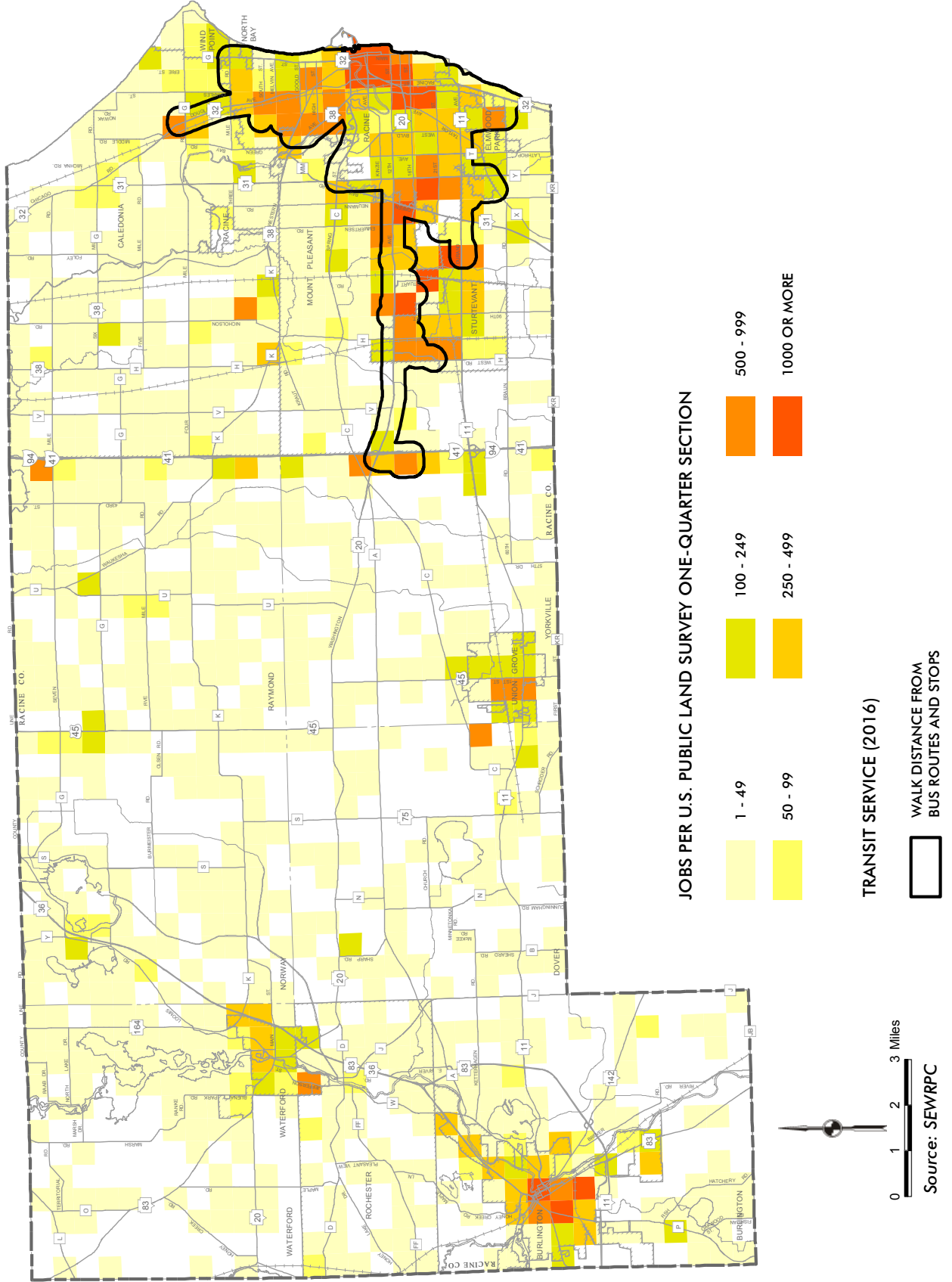
Transportation needs must also consider the local travel demand generated by major activity centers. Major activity centers can be land uses or facilities that currently attract, or have the potential to attract, significant total person or transit person trips. Eight types of major activity centers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

- 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

**Map 2
Transit Needs Index for Racine County: 2014**



Map 3
Employment Density by U.S. Public Land Survey Quarter-Section in Racine County: 2010



- Major Institutions of Higher Education (the main campus of all traditional four-year colleges and universities, and the main location of public technical colleges)
- Nursing Homes
- Residential Facilities for Seniors, People with Disabilities, and Low-Income Households
- Senior Centers, Senior Meal Sites, and Adult Day Centers

Map 4 shows their locations. Many of these activity centers are located within the City of Racine. The City of Burlington, and the Villages of Mount Pleasant, Sturtevant, Union Grove, and Waterford, also have several activity centers. A small number of activity centers are also located throughout the County.

III. CURRENT TRANSPORTATION SERVICES

Racine County is served by a number of transportation providers, ranging from City of Racine’s Belle Urban System, a traditional urban public transit system with large buses operating over fixed routes, to volunteer organizations that serve individuals by providing rides in private automobiles.

Table 2 lists the major transportation providers currently serving Racine 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.”

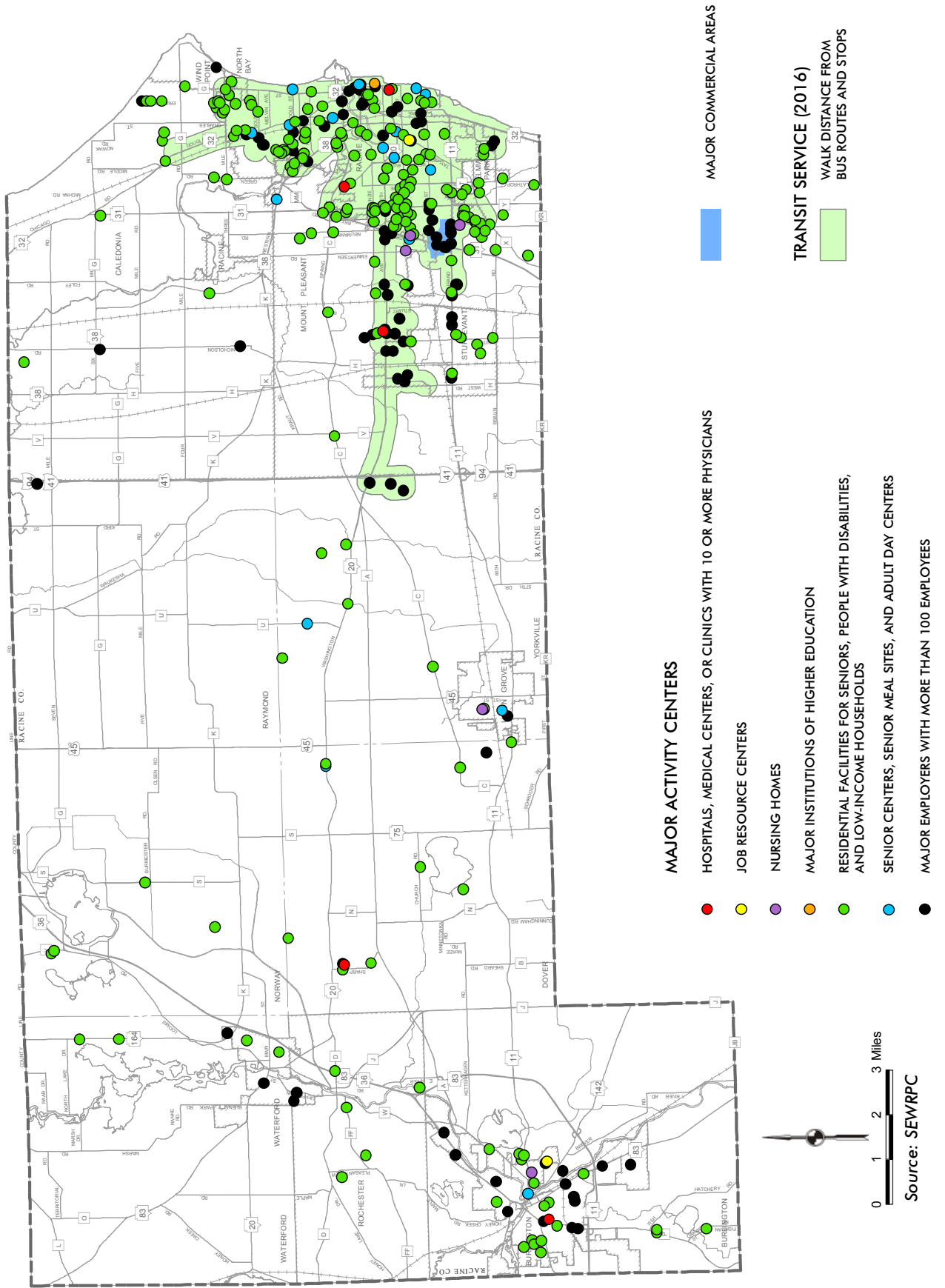
Transit Services for the General Public

The principal transit services for the general public provided in Racine County include:

- The Belle Urban System, operated by the City of Racine, is a publicly-funded urban bus operation that runs fixed routes serving the City of Racine and portions of the Villages of Caledonia, Mount Pleasant, and Sturtevant. The Belle Urban System also provides paratransit service to serve the travel needs of disabled individuals through the Dial-A-Ride Transportation paratransit system.
- Racine County funds a flexible-route service primarily within the City of Burlington called Shuttling People Around Racine County (SPARC). SPARC is targeted to seniors, but is available to the general public if space is available on the vehicle.
- Amtrak operates an intercity passenger train, the Hiawatha route, between Milwaukee and Chicago, with one stop in the Village of Sturtevant.
- Wisconsin Coach Lines, Inc. operates one publicly-funded route which provides commuter-oriented express bus service between downtown Milwaukee and the Cities of Racine and Kenosha. The City of Racine contracts for the service and acts as the public applicant and grantee for the State urban mass-transit operating assistance funds used to subsidize the service.

A few private-for-profit transportation agencies, including the intercity bus service provided by Coach USA, and transportation network companies such as Uber or Lyft, also provide services to the general public in the County.

Map 4
Major Activity Centers in Racine County: 2016



**Table 2
Inventory of Local, Intercity, and Human Services Transit Service Providers in Racine County: 2016**

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
Racine Belle Urban System Fixed-route Bus Service (262) 637-9000	Public	Local Bus	City of Racine urban area and portions of Caledonia, Sturtevant, and Mt. Pleasant	General public	Weekdays: 5:00 a.m. - 11:40 p.m. Saturdays: 5:30 a.m. - 6:30 p.m. Sundays 9:30 a.m. - 6:30 p.m.	Cash Fare: \$2.00 – Adults \$2.00 – Children \$1.00 – Seniors & people with disabilities Monthly Pass: \$65.00 – Adults \$30.00 – Seniors & people with disabilities	33 32-passenger buses	State \$85,20 Federal \$5307 Federal \$5339 Congestion Mitigation and Air Quality (CMAQ) City of Racine
Dial-A-Ride Transportation (DART) (262) 619-2438	Public	Advance reservation demand response, door-to-door	Within ¾-mile of a Belle Urban System bus route	People with a disability that prevents them from using fixed route bus services	Weekdays: 5:00 a.m. - 11:40 p.m. Saturdays: 5:30 a.m. - 6:30 p.m. Sundays 9:30 a.m. - 6:30 p.m.	\$4.00 per trip	9 9-passenger wheelchair accessible vans	State \$85,20 Federal \$5307 City of Racine Community Options Program
Shuttling People Around Racine County (SPARC) (262) 412-8641	Public	Flexible Route	Burlington	Primarily seniors; general public when space is available	Weekdays: 8:00 a.m. – 4:00 p.m.	\$2.00 one way \$3.00 per round trip \$5.00 for all day pass	County contracts with Kenson Enterprises, LLC, for service	State \$85,21 Racine County
Wisconsin Coach Lines/Coach USA (262) 542-8861	Public/ Private ^a	Fixed-route commuter bus	Service between the Cities of Kenosha, Racine, and Milwaukee	General public	Monday-Friday: 5:15 a.m. to 10:30 p.m. Saturday-Sunday: 8:15 a.m. to 10:20 p.m.	Distance-based. Adults: \$2.25 - \$4.50 Students: \$1.25 - \$3.50	4 47-passenger motor coaches	State \$85,20
Coach USA (same as above)	Private, for-profit	Intercity bus	Service to Kenosha, Milwaukee, Waukesha, and Chicago; stops at IH 94 and STH 20	General public	Every day: 4:45 a.m. - 11:45 p.m.	Distance-based	Long distance motor coaches	- -

Table continued on next page.

Table 2 (Continued)

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
Careers Industries, Inc. (262) 752-4100	Private, non-private	Fixed route and schedule daily trips	Racine County	Participants in Careers Industries day services	Week days: 8:30 a.m. – 2:30 a.m.	No charge	Wheelchair accessible vans	Community Care
Durham School Services (262) 886-1312	Private	School district, charters	Racine County	Students, charters	Monday – Friday: 5 a.m. – 5 p.m. Saturday and Sunday: As needed	Based on charter	90 Big buses 50 Small buses	--
Erickson Ambulance (262) 632-5412	Private, for-profit	Advance reservation and on demand, door-through-door	Racine, Kenosha, Milwaukee and other long-distance destinations	General public	Every day, 24 hours a day	Private pay and Title 19 Medicaid reimbursement	Non-accessible ambulances	Title 19 Medical Assistance
First Transit Inc. (262) 886-5321	Private, for-profit	Advance reservation door-to-door for medical activities	Racine County	Medicaid recipients	Weekdays: 5:00 a.m. – 6:00 p.m.	Private pay and Title 19 Medicaid reimbursement	Wheelchair accessible vans and buses	Contracts with Racine County
K Town Transportation (262) 764-0377 (866) 430-6377	Private	Advance reservation and on demand door-to-door	Racine, Milwaukee, and Kenosha counties	Senior and people with disabilities	Weekdays: 6:00 a.m. – 6:00 p.m. Saturdays: Dialysis only	\$3 Standard trips \$5 County trips \$8 Out of county	Wheelchair accessible vans and buses	Contract with Racine County
LJH Ambulance (262) 658-4448	Private, for-profit	Advance reservation and on demand, door to-door	Racine, Kenosha, Milwaukee and other long distance destinations	General public	Every day, 24 hours a day	Private pay and Title 19 Medicaid reimbursement	Non-accessible ambulance	Title 19 Medical Assistance
Medix Wheelchair Service (262) 539-2680	Private, for-profit	Advance reservation, door-to-door	Racine, Kenosha, Walworth and other long distance destinations	General public	Weekdays: 6:00 a.m. – 6:00 p.m.	Private pay rate	Accessible vans	--
myRide (262) 417-7544	Private, non-profit	Advance reservation	Racine, Milwaukee, and Kenosha counties	County residents 55 years and older, and the visually impaired	Weekdays: 8:00 a.m. – 5:00 p.m.	No charge	Private Vehicles	Private donations Grants Racine county

Table continued on next page.

Table 2 (Continued)

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
Racine County Opportunity Center Racine Office (262) 554-6515 Burlington Office (262) 763-8012	Private, non-profit	Fixed route, door-to-door subscription service	Racine County	Participants in RCOC programs	Weekdays: 7:45 a.m. – 3:15 p.m.	\$2.50 per trip	6 Non-accessible vans	Community Care Racine County Family Care Donations
Recovery Medical Transport (262) 939-5542	Private, for-profit	Advance reservation, door-to-door	Racine, Kenosha and Milwaukee Counties	General public	Weekdays: 7:00 a.m. – 5:00 p.m. Saturdays: 8:00 a.m. – 12:00 p.m.	Title 19 Medicaid reimbursement or private pay	1 Wheelchair accessible van	Title 19 Medical Assistance
Tietel's Transport (262) 206-7043	Private, for-profit	Advance reservation, door-to-door	Burlington, Racine, Waterford, and other long distance locations	General public	Every day, 24 hours a day	\$5 – Burlington \$40 – Racine \$20 – Waterford	Non-accessible vans	--
Wisconsin Veteran's Home (262) 878-6700	Public	Advance reservation, door-through-door; scheduled group day trips	Racine County to appointments in Milwaukee County	Residents of Wisconsin Veteran's Home	Weekdays: 7:30 a.m. – 4:30 p.m.	No charge	1 Wheelchair-accessible minivan 1 Wheelchair accessible van	--

^aThe City of Racine acts as the public sponsor for the service, contracting with Wisconsin Coach Lines, Inc./Coach USA (a private for-profit company) to provide the bus service.

Source: SEWRPC

Human Services Transportation

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

- The City of Racine's Dial-a Ride Transportation (DART) provides an advance reservation door-to-door service for qualified people with disabilities who are prevented from using the Belle Urban System.
- Racine County Opportunity Center provides door-to-door subscription service for individuals that participate in the Center's programs.
- The remaining transportation services operated within the County are mostly private-for-profit services that focus on providing transportation for medical appointments within Racine County and to surrounding counties.

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

Although some transportation needs can be understood by examining how current transportation providers meet the needs identified in Census data, maps, and other sources of demographic data, many of the needs can only be understood through direct dialogue and communication from agencies and individuals that provide or rely on transportation services. A wide range of individuals and agencies with an interest in transportation in the 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 sixteen small groups of six to eight people each. Groups were initially assigned so that participants sat at a table with other attendees from the same county. Participants were then assigned to a new group that had 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 within Racine County. 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 assessment and the identification of unmet transportation needs for traveling within Racine County appears below in no particular order.

Unmet Needs for Travel within Racine County

- There is a need for a dedicated and increased source of funding for transit from the State. In recent years, there has been a lack of a dedicated funding source separate from the property tax levy to provide the level of financial assistance necessary to address existing and future public transportation needs in the County. Additionally, State and Federal funding, which provides the majority of subsidy for transit services, has been decreasing. All of these funding limitations have placed significant pressure on local budgets.

- Lack of a taxi service within the County that can serve trips 24 hours a day, seven days a week for medical releases and for serving other important destinations.
- There is a need for transportation services to adjust routes and travel schedules to adapt to changes in employment locations.
- Lack of same day service. Demand-response services and human services providers in the County cannot provide the same-day service desired by users, especially during weekday peak hours.
- Lack of late night and adequate weekend service hours for the Belle Urban System to ensure job access for potential second and third shift employees.
- There is a need for all vehicles used by taxi services and human services providers to be wheelchair accessible for its passengers.
- Lack of coordination in the distribution of information on the available transportation services. There is no directory or contact person that can provide the public with comprehensive information on all transportation options.
- Limited transportation options in the western portion of the County, especially for individuals who are not eligible for the County demand-response service that serves people with disabilities.

The meeting also addressed travel needs between the counties in the Region. For this discussion, the second set of small groups with participants from multiple counties performed a similar assessment of how well current regional services meet the needs of residents. Using the results of their assessments, the groups then created a list of unmet regional transportation needs. A summary of the key findings of the regional assessment and the identification of unmet regional transportation needs appears below in no particular order.

Unmet Needs for Travel between Counties

- Lack of a regional transit authority to provide and coordinate transit and paratransit services across county borders.
- Transportation Options
 - Limited transportation options between counties—especially for seniors, people with disabilities, low-income residents, and households with no vehicle available—for travel to jobs, medical facilities, veterans services, and social and recreational activities.
 - Need to enable more transportation services to provide inter-county and interstate transit options in the Region.
 - Lack of transportation services for travel from suburb to suburb.
- Coordination and Communication
 - Lack of coordination in the distribution of information related to existing services throughout the Region.
 - Lack of coordination between transit agencies on fares, service hours, and days of operation, which causes inconveniences for transit users.
 - Lack of coordination between paratransit services in the Region.
 - Lack of coordination among county leaders on providing public transit and human services transportation across the Region.

- o Lack of transit operations that provide bilingual services.
- o Need for identifying additional opportunities for gathering citizen input on regional transportation.
- o Need to include grassroots efforts in decision-making processes relating to transit communications that cross county lines.
- Transit and Job Access
 - o Need to increase public transit and other transit services that connect workers to jobs between counties.
 - o Need for job seekers to be informed about job-ride programs that would connect them to jobs in other counties.
- Convenience of Transit
 - o Need to make transit services between counties more affordable by reducing fares.
 - o Need to make transit services more convenient by increasing the frequency of transit services or reducing the amount of time needed for making reservations.
 - o Lack of regional partnerships among healthcare providers to reduce fares for rides to medical facilities in the Region.
 - o Lack of transit services during evening and weekend hours.
 - o Need for all transportation services, including Uber and Lyft, to be accessible to people with disabilities.
- Additional Needs
 - o There is a need to broaden the categories of individuals who are eligible to use human services transportation.
 - o There is a need to remove stipulations that make it difficult for transit providers to obtain liability insurance for trips that cross county borders.

V. STRATEGIES TO ADDRESS UNMET NEEDS

This Coordination Plan presents two types of strategies for Racine 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 Racine County are illustrated in Tables 3 and 4. More information on Federal and State funding programs can be found on WisDOT's website (<http://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/default.aspx>). 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 develop strategies to address the unmet needs that they had already identified. At the meeting, Commission staff provided information on strategies proposed

**Table 3
Federal Transit Administration Funding Programs Administered by the Wisconsin
Department of Transportation Which Could Be Used in Racine County**

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	20% for capital projects 50% of deficit for operating projects	\$49.3 million	Annual (application released in summer)	Combined with State aid (s. 85.20) to cover approximately 55% of operating expenses in urbanized areas. Job Access and Reverse Commute activities are eligible projects.
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	Seniors and People with Disabilities	Primarily non-profits, but can be local public bodies, if non-profit is not readily available	20% for capital projects 50% of deficit for operating projects	\$4.7 million	Annual (application released in summer)	Combined with State funds (s.85.22). Expanded to include non-traditional projects such as mobility management, operating, and non-vehicle capital previously authorized under the Section 5317 New Freedom program.
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	\$16.0 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. Job Access and Reverse Commute activities are eligible projects.
Section 5337	Capital	Public	Local Public Bodies	20% of total costs	\$1.4 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	\$6.3 million	Annual (application released in early fall)	Capital funds for the replacement and repair of buses and bus facilities

Source: Wisconsin Department of Transportation and SEWRPC

in the 2012 Coordination Plans to illustrate potential strategies to improve transportation service.

The small groups of participants from within the same county were asked to follow up their identification of unmet needs with a list of strategies to address those needs. That discussion resulted in the following prioritized list of strategies that the participants believed were appropriate for Racine County.

Strategies for Addressing Unmet Travel Needs within Racine County

1. Pursue dedicated and sustainable sources of funding for public transportation services from all levels of government. Coordinate eligibility and reporting requirements of transportation programs to improve service availability and convenience. Promote increases for public transportation services to make improvements to service availability, convenience, safety, and fares. Continue to develop strategies to obtain funding for projects that would improve or increase the transportation services available in the County.

Table 4
State of Wisconsin Funding Programs Administered by the
Wisconsin Department of Transportation

Program	Type	Target rider	Eligible Applicants	Local Share (approx.)	Annual Statewide Funding Level (approx.)	Application Cycle	Notes
§.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	\$113.5 million	Annual (application due in fall)	Combined with Federal transit operating assistance funds (5311 & 5307)
§.85.205	Operating	People with Disabilities	Local public bodies	Varies (no explicit matching requirement)	\$2.75 million	Annual	Provided as supplement to §.85.20 urban mass transit aids for systems that provide paratransit service
§.85.21	Operating & Capital	Seniors and People with Disabilities	Counties	20% of project costs	\$13.8 million	Annual (application released in fall)	Can be used as match for Federal programs
§.85.22	Capital	Seniors and People with Disabilities	Primarily non-profits, but can be local public bodies	20% of total costs	\$0.9 million	Annual (application released in summer)	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	\$333,000 (WisDOT)	Annual (WETAP application released in early fall)	Combined with ETA (State) 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	\$465,000 (WisDOT and DWD)	Annual (WETAP application released in early fall)	Combined with TEAM (State) under the WETAP program

Source: Wisconsin Department of Transportation and SEWRPC

2. Improve the availability and convenience of existing transportation services. Some of the improvements that were identified include:
 - a. Providing more frequent service on the bus routes of the Belle Urban System to reduce wait times.
 - b. Expanding the service area and hours of operation for the Belle Urban System to improve transit access to employment locations, particularly to new companies along the IH 94 corridor.
 - c. Working to identify barriers to transportation for, and the services needed by, transit-dependent population groups and underserved areas.
3. Work with hospitals to provide 24-hour service for patients to return to their residences following treatment, perhaps by contracting with an existing specialized medical transportation provider. Work with hospitals to explore funding partnerships that would improve and expand upon transit services for patients.
4. Study ways for the City of Racine or County to encourage a private taxi cab operator to provide service to the City or County.

5. Improve access to information on the available transportation services. Some ways to improve the dissemination of information include:
 - a. Implement a travel training program for potential users of the fixed-route services of the Belle Urban System.
 - b. Educate social workers or counselors, who work with potential users, about the available transit services.
 - c. Create a clearinghouse or centralized information source for information on all transit services. Example could include 211 community information and 511 traveler information services.
 - d. Create an online directory of transportation providers.
6. Continue to fund a mobility manager position with the County who:
 - a. Assists in coordinating transportation services.
 - b. Promotes the availability of transportation services.
 - c. Gathers and analyzes data to evaluate a variety of transportation options for seniors, people with disabilities, and low-income residents.
 - d. Researches “best practices” for mobility management techniques to coordinate services and other resources among transportation agencies.
7. Expand County-wide transportation services. Examples include:
 - a. Establishing subsidized shared-ride taxi services to provide demand-responsive transit service where feasible, such as in the Burlington-Waterford area.
 - b. Expanding volunteer driver programs.
 - c. Coordinate with transportation network companies such as Uber to expand transportation services and increase accessibility to transit for more residents in the County.

The small groups with participants from multiple counties were asked to use their previously created list of unmet transportation needs for the Region to guide the development of regional strategies, and then each group informed the remainder of the participants at the meeting of their suggested strategies. As each group presented, other participants were asked to indicate if their group had also identified that strategy by a show of hands. The following prioritized list of strategies summarizes the preferred strategies to address the Region’s unmet transportation needs.

Strategies for Addressing Unmet Travel Needs between Counties

1. Establish a regional transit authority with a dedicated funding source.
2. Encourage transit agencies to create memorandums of agreement or understanding that create transit connections between counties and establish procedures for funding these services. These agreements could also encourage municipalities not involved in providing transit to participate in these services and could create a coalition or task force that implements a partnership plan among transit providers. Local municipalities should research additional funding opportunities, such as private funding options, to increase transportation options for employment and medical trips.
3. Create a staffed call center for information about all public transit and human services transportation in the Region. This call center could be built from the existing Southeast Wisconsin Transit Systems

marketing partnership. The call center could coordinate either a one-call, one-click service or a shared transportation website that would work in cooperation with the statewide 211 service to increase public awareness of these services. This call center could also provide a shared regional transportation database of available transportation options in which each county is responsible for maintaining and updating its information and for compiling data regarding transportation use and needs.

4. Until a regional transit authority is established, improve and strengthen services that cross county lines to increase transportation access to jobs, medical facilities, and other social and recreational activities. Develop new inter-county services connecting areas of high unemployment to large companies within the Region who are unable to meet their workforce needs. Encourage employers to offer transit passes or other benefits to their employees as an incentive for taking the inter-county transit services. Consider subsidizing extended service hours on existing taxi services to provide employment and medical trips. Encourage coordination between large employers and medical providers to better assess transportation needs of employees and patients. Encourage transit providers to serve more senior centers and nursing homes.
5. Purchase new accessible vehicles, vans, and buses for all transportation services, including Uber and Lyft.
6. 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. Legislation by the State should also encourage transit systems that serve multiple counties to collaborate on the identification and achievement of shared goals.
7. Increase funding for mobility managers to assist them in coordinating transportation services across county lines. Funded activities conducted by mobility managers could include coordinating community engagement in the transportation planning process, dispersing information on transit services to the public, and coordinating with local non-profit agencies to increase the number of volunteer driver programs in the Region. A liaison responsible for coordinating with all mobility managers in the Region should also be considered.
8. Establish consistent fare structures, eligibility requirements, and service hours for similar types of service in all counties. A standard fee structure should be considered for travel between counties. A regionally recognized transportation pass for transit dependent populations should be considered that is accepted by all transit providers. Consistent service hours should be established for transit providers that cross county lines. These efforts will increase clarity and understanding by the public concerning services and how to use them.
9. Increase non-urgent medical transportation options for individuals not eligible for Medicaid.
10. Increase the availability of demand response services outside of Milwaukee, Ozaukee, and Washington Counties.

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 Racine County participants identified are listed below.

Racine County

- Racine County would be responsible for implementation of a County-wide shared-ride taxi service that is open to the general public and for expansion of volunteer driver programs.
- Racine County would be responsible for expanding service from Racine County to Milwaukee County to provide better access to employment and resources at the Regional Medical Center and in downtown Milwaukee.
- A transportation coordinating committee could be established to guide the implementation of the proposed coordination strategies and recommend actions to County officials.

City of Racine

- The City would be responsible for implementing service improvements to the Belle Urban System and improving the convenience, frequency, and service hours of transportation service.

Mobility Manager

- The County's mobility managers would be responsible for promoting increases in local, State, and Federal funding levels for transportation programs and better coordination of program eligibility and reporting requirements to improve service availability and convenience.
- The County's mobility managers would be responsible for developing strategies to obtain funding for projects that would improve or increase the transportation services available in the County.
- The County's mobility managers would work with hospitals in the County to provide patients with a journey home following their treatment.
- The County's mobility managers would improve access to information on the available transportation services by creating a clearinghouse for information on all transit services and implementing a travel training program.

All Transportation Providers

- Transportation providers would improve access to information on the transportation services provided.

All Parties

- All interested parties, including the City, County, and other municipalities, should advocate for increased transit funding, including additional State funding and the establishment of dedicated local funding for public transportation.

APPENDICES

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 meeting.

KENOSHA COUNTY

- Bryan Albrecht President, Gateway Technical College
- Doug Bartz..... Job Center Manager, Kenosha County Job Center
- Ed Block Citizen
- Starr Burke..... Mobility Manager, Kenosha County Aging and Disability Resource Center
- Doris Carnahan Citizen
- Rachel DeWildt..... Information and Assistance Coordinator,
Kenosha County Aging and Disability Resource Center
- Bobby Dyson Fulfilling a Need
- 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 Aging and Disability Resource Center
- Julie Ferraro..... WDA Supervisor, Division of Vocational Rehabilitation
- Chris Finkel..... Director, Village of Pleasant Prairie RecPlex
- Marla Fischer Social Worker, St. Catherine’s Kidney Center
- Adelene Greene..... Director of Workforce Development,
Kenosha County Department of Workforce Development
- Elizabeth Gridley..... Disability Support Specialist, Disability Support Services,
Gateway Technical College
- Terry Helton LJH Ambulance
- Mark Hinrichs..... Transportation Manager, Kenosha Achievement Center, Inc.
- Ron Iwen..... Director of Transportation, Kenosha Area Transit System
- Denise Jacob..... Director, Kenosha Senior Citizens Center
- Donna Jamieson Chief Nursing Officer, Aurora Medical Center
- John Jansen Director, Kenosha County Department of Human Services
- LaVerne Jaros..... Director, Kenosha County Aging and Disability Resource Center
- Ed Jenkins Citizen
- Kurt Kowalski Director, Recovery Medical Transport
- Joann Kuehl..... Supervisor, Community Care, Inc.
- Debbie Lamb Administrator, Kindred Nursing and Rehab Center - North
- Jaymie Laurent..... Director, United Hospital System
- Diana Mengo..... Coordinator, Day Break Program - Bristol
- Joyce Mitchell..... Admissions Coordinator, St Joseph’s Adult Day Care
- Mike Nardi..... Owner, Southport Transportation, Inc.
- Ali Nelson Director, Veterans Service Office
- Diane Nichols Administrator, Kindred Healthcare South (Sheridan Medical Complex)
- Katie Oatsvall Executive Director, Kenosha Area Family and Aging Services, Inc.
- Karen Olufs Director of Independent Living, Society’s Assets, Inc.
- Lynda Orsburn Owner, Ktown Transportation, Inc.
- Shanon Page..... Director, Westosha Community Center
- Joyce Pavlina..... Congregations United to Save Humanity
- Fran Petrick..... Director, Brookside Care Center
- Bob Prudon Owner, Southport Transportation
- Cheryl Roberts..... Director of Nursing, Claridge House
- Sue Roknic Disability Benefit Specialist,
Mental Health and Substance Abuse Resource Center
- Colleen Sandt Administrator, Grande Prairie Health and Rehabilitation Center
- Helen Schultz Resident Manager, Silvercrest Apartments
- Barbara Tenuta Volunteer Transportation Coordinator,
Kenosha Area Family and Aging Services, Inc.

**APPENDIX A
AGENCIES AND INDIVIDUALS INVITED TO ATTEND THE 2016
COORDINATION PLANNING MEETING IN SOUTHEASTERN WISCONSIN**

KENOSHA COUNTY (continued)

Lisa Thompson Citizen
Jim Truchan..... Kenosha County Department of Disability Services
Gayle Vershowke Kenosha Coordinator, Day Break Program
Christine Weyker..... Chief Executive Officer, Kenosha Achievement Center, Inc.
Lauren Zielsdorf ... Mobility Manager, Kenosha County Aging and Disability Resource Center
Representative Senior Administrator, Washington Manor
Representative Property Manager, Windsong Village Apartments

MILWAUKEE COUNTY

Hal Ackerman WDA Supervisor, Division of Vocational Rehabilitation
Kristen Adelmund..... Executive Assistant, Hatch Staffing
Joe Alaka Phase II Care Transport, Inc.
Rhulene Artis..... All Care Transportation, LLC
RJ Bast Go Riteway Transportation Group
Barbara Beckert Office Director, Disability Rights of Wisconsin
Kelly Blaschke-Treharne..... Senior Vice President, Maximus
Dan Boehm..... Managing Director, Milwaukee County Transit System
Chakaris Buckley-Marshall Executive Assistant, Center for Veterans Issues
Earl Buford..... President and CEO, Milwaukee Area Workforce Investment Board
Lea Collins-Worachek..... WDA Director,
Workforce Development Area 1 Division of Vocational Rehabilitation,
Hector Colon Director, Milwaukee County Health and Human Services
Randall Daut..... Community Representative, Wauwatosa Senior Commission
Holly Davis..... Director, Milwaukee County Department on Aging
Terri Davis..... Executive Director, Vision Forward Association
Ricardo Diaz..... Executive Director, United Community Center
John Doherty Transit Express, Inc.
Brian Dranzik ... Director of Transportation, Milwaukee County Department of Transportation
Peg DuBord..... CEO and President, Transitional Living Services, Inc.
Jim Duff Director, Veterans Service Office
Ella Dunbar..... Program Services Manager, Social Development Commission
Patricia Fabian Director of Adult Day Operations, Curative Transportation Services
Patty Flowers..... Chief Executive Officer,
American Red Cross - Greater Milwaukee Chapter
Teresa Freund Grant Writer, Vision Forward Association
Dawn Gelle..... Vice President, Policy Studies-Job Center Northwest
George Gerharz..... Allied Community Solutions
Kim Grove American Cancer Society- Milwaukee Division
Jackie Hallberg President and CEO, Goodwill Industry of Southeastern Wisconsin
Daniel Haney..... Transportation Manager, Community Care, Inc.
Tracy Harrington Director of Paratransit Services, Milwaukee County Transit System
Hector Hernandez..... Elderly Program Director, United Community Center
Tom Hlavacek..... Executive Director, Alzheimer's Association
Christine Holmes..... President, Penfield Children's Center
LaPricia Hooks Kadyn's Transportation, Inc.
Paula Houston..... President, Choice Care Transport
Dorothy Jackson..... E & D Transportation, Inc.
Marlena Jackson Patient Relations, Froedtert Healthcare
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
Mark Kessenich Executive Director, Wisconsin Regional Training Partnership

MILWAUKEE COUNTY (continued)

Maudwella Kirkendoll..... Chief Operating Officer, Community Advocates
Walter Laux..... Executive Director, Bell Therapy, Inc
Geri Lyday..... Disability Services Division Administrator,
Milwaukee County Health and Human Services
James Martin Director of Administration,
Milwaukee County Department of Transportation
Lupe Martinez Director, United Migrant Opportunity Service
Tanya Mazor-Posner President, Milwaukee Center for Independence
Gary Mikolajczyk..... Interim Chairperson, Milwaukee County Commission on Aging
Jennifer Mims-Howell..... Director of Specialized Services,
Milwaukee Public Schools - Division of Special Needs
Dan Misch..... Supervisor, Curative Care Network
Matthew Mueller Director of Government Funding, Ways to Work
Chris Mulloy..... Executive Director, Meda-Care Ambulance Service
Dawn Mumaw..... Regional Director,
Wisconsin Department of Health and Human Services – Milwaukee Office
Kenneth Munson Chief Executive Officer, Community Care, Inc.
Katherine Murphy Aurora Healthcare - Transportation Services
Don Natzke..... Mobility Manager, Milwaukee County Transit System
Kristin Neitzel..... Director, Children’s Hospital of Wisconsin - Family Services
Ubaldo Nieves Transportation Manager, Milwaukee Center for Independence
Steven Nigh Grants Development Manager, Milwaukee County
Department of Transportation
Tim Ochnikowski..... Executive Director, Milwaukee County Office for Persons with Disabilities
Eileen Olen..... Chair, Wauwatosa Senior Commission
Paula Penebaker President & CEO, YWCA of Greater Milwaukee
Manuel Perez General Manager, Esperanza Unida, Inc.
Gary Portenier..... Program Planning Coordinator, Milwaukee County Department on Aging
John Possell Fiscal Director, Milwaukee Careers Cooperative
Linda Ragland..... DCS Transport, Inc.
Mazen Rezk..... Manager, City Wide Transit Cooperative
Toni Rivera-Joachin Director, Council for the Spanish Speaking
Richard Robbins Audio Services Coordinator, Audio & Braille Literary Enhancement
John Rodgers Senior Manager Grants Compliance,
Milwaukee County Department of Transportation
Paul Sanfelippo General Manager, American United Taxi Company, Inc.
Bob Sayner Executive Director, Justice 2000
Krista Scheel Program Director, Alzheimer’s Association -
Southeastern Wisconsin Chapter
Mary Schinkowitch Director of Administration, Broadscope
Bekki Schmidt..... Interfaith Older Adult Programs, Inc.
Lee Schulz..... Executive Director, Independence First
Mark Shapiro President, Jewish Community Center
Robert Simi Executive Director, Milwaukee Regional Medical Center
Mary Smarelli..... President, Transit Express, Inc.
Bill Solberg Community Services, Columbia - St. Mary’s Hospital
Meg Steimle..... Outreach Specialist, Children’s Hospital of Wisconsin
Yvonne Steuber..... Executive Director, Broadscope
Rocco Vento First Call Medical Staffing
Vicki Wachniak..... Executive Director, Life Navigators, Inc.
Johnny Walker J.W. Transport, LLC
Andrea Weddle-Henning..... Transportation Engineering Manager,
Milwaukee County Department of Transportation
Scott Wilder CEO, Mt. Castle Corporation

MILWAUKEE COUNTY (continued)

Douglas Woods Dean of the Graduate School,
Marquette University Graduate School

Ricardo Ybarra Director of Adult Services, Employ Milwaukee

Mary Lou Young President & CEO, United Way of Greater Milwaukee & Waukesha County

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

Representative Able Access Transportation

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 Blessed & Qualified Transportation, LLC

Representative CB and SS Transport

Representative Countryview Transport, Inc.

Representative Dependable Express, LLC

Representative Destiny Transport Service, Inc.

Representative Disabled American Veterans

Representative Dungarvin Wisconsin, Inc.

Representative Director, Easter Seals Workforce Training Center

Representative FH & C Supportive Living Care, Inc.

Representative First Transit

Representative Go-Kay Care Transport, Inc.

Representative Hope Transport, Inc.

Representative Lavell’s Transportation, Inc.

Representative Let it Ride Transport, Inc.

Representative Service Coordinator, Lutheran Social Services of Wisconsin

Representative M Transport, Inc.

Representative Paratech Ambulance Service, 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 Wheaton Franciscan Healthcare

Representative Your Transportation Company, Inc.

OZAUKEE COUNTY

Liza Drake Interim Director, Ozaukee County Human Services

Cecile Duhnke Cope Services

Jon Edgren Highway Commissioner, Ozaukee County Highway Department

Mary Ferrell Ozaukee County Aging and Disability Resource Center

Barbara Fischer Executive Director, Advocates of Ozaukee

John Hackett Chief Executive Officer, Balance, Inc.

Shea Halula Executive Director, Starting Point of Ozaukee (Ozaukee Council)

Cindy Helm President, Ozaukee County Arc, Inc.

Lisa Holtebeck Executive Director, Ozaukee Family Services

Julie Hoover Executive Director, Family Sharing of Ozaukee County

Kevin Johnson Veterans Service Office

Catherine Kiener Director, Port Washington Senior Center

Amber Koehler Manager, Ozaukee County Shared Ride Taxi

Carol LaFontaine Senior Supervisor, Cedarburg Senior Center

OZAUKEE COUNTY (continued)

Mike Lappen Behavioral Health Manager, Ozaukee County Human Services
Rachel Pantaleo Economic Support, Ozaukee County Social Services
Stephanie Phillips President, Community Comfort Transport
Michelle Pike Director, Ozaukee County Aging and Disability Resource Center
Renie Rathke Executive Director, Ozaukee County Family Enrichment Center
Maureen Squire Executive Director, Interfaith Caregivers of Ozaukee County
Boyd Stoffell Owner, Transtar Medical Transport, Inc.
Carol Stuebe Director, Portal Industries, Inc.
Jason Wittek Transit Superintendent, Ozaukee County Transit Services
Chris Witzlib President, Away We Go Transport, Inc.
Representative ASAP Transportation, Inc.
Representative L & W Transportation, Inc.
Representative Med Group Transportation, Inc.
Representative Adult Services Supervisor, Ozaukee County Human Services
Representative TNJ Transport

RACINE COUNTY

Reid Aaron Commandant, Wisconsin Veteran's Home - Union Grove
Julie Anderson Director, Racine County Department of Public Works
Michael Boticki Executive Director, National Alliance on Mental Illness--Racine
Mary Therese Boyle Chief of Staff, Office of County Executive
Sarah Brossard-Street Mobility Manager, Racine County Human Services
Susan Chandek WDA Director,
Workforce Development Area 1, Division of Vocational Rehabilitation
Anna Clementi Operations Supervisor, Racine Association of
Manufacturers and Commerce
Jennifer Ditscheit Executive Director, Greater Union Grove Area Chamber of Commerce
Peggy Foreman Executive Director, The ARC of Racine County
Ninna Frank Assistant Director, Racine County Aging and Disabilities Resource Center
Marty Garb General Manager, First Transit, Inc.
Michelle Goggins Director, Racine County Aging and Disabilities Resource Center
Sheryl Hamilton Racine County Opportunity Center
Debra Harris Citizen
Sherry Hartog Women's Resource Center
James Henkes Director, Southern Wisconsin Center for the Developmentally Disabled
Barbara Howard Executive Director, Love, Inc.
Dawn Jardee Transportation Coordinator,
Waterford Special Education Consortium
Tom Knitter President, Racine County TRIAD
Jan Ludtke Executive Director, Burlington Chamber of Commerce
Michael Maierle Transit Manager, City of Racine Belle Urban System
Susanne Malestic Senior Resource Coordinator, Aurora Burlington Clinic
Dave Martin Leadership Racine/QPS Companies
Bruce Nelson CEO, Society's Assets, Inc.
Janet Nixon Veterans Center
Alice Oliver Manager, Workforce Development Center
Hope Otto Human Services Director, Racine County Human Services
Greg Petro President, Racine Interfaith Coalition
Sally Pieske K & S Medical Transport, Inc.
Steven Rogstad Owner, Kenson's Enterprises Senior Shuttle
Mike Schmidt Director of Operations, Medix, 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 Rehabilitation Director, Careers Industries, Inc.

RACINE COUNTY (continued)

Patrick Starken Transportation Supervisor, Racine Unified School District
Sarah Street Transportation Coordinator, Racine County
Lyle Tietel Tietels Transport, Inc.
Albert Volmut Director, Retired and Senior Volunteer Program of Racine County (RSVP)
Representative Community Care, Inc.
Representative Curtis Ambulance Service
Representative Erickson Ambulance
Representative Goodwill Industries of SE Wisconsin
Representative iTN Racine County
Representative Racine County Human Services, Burlington Office
Representative Supervisor of Hospital Social Services,
Wheaton Franciscan Healthcare – All Saints

WALWORTH COUNTY

Elizabeth Aldred Director, Walworth County Health and Human Services
David Bretl County Administrator, Walworth County Administration
Karen Burns Walworth County Job Center/Kaiser Group
Cameron Clapper City Manager, City of Whitewater
Michael Cotter Director, Walworth County Land Use & Resource Management
Laverne Duncan Chairperson, ADRC Governing Board
Jerry Grant Chairperson, Health & Human Services Board
Patricia Heitz LaVigne Transportation, Inc.
Bernadette Janiszewski Nursing Home Administrator, Lakeland Health Care Center
Jennifer Johnson Aurora Lakeland Medical Center
Christine Jordan Veterans Officer, Veterans Service Office
Colleen Lesniak Volunteer Organizer, Walworth County Volunteer Resource Center
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
Donna Piccolo Disability Support Specialist, Disability Support Services,
Gateway Technical College Elkhorn Campus
Sheldon D. Rock Delavan Taxi Services, Lakes Area Taxi, & Cab-Care Transportation
Terry Schuerman Walworth County Job Center
Jennifer Selz ADRC Supervisor, Aging and Disability Center of Walworth County
Cynthia Simonsen Executive Director, VIP Services, Inc.
Eppy Smith Society's Assets, Inc.
Elisabeth Watson Director, Center for Students with Disabilities,
University of Wisconsin - Whitewater
Robert Williams Deputy Director, Walworth County Health and Human Services
Representative Brown's Cab Service, Inc.
Representative Cardinal Transport Service, Inc.
Representative City of Whitewater Taxi Service
Representative Lake Geneva Limousine & Luxury Taxi, Inc.
Representative Lake Geneva Senior Cab
Representative Transportation Supervisor, Walworth County Health and Human Services

WASHINGTON COUNTY

Lisa Alves Hartford City Taxi
Tammy Anderson Director, Washington County Aging and Disability Resource Center
John Beisber ARC of Washington County
John Bloor Executive Director, The Threshold, Inc.
Janean Brudvig Executive Director, Interfaith Caregivers of Washington County
Mark Brunner Chairman, Citizen Advocacy of Washington County, Inc.

WASHINGTON COUNTY (continued)

Dan Cooper Personalized Transportation Services
 Phillip Corona Independence First
 Eric Diamond Washington County Human Services
 Andrew Dresang Director of Community Engagement, Froedert Health - St. Joseph's
 Mary Fiegel Germantown Senior Center
 Wes Gaedtke West Bend Taxi
 Mike Hermann Director of Parks and Recreation, Hartford City Taxi
 Deb Holtan Executive Director, Medical Center Foundation of Hartford
 Jenny Kertscher Washington County Social Services
 Maria Kikstra ADS Director, The Threshold, Inc.
 Edward Kohl Chief Program Officer, Community Care, Inc.
 Mike Krueger President, Life Star Medical Transport
 Amy Maurer Program Specialist, Froedert Health - St. Joseph's
 Autumn Misko Lead Resource Specialist, Independence First
 Lynn Nettesheim Director, Hartford Senior Center
 Lynn Olson Cedar Community
 Jenny Patterson Care Wisconsin, Inc.
 Nicole Pretre Cedar Ridge Retirement Campus
 Monica Rakowski Administrator, Wellington Place at Hartford
 Kurt Rusch Veterans Service Office
 Scott Schmidt Highway Commissioner, Washington County Highway Department
 Lisa Schweitzer Care Wisconsin
 Jay Shambeau City Administrator, West Bend Department of Community Development
 Mary Sherman Advocate, Independence First
 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 Director, The Threshold, Inc.

WAUKESHA COUNTY

Jennifer Aldrich Disability Resource Coordinator, WOW Workforce Development, Inc.
 Beatrice Alexander Coordinator, New Berlin Senior Taxi
 Kris Androsky Executive Director, Hebron House
 Jane Batha Manager, Arbor Education & Training, Inc.
 Sandi Bednarski Homes for Independent Living
 Shawna Burr Director, Paragon Community Services, Inc.
 Heather Byron Program Specialist, Transportation & Lodging,
 American Cancer Society - Midwest Division
 Laura Catherman President, WOW Workforce Development Board
 Tom Dieckelman Wisconsin Coach Lines, Inc.
 John Doherty CEO, Meda Care Vans of Waukesha
 Andrew Dresang Community Outreach Coordinator, Community Memorial Hospital
 Brian Engelking Manager, Waukesha Metro Transit
 Kathy Fargo American Red Cross
 Kathy Gale Executive Director, Interfaith Senior Programs, Inc.
 Michael Glasgow Transportation Services Supervisor,
 Aging and Disability Resource Center of Waukesha County
 James Hannig Assistant Bicycle and Pedestrian Coordinator,
 Southeast Region, Wisconsin Department of Transportation
 Lori Hayes Executive Director, Volunteer Center of Waukesha County
 Candace Hennessy Curative Care Network (Ranch Community Services)

WAUKESHA COUNTY (continued)

Laurie Hintz Creative Community Living Services, Inc.
 Jennifer Horth ARCh Waukesha
 Michael Johannes Veterans Service Office
 Carol Ann Kay Executive Director, Adaptive Community Approach Program
 Judith Kearns Citizen
 Jane Kirchhoff Director, Day Services, Goodwill Industries of SE Wisconsin
 Laura Kleber Director, Aging and Disability Resource Center of Waukesha County
 Deanna Krell WDA Director,
 Workforce Development Area 3, Division of Vocational Rehabilitation
 Roger Lemke Oconomowoc Silver Streak
 Beth Lohmann Easter Seals Waukesha
 Dick Manke President, Lake Country Cares Cab
 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
 Karin Nickel Executive Director, Muskego Senior Taxi
 Michael Pjevach President, Wisconsin Coach Lines, Inc.
 Susan Rady Manager, Menomonee Falls Senior Shuttle
 Pam Reetz Owner, Best Cab of Waukesha, Inc.
 Antwayne Robertson Director, Waukesha County Health & Human Services
 Libby Rowe Interim Executive Director, Community Action Coalition of
 Southcentral Wisconsin
 Tom Rust Waukesha Cab, Inc.
 Nora Sale Executive Vice President,
 ProHealth Care Special Transportation Prepaid Voucher Program
 Karen Schmiechen Member, SOPHIA of Waukesha County
 John Schnabl Executive Director, Southeastern Wisconsin Area Agency on Aging
 Margaux Shields Mobility Manager, Interfaith Senior Programs, Inc.
 Dawn Smith Program Manager, Care Wisconsin, Inc.
 Jimmy Stephens Best Cab of Waukesha, Inc.
 Steve Visocky X-PerT Placement Inc.
 Phyllis Wesolowski Coordinator, Elmbrook Senior Taxi
 Jack Wieber Program Director, Mukwonago Seniors on the Go
 Ralph Zick Executive Director, The Hope Center in Waukesha
 Representative Transportation Manager, Elmbrook Memorial Hospital Representative
 Lifestyles Medical & Leisure Transportation, Inc.
 Representative Procure Plus, LLC

AGENCIES IN THE CITY OF MADISON

Michael Bachhuber Executive Director, Independent Living Council of Wisconsin
 Steve Hirshfeld Public Transit Manager, Wisconsin Department of Transportation
 Scott Jansen Administrator, Wisconsin Department of Workforce Development
 Patrick Missall Division of Long Term Care,
 Wisconsin Department of Health and Human Services
 John Swisler Program Manager, Wisconsin Department of Transportation
 Rebecca Thompson Specialized Transit Program Manager,
 Wisconsin Department of Transportation
 Ben Vondra Program Manager, Wisconsin Department of Transportatio

DATE: November 29, 2016
 TIME: 9:30 a.m.
 PLACE: Zoofari Conference Center
 Milwaukee County Zoo
 Milwaukee, WI

PARTICIPANTS

Jennifer Aldrich Vocational Service Provider, WOW Workforce Development, Inc.
 Huda Alkaff..... Director, Wisconsin Green Muslims
 Tammy Anderson Director, Aging and Disability Resource Center, Washington County
 RJ Bast Director of Operations, GoRiteway Transportation Group
 James Bennett..... Past President, Senior Friends of Hartford
 Bethany Berning..... Therapeutic Recreation Specialist,
 Village of Pleasant Prairie RecPlex
 John Bloor Executive Director, The Threshold, Inc.
 Janean Brudvig Executive Director, Interfaith Caregivers of Washington County
 Lisa Bucheger..... Assistant Director, Adaptive Community Approach Program
 Jenni Chap Transportation Manager, Volunteer Center of Racine
 Mona Cohen..... Adult Programs Director, Jewish Community Center
 Randall Daut..... Community Representative, Wauwatosa Senior Commission
 Courtney Day..... Nursing Supervisor, Health Department, City of Wauwatosa
 Paul Decker..... Chairman, Waukesha County Board of Supervisors
 John Engelhardt Board Member, Muskego Senior Taxi,
 Alderman, City of Muskego
 Brian Engelking..... Transit Manager, Waukesha Metro Transit
 Patricia Fabian Director of Adult Day Operations, Curative Care Milwaukee
 Deb Falk-Palec Case Manager, Curative Care Network
 Carolyn Feldt Manager, Elder and Disability Services,
 Aging and Disability Resource Center, Kenosha County
 Chris Fox..... Transportation Analyst, Milwaukee County Transit System
 Ninna Frank..... Assistant Director, Aging and Disability Resource Center, Racine County
 Kathy Gale..... Executive Director, Interfaith Senior Programs, Inc.
 Mark Geronime..... Vice President of Operations, Milwaukee Regional Medical Center
 Michael Glasgow Transportation Services Supervisor,
 Aging and Disability Resource Center, Waukesha County
 Raymond Grosch..... Treasurer, Lake Country Cares Cab
 John Hackett..... Chief Executive Officer, Balance, Inc.
 Dan Haney Transportation Manager, Community Care, Inc.
 James Hannig..... Assistant Bicycle and Pedestrian Coordinator,
 Southeast Region, Wisconsin Department of Transportation
 Deb Heim Nurse Consultant, Division of Public Health – Southeast Region,
 Wisconsin Department of Health Services
 Troy Hergert..... IT Manager, Vision Forward Association
 Mike Hermann Director of Parks and Recreation, City of Hartford, Hartford City Taxi
 Hector Hernandez..... Program Director, United Community Center
 Steve Hirshfeld..... Public Transit Manager, Wisconsin Department of Transportation
 Paula Houston..... President, Choice Care Transport
 Karen Infalt..... Member, Adaptive Community Approach Program
 Ron Iwen..... Director, Kenosha Area Transit System
 Kevin Johnson..... Veterans Services Officer, Ozaukee County Veterans Services Office
 David Jordan..... Chairman, Aging and Disability Resource Center, Walworth County
 Judith Kearns Citizen
 Tom Kenney Mobility Manager, Milwaukee County Transit System
 Rhonda Klein Member, Adaptive Community Approach Program
 Amber Koehler..... Shared-Ride Taxi Manager, Ozaukee County Transit Services

Krystina Kohler.....Income Portfolio Manager,
United Way of Greater Milwaukee & Waukesha County

Jeff Kohlhapp.....Production Manager, QuadGraphics

Sari Laboutski.....Member, Adaptive Community Approach Program

Deb Langham.....Vice President of Independent Living, IndependenceFirst

Donald Lawrence.....Citizen

Dawn Lingo.....Organizer, Congregations to Save Humanity

Hannah Loppnow.....Program Supervisor, Interfaith Senior Programs

Michael Maierle.....Transit Manager, Belle Urban System, City of Racine

Tonya Mazor-Posner.....President, Milwaukee Center for Independence

Willie McDonald.....General Manager, Belle Urban System, City of Racine

Jill McGuire.....Public Health Nurse, Health Department, City of Wauwatosa

Patrick Missall.....Division of Long Term Care, Wisconsin Department of Health Services

Ali Nelson.....Director, Kenosha County Veterans Services Office

Karin Nickel.....Executive Director, Muskego Senior Taxi

Nina O'Brian.....Citizen

Eileen Olen.....Chairman, Wauwatosa Senior Commission

Carmen Pangilinan.....Program and Policy Coordinator,
Milwaukee County Department on Aging

Tiffany Payne.....IndependenceFirst

Barbara Pfarr.....Chair, Transit Task Force, SOPHIA of Waukesha County

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

John Possell.....Transportation Manager, Milwaukee Careers Cooperative

Joe Povkovich.....Financial Administrator, Volunteer Center of Racine

Tim Pritzlaff.....Logistics Manager, Mukwonago Seniors on the Go!

Colin Radcliffe.....Graduate Student, Disability Rights Wisconsin

Sheldon Rock.....Delavan Taxi Services

John Rodgers.....Senior Manager Grants Compliance,
Milwaukee County Department of Transportation

Kurt Roskopf.....Vice Chair, Wisconsin Council on Physical Disabilities

Mary Russell.....Director, Senior Citizens Activities, Inc.

Paul Sanfelippo.....General Manager, American United Transportation Group

Isaac Sanyaolu.....Choice Care Transport

Laury Schwartz.....Chairman, Interfaith Caregivers of Washington County

Robert Simi.....Executive Director, Milwaukee Regional Medical Center

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

Dawn Smith.....Program Manager, Care Wisconsin

Mary Check Smith.....Manager, Aging and Disability Resource Center, Waukesha County

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

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

Joy Tarkowski.....Shared-Ride Taxi Manager, Washington County Shared-Ride Taxi

Rebecca Thompson.....Specialized Transit Programs Manager,
Wisconsin Department of Transportation

Andy Tillman.....Transit Planner, Milwaukee County Transit System

Fiona Weeks.....Health Department, City of Milwaukee

Phyllis Wesolowski.....Coordinator, Elmbrook Senior Taxi

Jack Wieber.....Program Director, Mukwonago Seniors on the Go!

Robert Williams.....Deputy Director,
Department of Health and Human Services, Walworth County

Erin Winch.....Director of Therapeutic Recreation,
Village of Pleasant Prairie RecPlex

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

Chris Witzlib.....President, Away We Go Transport

Sandy Wolff.....Board President, Elmbrook Senior Taxi

Ricardo Ybarra.....Adult Services Director, Employ Milwaukee

Claire Zautke.....Director of Community Relations, Milwaukee County Executive's Office

Lauren Zielsdorf...Mobility Manager, Aging and Disability Resource Center, Kenosha County

FACILITATORS

Kevin Muhs Assistant Director, SEWRPC
Joseph Delmagori Senior Transportation Planner, SEWRPC
Gabriel Rosenwald Engineering Technician, 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 sixteen small groups of six to eight people based on the primary county they served for the morning's discussion on transportation within each of the seven counties. Each group had participants from public agencies and private organizations from within a specific county to focus on transportation needs within that county. Mr. Muhs then explained the agenda for the meeting:

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

OVERVIEW OF THE COORDINATION PROCESS

Mr. Muhs explained that the Coordination Plan is a framework for improving public transit and human services transportation in all seven counties and for the Region and includes strategies that are identified for addressing gaps between current services and needs. He described the Federal requirements for the coordination plans and for project funding. He also described the Wisconsin Department of Transportation (WisDOT) coordinated planning process, the role of the Commission within this process, and the need for a regional planning approach.

INFORMATION ON FUNDING PROGRAMS

Ms. Thompson, Specialized Transit Program Manager, and Mr. Hirshfeld, Public Transit Manager, outlined the various opportunities for funding assistance from the Federal and State governments for public and non-profit operators. They presented on the public transit funding programs and the grant programs for specialized transit managed by WisDOT. They described current funding opportunities available through the Federal Transit Administration's Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) Program, the State of Wisconsin's County Elderly and Disabled Transportation Assistance Program (s. 85.21, Wisconsin Statutes), the Tribal Transportation for Elders Program (s. 85.215, Wisconsin Statutes), and the Wisconsin Employment Transportation Assistance Program (WETAP). Ms. Thompson and Mr. Hirshfeld provided examples of projects for these programs and described program requirements and eligible recipients.

SMALL GROUP DISCUSSION ADDRESSING TRANSPORTATION WITHIN EACH COUNTY

Mr. Muhs described the discussion packet that assisted the small groups in their analysis of transportation services within each county. 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

transit services for the general public. Each group reviewed the inventory for their county and noted any needed changes for Commission staff to include in the final coordination plans. Each group was then asked to assess the quality of existing transportation services within each county based on eight different service attributes, create a list of unmet needs for traveling within each county, and identify strategies to address those unmet needs. The small groups then prioritized the needs and strategies they previously identified based on importance. To assist with discussion and in developing needs and strategies, each packet included information regarding population growth within each county and changes in the number of residents and households falling in transit dependent population groups; maps of existing public transit and shared-ride taxi service areas overlaid onto population density, employment density, and major activity centers; and lists of previous unmet needs and strategies from the 2012 planning effort. The lists of unmet needs and strategies developed by each group were collected by Commission staff to assist with the development of the coordination plans.

SMALL GROUP DISCUSSION ADDRESSING REGIONAL TRANSPORTATION

Following the selection of prioritized strategies to address unmet needs for travel within each county, the participants were assigned to new small groups to discuss regional transportation. Each group was comprised of representatives from several counties to provide the widest perspective possible on existing services at each table. Mr. Muhs introduced the small group discussion packet that assisted groups in their analysis of transportation services that crossed county borders. Similar to the previous exercise, the attendees were asked to discuss existing regional transit services within their small groups and assess the quality of these services based on eight different service attributes. This assessment guided the groups as they created a list of unmet regional transportation needs and identified strategies to address their list of unmet needs. To assist with discussion and in developing the needs and strategies, information in each packet included an inventory of principal transportation providers that cross county borders, consisting of public, private, and non-profit providers of human services transportation and providers of transit services for the general public; a regional transit service map that displayed public transit and shared-ride taxi service areas; regional population trends and statistics on transit dependent population groups for the Region; and lists of previous unmet needs and strategies for the Region from the 2012 planning effort. The lists of regional unmet needs and strategies completed by each group were collected by Commission staff to assist with the development of the coordination plans.

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 proposed strategies to address the unmet needs they identified. After each strategy was shared with the full group, each of the other small groups was asked to indicate if they had also identified that strategy by a show of hands. This process was intended to show the participants how regional strategies would be prioritized within the final document. Mr. Muhs indicated that this list of prioritized strategies and a summary of the key findings of the small group discussions would be included in the Public Transit-Human Services Transportation Coordination Plan for each county.

WRAP-UP

After the small group discussions, Mr. Muhs thanked all attendees for their participation and input into the development of the coordination plans. He informed the participants that a final plan for each county would be assembled by Commission staff based on the discussion and feedback from this meeting. He said it was anticipated that the finalized Public Transit-Human Services Transportation Coordination Plan for each county would be submitted to WisDOT and made available to those in attendance in early 2017.

