

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



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

MEMORANDUM REPORT NO. 233

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

Prepared for Washington 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 Washington 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 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 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 Washington 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 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 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 countywide public transit service plan for Washington County, prepared by the Commission in 1997, resulted in the creation of the Washington County Shared-Ride Taxi and the Washington County Commuter Express services. A new transit development plan was completed for the County in 2015 that evaluated existing transit services, developed service objectives and standards, proposed alternative service plans, and recommended a service alternative for the years 2015-2019.

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

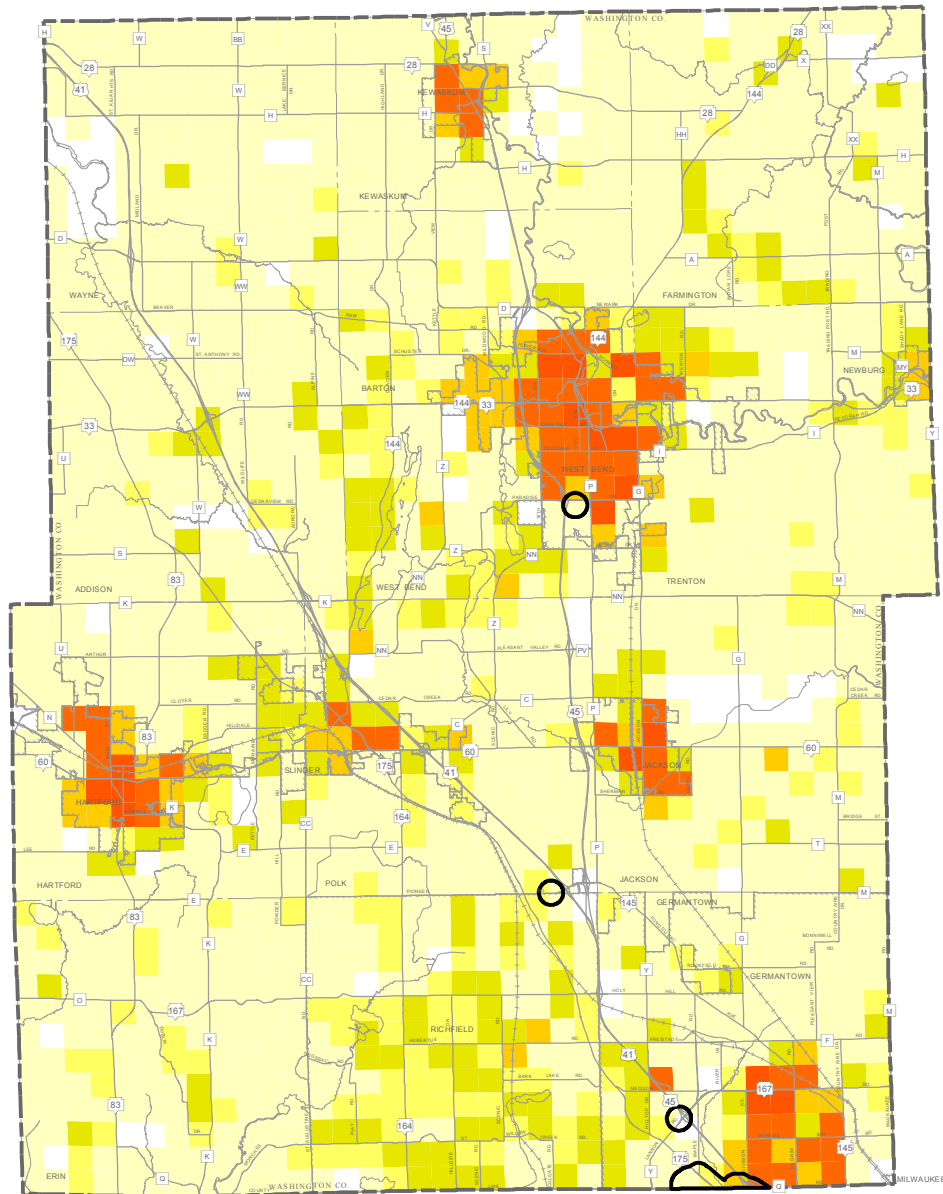
General Population Characteristics

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 2015 was 133,700 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 66,000 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.

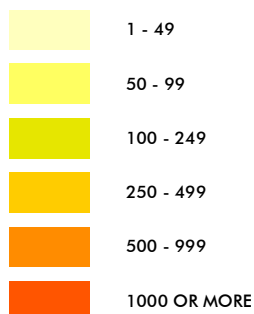
Washington County's population has grown rapidly since 1990. Between 2000 and 2015, the County's population grew an additional 14 percent from approximately 117,500 to 133,700 persons, respectively. The rapid growth is expected to continue through 2030. As Figure 1 displays, the Washington County population is projected to reach 158,000 persons by the year 2030.

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



TRANSIT SERVICE (2016)

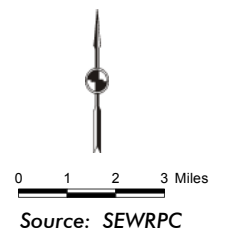
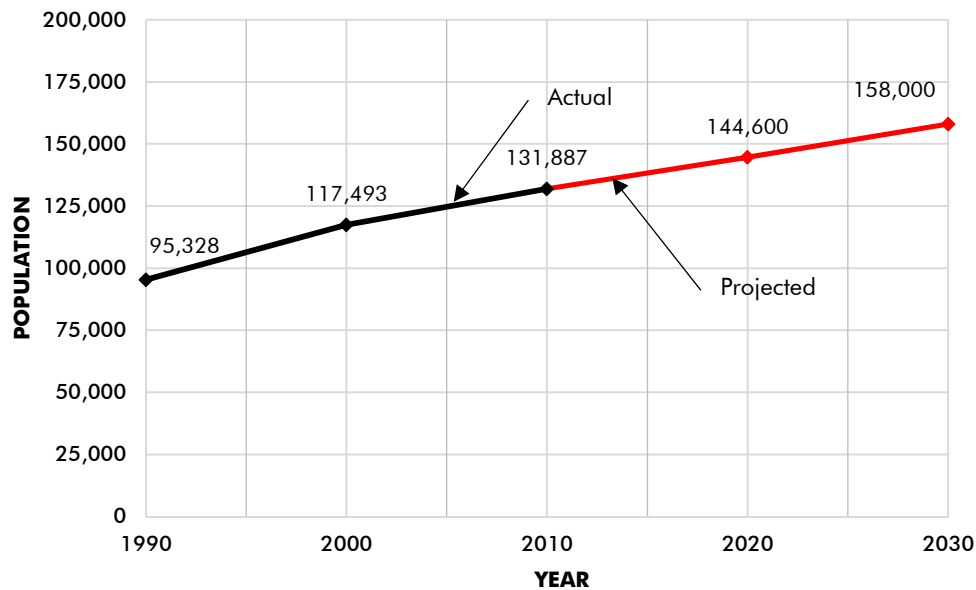


Figure 1
Washington County Actual and Projected Total Population



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 (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 16 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. 7 percent of the population is at least 75 years of age, and about 4 percent of households have no vehicle available.
- Between 2000 and 2015, 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 2011-2014 American Community Survey 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.

Table 1
Trends in Transit-Dependent Population Groups in Washington 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)	6,316	5	8,307	6	9,379	7
Persons in Low-Income Households ^b	13,876	12	24,299	18	21,003	16
People with Disabilities ^c	4,195	4	9,957	8	14,242	11
Households with No Vehicle Available	1,720	4	2,573	5	1,940	4
Total County Population	117,493	--	131,887	--	133,674	--
Total Number of Households	43,843	--	51,605	--	53,353	--

^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

In 2014, the residential concentrations of transit-dependent persons were located mostly within the Cities of Hartford and West Bend and the Villages of Germantown and Slinger. Transit needs in the rest of Washington County were low to moderate.

Employment Characteristics

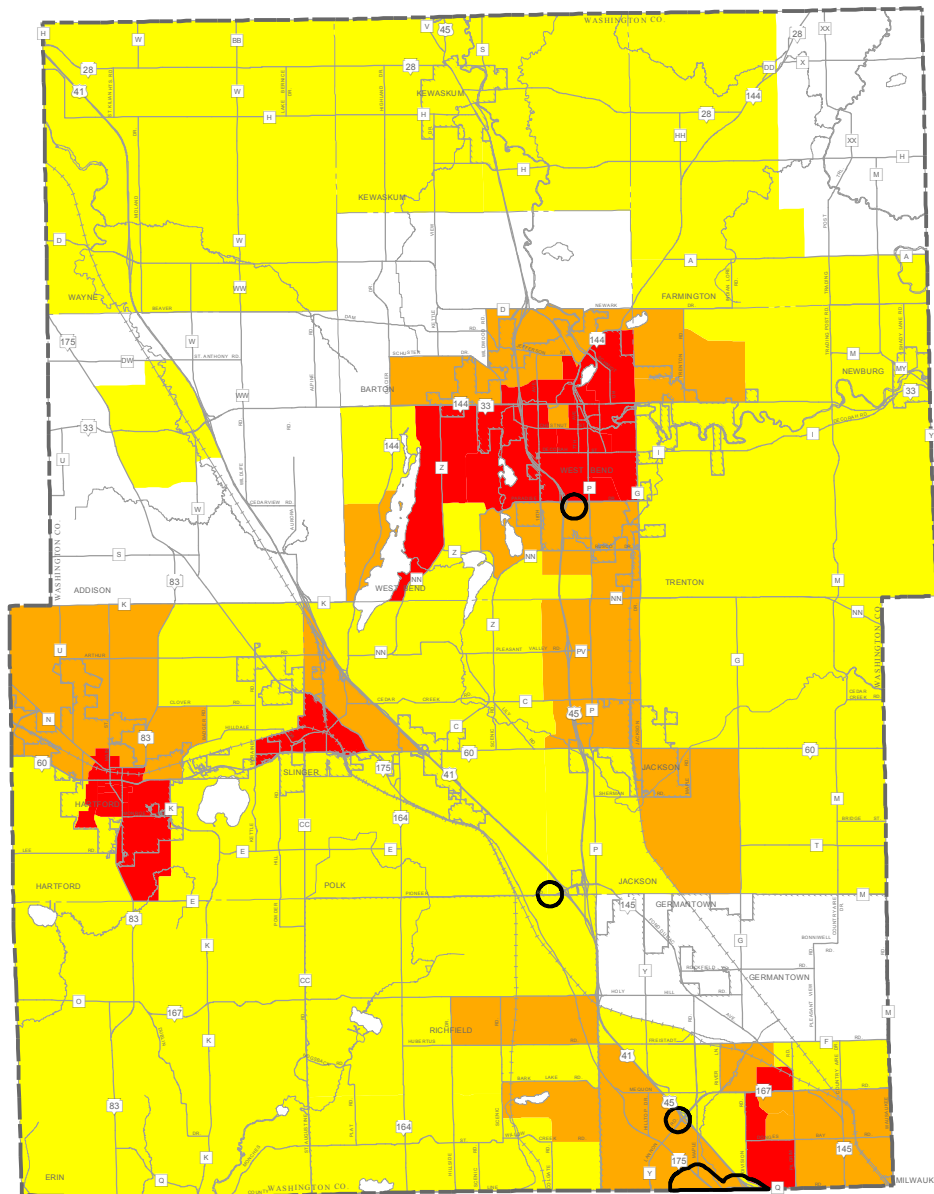
Map 3 displays employment density in 2010 by U. S. Public Land Survey quarter-section. The highest employment concentrations in the County are in the Cities of Hartford and West Bend and the Villages of Germantown, Jackson, and Kewaskum.

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
- 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 2 Transit Needs Index for Washington County: 2014



TRANSIT NEEDS INDEX LEVEL

LOW (4)

MARGINAL (5 TO 8)

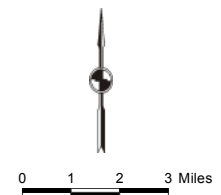
MODERATE (9 TO 12)

HIGH (13 TO 16)

TRANSIT SERVICE (2016)

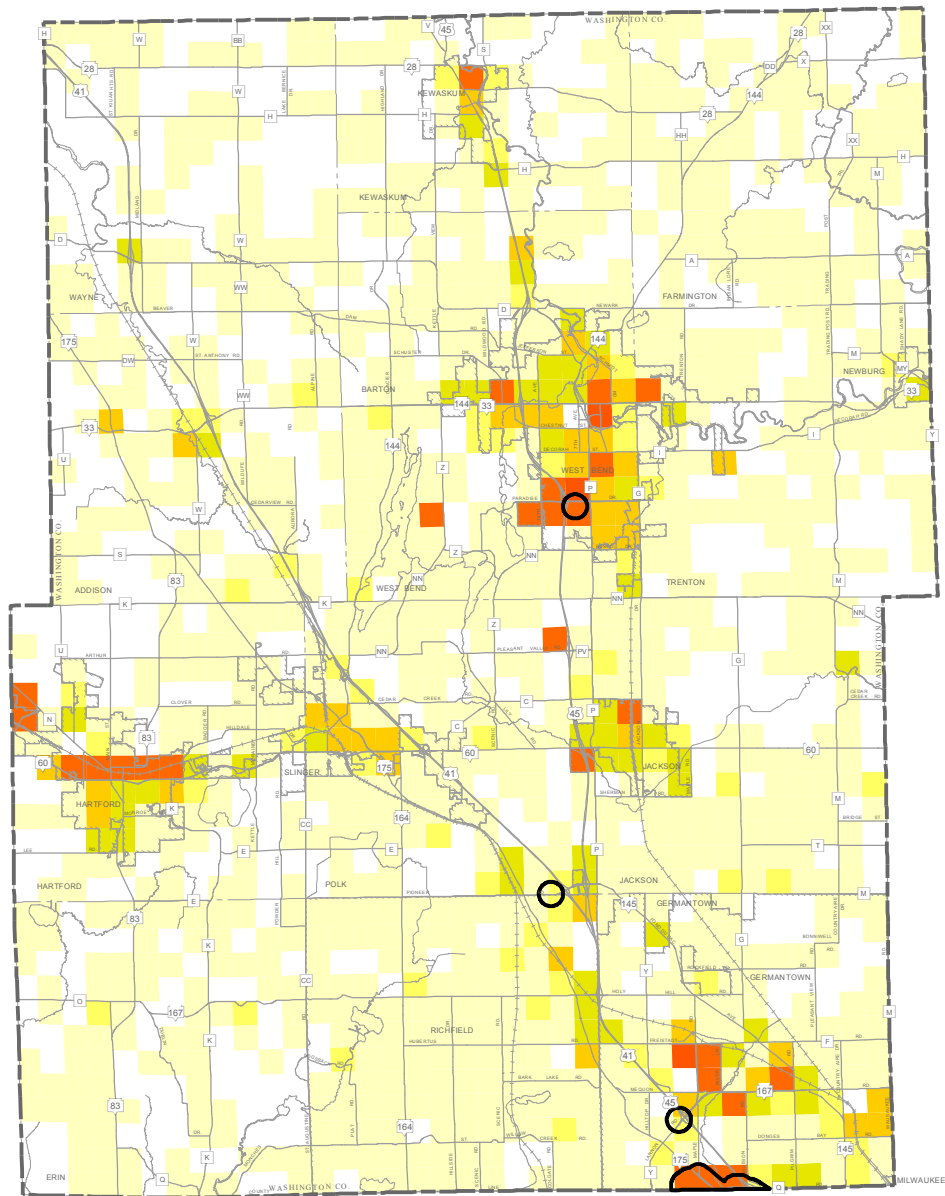
WALK DISTANCE FROM
BUS ROUTES AND STOPS

NOTE: THE TRANSIT NEEDS INDEX IS CALCULATED BY RANKING CENSUS BLOCK GROUPS BASED ON THE DENSITY OF POPULATION OR HOUSEHOLDS WITHIN FOUR CATEGORIES: SENIORS (75 AND OLDER), PERSONS IN LOW-INCOME HOUSEHOLDS, PEOPLE WITH DISABILITIES, AND HOUSEHOLDS WITH NO VEHICLE AVAILABLE. EACH RANKED BLOCK GROUP IS ASSIGNED A SCORE FROM 1 TO 4, BASED ON THE QUARTILE THE BLOCK GROUP FALLS WITHIN FOR EACH CATEGORY, WITH A 1 FOR THE LOWEST DENSITIES AND A 4 FOR THE HIGHEST DENSITIES. THE TRANSIT NEEDS INDEX IS EQUAL TO THE SUM OF THE SCORES FOR ALL FOUR CATEGORIES.

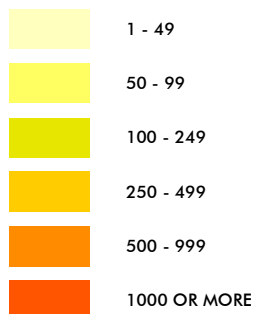


Source: U.S. Census Bureau and SEWRPC

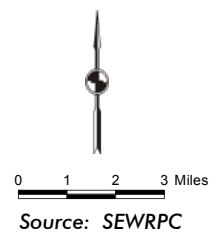
Map 3 Employment Density by U.S. Public Land Survey Quarter-Section in Washington County: 2010



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



TRANSIT SERVICE (2016)



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

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.

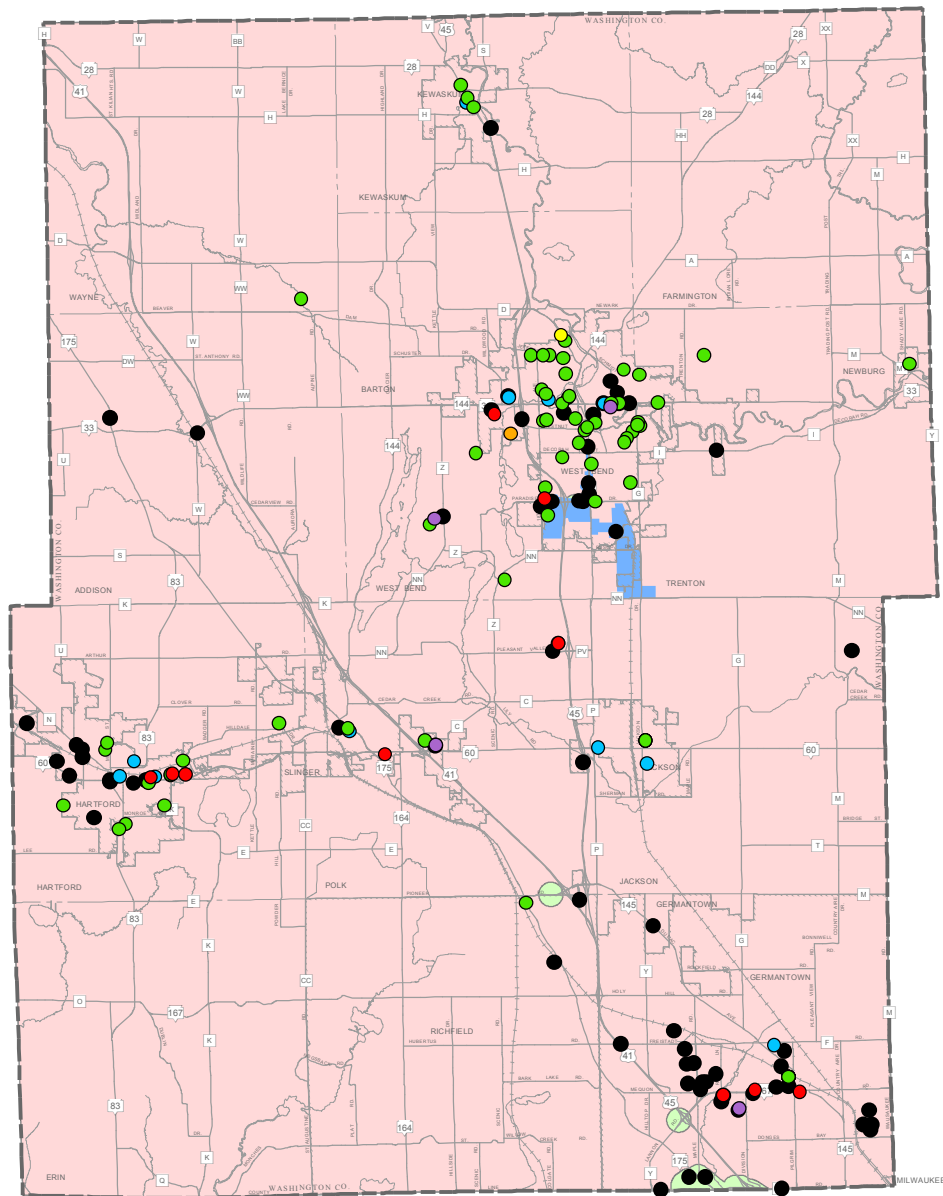
Table 2 lists the major transportation providers currently serving Washington County, and identifies the type of service they provide, their service area, their hours of operation, and their funding sources in addition to passenger fares. The first section of the table lists the services that are available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

Transit Services for the General Public

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

- Washington County Commuter Express—operated by a private transit company, Go Riteway Transportation Group 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.
- 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.
- 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.

Map 4 Major Activity Centers in Washington County: 2016



MAJOR ACTIVITY CENTERS

- HOSPITALS, MEDICAL CENTERS, OR CLINICS WITH 10 OR MORE PHYSICIANS
- JOB RESOURCE CENTERS
- NURSING HOMES
- MAJOR INSTITUTIONS OF HIGHER EDUCATION
- RESIDENTIAL FACILITIES FOR SENIORS, PEOPLE WITH DISABILITIES, AND LOW-INCOME HOUSEHOLDS
- SENIOR CENTERS, SENIOR MEAL SITES, AND ADULT DAY CENTERS
- MAJOR EMPLOYERS WITH MORE THAN 100 EMPLOYEES

MAJOR COMMERCIAL AREAS

TRANSIT SERVICE (2016)

- WALK DISTANCE FROM BUS ROUTES AND STOPS
- SHARED-RIDE TAXI SERVICE

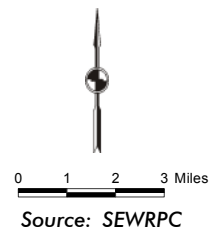


Table 2
Inventory of Local, Intercity, and Human Services Transit Service Providers in Washington County: 2016

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
Washington County (262) 335-7700	Public ^a	Fixed route	Service from park-and-ride lots in Richfield, West Bend, and Germantown into Milwaukee metro area.	General public	Monday-Friday: 5:16 am to 9:43 am 11:55 am to 7:12 pm	Cash: \$3.75 one way Tickets: \$32.50/10 tickets	Vehicles and drivers provided by Go Riteway Transportation Group, Inc.	State \$85.20 Federal \$5307
Washington County Commuter Express (262) 677-3445								
Washington County Shared-Ride Taxi (262) 338-2908	Public ^b	Advanced Reservation and Demand response, door-to-door	Washington County into northern part of Menomonee Falls	General public	Monday- Saturday: 5:00 am to 11:00 pm Sunday: 8:00 am to 4:00 pm	Distance-based. Adults: \$4.25 - \$9.00 Students: \$3.25 - \$8.00 Seniors and people with disabilities: \$2.50 - \$5.75	4 5-passenger sedans 3 7-passenger accessible buses 2 10-passenger accessible vans 7 5-passenger accessible vans 11 6-passenger accessible buses	State \$85.20 State \$85.21 Federal \$5307 Federal \$5339 Washington County
A-Taxi (262) 208-4740	Private, for-profit	Reservation and demand response, curb-to-curb	Washington County	General public	Seven days a week, 24 hours a day	\$2.40 per mile Pick-up charge varies based on starting location	7-passenger vans	- -
Hartford City Taxi (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: \$3.50 Senior/people with disabilities: \$3.25 with Taxi Card Travel outside City limits: \$1.25 per mile Special trips to Milwaukee passenger terminals: \$46.25 first person, then \$23.25 each	3 7-passenger accessible vans	State \$85.20 Federal \$5307 Federal \$5339 City of Hartford

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
West Bend Taxi (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: \$4.50 Youth: \$3.50 Seniors/people with disabilities: \$3.50	7 7-passenger vans 3 9-passenger accessible vans 4 7-passenger accessible vans	State \$85.20 Federal §5307 Federal §5339
Balance Inc. (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	9 accessible vans 8 minivans 4 sedans	Federal §5310 Family Care United Way Donations
Germantown Senior Van Service (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
Home Instead Senior Care (262) 725-5110 (262) 546-0226	Private, for-profit	Advanced reservation, door-through-door	Washington, Milwaukee, Racine, and Ozaukee Counties	Ambulatory individuals and clients	Seven days a week, 24 hours a day	Private pay: \$15/half hour	1 non-accessible van	- -
Interfaith Caregivers of Washington County (262) 365-0902	Private, non-profit	Advance reservation, door-to-door and door-through-door	Washington, Ozaukee, Waukesha, Sheboygan, and Dodge counties	Residents of Washington County who are 60 years of age or older	Dependent on demand and availability of volunteer drivers	No charge	5 accessible minivans. 1 non-accessible minivan	Federal §5310 Private Grants Private Donations
Lifestar (262) 338-9798	Private, for-profit	Advance reservation, door-to-door	Washington and surrounding Counties	Seniors & people with disabilities	Advance reservation: Monday-Saturday: 6:00 am to 6:00 pm Sunday: 8:00 am to 6:00 pm 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
Medical Center Foundation of Hartford (262) 670-7568	Private, non-profit	Advance reservation, door-to-door, for patients of Aurora clinics in Hartford and Slinger	Washington County	Residents of Washington County who are seniors, people with disabilities, 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 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
St. Joseph's Hospital/Froedtert Health (262) 334-5533	Private, non-profit	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
The Threshold, Inc. (262) 338-1188	Private, non-profit	Fixed-schedule, day programs, and door-to-door	Washington County	Seniors or people with disabilities 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	2 6-passenger accessible minivans 3 8-passenger accessible vans 1 10-passenger accessible minibus 1 13-passenger minibus 1 9-passenger van Volunteers also use own vehicles	Federal §5310
Transstar Medical Transport (800) 972-8080	Private, for-profit	Advance reservation, door-to-door	Washington and Milwaukee Counties and long distance locations	Seniors & people with disabilities	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	32 Accessible vans	Title 19 Medical Assistance

^aService provided by Go Riteway Transportation Group, Inc.

^bService provided by Specialized Transit Services, Inc.

^cService provided by Washington County Shared-Ride Taxi, through Specialized Transit Services, Inc.

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:

- Interfaith Caregivers of Washington County provides advance reservation, door-to-door and door-through-door service to seniors throughout Washington County and the surrounding counties.
- The Threshold, Inc. provides fixed-route, fixed-schedule door-to-door service for participants in the daily programs for seniors or people with disabilities.
- 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 and transportation network companies such as Uber or Lyft that provide services for the general public.

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 Washington 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 Washington County appears below in no particular order.

Unmet Needs for Travel within Washington County

- There is a need for mobility management within the County that would ensure efficient communication and education among transportation partners, transit users, and the communities for a better understanding of all specialized transportation services.
- There is a need for more accessible vehicles used by human services providers.

- There is a need to implement shuttle service from the City of Hartford to the Washington County Commuter Express stop at the Richfield Park-Ride Lot.
- There is a need to expand volunteer driver programs and to sustain volunteer recruitment to ensure drivers are available for reservations.
- There is a need for free or low cost transportation options for seniors and people with disabilities to reduce social isolation and to ensure their health and wellness.
- There is a need for a specialized fixed-route bus service in the City of West Bend that would primarily serve seniors and people with disabilities.
- Lack of specialized medical transportation from medical facilities to residences for patients in bariatric treatment services and for those in oversized and powered wheelchairs.
- 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 passengers with disabilities and medical patients returning to their residences.

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
 - o Lack of coordination in the distribution of information related to existing services throughout the Region.
 - o Lack of coordination between transit agencies on fares, service hours, and days of operation, which causes inconveniences for transit users.
 - o Lack of coordination between paratransit services in the Region.
 - o 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.

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

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. 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.

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

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 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 Washington County.

Strategies for Addressing Unmet Travel Needs within Washington County

1. Provide funding for a mobility manager position for Washington County whose duties could include, but are not limited to:
 - a. Improving communication regarding public transit and human services providers in the County to potential users through printed and online directories of these transportation services. Examples could include a digital version of the annually-updated

“Transportation Service Directory for Washington and Ozaukee Counties” to provide to 211 and online service directories.

- b. Promoting the availability of these services through improved outreach efforts and marketing programs.
 - c. Assisting in coordinating transportation services.
 - d. Gathering and analyzing data to evaluate a variety of transportation options for seniors, people with disabilities, and low-income residents.
2. Apply for Federal Section 5310 and Section 5339 funding for buses and other accessible vehicles that establish or expand the vehicle fleets of public transit and human services providers.
 3. Establish or expand volunteer driver programs that connect residents to various destinations, particularly seniors to senior centers and health and wellness facilities. Volunteer driver programs should increase safety and convenience for people with disabilities and medical patients who are traveling between their residences and medical facilities. Residents should also be informed about these programs through marketing, outreach, and public education.
 4. Work with WisDOT to fund a park-ride lot at STH 60 and USH 41 in the Village of Slinger to better serve customers of the Washington County Commuter Express bus service.
 5. Establish a fixed route minibus service that connects seniors and people with disabilities to key destinations in the County.
 6. 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 people with disabilities. Develop a checklist for staff to determine if a ride request is appropriate to ensure proper utilization of public services without misuse.
 7. 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.
 8. Support auto purchase and repair programs and driver’s license recovery programs directed at low-income workers who cannot use public transportation to get to jobs, such as the Keys to Work Auto Loan Program sponsored by Waukesha-Ozaukee-Washington Workforce Development, Inc.

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 Washington County participants identified are listed below.

Washington County

- Washington County would pursue funding for a mobility manager who would educate transportation partners, transit users, and medical providers about all specialized transportation services in the County.
- Washington County would be responsible for continuing to distribute a digital version of the Transportation Service Directory and for providing updated information to 211 on-service providers as it becomes available.
- Washington County would coordinate with WisDOT to construct a park-ride lot in the Village of Slinger.
- Washington County would coordinate with Ozaukee County to study and establish a southern shared-ride taxi transfer point if needed.
- Washington County would be responsible for expanding the service hours of the County's Commuter Express and Shared-Ride Taxi services.
- Washington County should consider appointing a transportation coordinating committee that would study how to implement the identified coordination strategies and recommend actions to County officials.

All Transportation Providers

- Transportation providers would increase driver and passenger training programs to better serve passengers with disabilities and passengers who recently received medical treatment.
- Transportation providers would continue to purchase accessible vehicles as needed.

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 LJB 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 Kady'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

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 Willk 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-Perit 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 Swissler	Program Manager, Wisconsin Department of Transportation
Rebecca Thompson	Specialized Transit Program Manager,
	Wisconsin Department of Transportation
Ben Vondra	Program Manager, Wisconsin Department of Transportation

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

APPENDIX B RECORD OF REGIONAL PUBLIC MEETING 2016 COORDINATION PLANNING IN SOUTHEASTERN WISCONSIN

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.

