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

Prepared for Ozaukee County by the
Southeastern Wisconsin Regional Planning Commission

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

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April 2017
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I. INTRODUCTION

The Public Transit – Human Services Transportation Coordination Plan for Ozaukee 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 Ozaukee 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 Ozaukee 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 Ozaukee County Coordination Plan, Commission staff invited a wide range of stakeholders from Ozaukee 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 transit system development plan for the Ozaukee County Transit System was prepared in 2001 and provided alternatives and recommendations for several service changes spanning from 2002 - 2006. A new transit system development plan was requested by the County and began in 2016. The plan will evaluate the performance of the existing County bus and taxi services with respect to the efficiency and effectiveness of the services being provided; identify deficiencies in serving existing land uses and the unmet transit service needs of County residents; and recommend transit service improvements to address the identified deficiencies and unmet transit service needs. The unmet transit service needs identified for the 2016 Ozaukee County Coordination Plan will be considered during the preparation of this new transit development plan for Ozaukee County.

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

General Population Characteristics
Ozaukee County is located in southeastern Wisconsin, bordered by Washington County to the west, Sheboygan County to the north, Lake Michigan to the east, and Milwaukee County to the south. Ozaukee County’s population in 2015 was 87,900 persons, according to the U.S. Census Bureau. Of that total, the combined population of the Cities of Cedarburg, Mequon, and Port Washington, and the Village of Grafton made up 58,500 persons, or about 67 percent. In the rest of the County, small concentrations of population exist in the Villages of Saukville and Thiensville. Map 1 shows the population density in 2010 by U.S. Public Land Survey quarter-section.

Ozaukee County’s population increased rapidly between 1990 and 2000. Between 2000 and 2015, the County’s population growth slowed slightly, but populations still increased by about 7 percent from approximately 82,400 to 87,900 persons. Growth is projected to continue through 2030, with the County’s population projected to reach 99,100 by the year 2030 (see Figure 1).
Map 1
Population Density by U.S. Public Land Survey Quarter-Section in Ozaukee County: 2010

PERSONS PER U.S. PUBLIC LAND SURVEY ONE-QUARTER SECTION
1 - 49
50 - 99
100 - 249
250 - 499
500 - 999
1000 OR MORE

TRANSIT SERVICE (2016)
WALK DISTANCE FROM BUS ROUTES AND STOPS

Source: 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 14 percent of the total population. People with disabilities and seniors also make up a significant portion of the population (8 and 8 percent, respectively). Households with no vehicle available continue to be a small proportion of the population, at 4 percent of all households.

- Between 2000 and 2015, people with disabilities, persons in low-income households, and seniors increased in absolute number and in the share of the total population.

Data from the 2011-2014 American Community Survey were used to identify areas in Ozaukee 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, transit-dependent population concentrations were highest in and around the County’s more densely populated areas, including the Cities of Cedarburg, Mequon, and Port Washington, and the Villages of Grafton and Thiensville.

**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 incorporated areas, including the Cities of Cedarburg, Mequon, and Port Washington, and the Villages of Grafton and Saukville.

**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

### Table 1

**Trends in Transit-Dependent Population Groups in Ozaukee County**

<table>
<thead>
<tr>
<th>Transit-Dependent Population Group</th>
<th>2000 Number</th>
<th>2000 % of Total Population/ Households</th>
<th>2010 Number</th>
<th>2010 % of Total Population/ Households</th>
<th>2015 Number</th>
<th>2015 % of Total Population/ Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seniors (75 and older)</td>
<td>4,709</td>
<td>6</td>
<td>6,299</td>
<td>7</td>
<td>6,908</td>
<td>8</td>
</tr>
<tr>
<td>Persons in Low-Income Householdsb</td>
<td>7,721</td>
<td>9</td>
<td>11,837</td>
<td>14</td>
<td>12,108</td>
<td>14</td>
</tr>
<tr>
<td>People with Disabilitiesc</td>
<td>2,680</td>
<td>3</td>
<td>6,780</td>
<td>8</td>
<td>6,635</td>
<td>8</td>
</tr>
<tr>
<td>Households with No Vehicle Available</td>
<td>1,039</td>
<td>3</td>
<td>723</td>
<td>2</td>
<td>1,526</td>
<td>4</td>
</tr>
<tr>
<td>Total County Population</td>
<td>82,387</td>
<td>--</td>
<td>86,395</td>
<td>--</td>
<td>87,850</td>
<td>--</td>
</tr>
<tr>
<td>Total Number of Households</td>
<td>30,857</td>
<td>--</td>
<td>34,228</td>
<td>--</td>
<td>35,429</td>
<td>--</td>
</tr>
</tbody>
</table>

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
Map 2
Transit Needs Index for Ozauke County: 2014

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 Ozaukee County: 2010

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

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

TRANSLIT SERVICE (2016)

WALK DISTANCE FROM BUS ROUTES AND STOPS

Source: SEWRPC
Map 4 shows their locations. Most of these activity centers are distributed throughout the Cities of Cedarburg, Mequon, and Port Washington and the Village of Grafton. A small number are also located in the Villages of Fredonia and Saukville.

III. CURRENT TRANSPORTATION SERVICES

Ozaukee County is served by a number of transportation providers, ranging in size from the Ozaukee County Transit System which includes the Ozaukee County Shared-Ride Taxi and the Ozaukee County Express service, to volunteer organizations that serve individuals by providing rides in private automobiles.

Table 2 lists the major transportation providers currently serving Ozaukee 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 services that are open to the general public, while the second section lists services intended to serve a particular part of the population including seniors, people with disabilities, low-income persons, or veterans. These services are generally called “human services transportation.”

Transit Services for the General Public

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

- The Ozaukee County Express—operated by the Milwaukee County Transit System under contract with Ozaukee County—is a publicly-funded bus service that serves Ozaukee County residents commuting to jobs in the Milwaukee central business district and Milwaukee County residents commuting to jobs in Ozaukee County.

- The Ozaukee County Shared-Ride Taxi—operated by Specialized Transport Services, Inc., under contract with Ozaukee County—is a publicly-funded taxicab service that provides transportation for trips made anywhere in Ozaukee County. Users may share the taxicab vehicle with one another in traveling between different trip origins and destinations.

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:

- Away We Go Transport provides fixed route and on-demand rides to seniors and people with disabilities between Ozaukee and Milwaukee Counties.

- Balance, Inc. provides door-to-door service for participants in their programs and for individuals with developmental disabilities.

- Ozaukee Family Services provides advance reservation service to medical and personal appointments for seniors and disabled individuals in Ozaukee County.

- Portal Industries provides subscription fixed-route service for participants in its daily programs for seniors or people with disabilities. Portal also provides advance reservation, door-to-door service for seniors residing in senior centers.
Map 4
Major Activity Centers in Ozaukee 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

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

<table>
<thead>
<tr>
<th>Name of Service Provider</th>
<th>Type of Provider</th>
<th>Type of Service</th>
<th>Service Area</th>
<th>Eligible Users</th>
<th>Days and Hours of Operation</th>
<th>Fare Per Trip</th>
<th>Vehicles Used</th>
<th>Funding Sources in Addition to Fares</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ozaukee County</td>
<td>Public</td>
<td>Fixed route</td>
<td>Steps in Cedarburg, Grafton, Mequon, Port Washington, Saukville, into Milwaukee County</td>
<td>General public</td>
<td>Monday-Friday: 5:26 am to 9:15 am 1:41 pm to 6:53 pm</td>
<td>Adults: $3.50 $24.00 7-day pass $55.00 31-day pass Seniors and People with Disabilities: $1.60 cash</td>
<td>Vehicles and drivers provided by Milwaukee Transport Services, Inc.</td>
<td>State §85.20 Federal §5307 Ozaukee County</td>
</tr>
<tr>
<td>Ozaukee County Express Bus</td>
<td>Public</td>
<td>Demand response</td>
<td>Ozaukee County</td>
<td>General public</td>
<td>Monday-Friday: 5:00 am to 10:00 pm Saturday: 8:30 am to 10:00 pm Sunday: 8:00 am to 6:00 pm</td>
<td>Zone-based. Adults: $3.00 to $6.75 Students: $2.75 to $6.00 Seniors/people with disabilities: $2.50 to $5.50</td>
<td>6 Prius 3 minivans 2 ADA minivans 14 ADA accessible mini-buses</td>
<td>State §85.20 State §85.21 Federal §5307 Federal §5339 Ozaukee County</td>
</tr>
<tr>
<td>Cedarburg Senior Center</td>
<td>Public</td>
<td>Advance reservation, curb-to-curb</td>
<td>15-mile radius around City of Cedarburg</td>
<td>City of Cedarburg residents age 55 years and older</td>
<td>Monday-Friday: 8:00 am to 4:00 pm</td>
<td>Distance-based. Within city: $1.00 Outside of city: $2.00 to $8.00</td>
<td>1 6-passenger van</td>
<td>Private Donations City of Cedarburg</td>
</tr>
<tr>
<td>Away We Go</td>
<td>Private, non-profit</td>
<td>Fixed routes and on-demand rides</td>
<td>Milwaukee and Ozaukee Counties</td>
<td>Seniors and people with disabilities</td>
<td>As required</td>
<td>No charge</td>
<td>7 non-ambulatory accessible vehicles</td>
<td>Federal §5310</td>
</tr>
<tr>
<td>Balance Inc.</td>
<td>Private, non-profit</td>
<td>Scheduled for activities and day trips</td>
<td>Ozaukee and Washington Counties</td>
<td>Participants in Balance Inc. programs</td>
<td>As required</td>
<td>No charge</td>
<td>9 accessible vans 8 minivans 4 sedans</td>
<td>Family Care United Way Donations</td>
</tr>
<tr>
<td>Bright Star</td>
<td>Private, for-profit</td>
<td>Scheduled for activities and medical appointments</td>
<td>Ozaukee, Washington, and Dodge Counties</td>
<td>Seniors and adults with disabilities</td>
<td>Seven days a week, 24 hours a day</td>
<td>$38.00 per hour up to 3 hours $25.00 per hour over 3 hours</td>
<td>Volunteers use own vehicles</td>
<td>- -</td>
</tr>
<tr>
<td>Home Instead Senior Care</td>
<td>Private, for-profit</td>
<td>Advanced reservation, door-through-door</td>
<td>Ozaukee, Milwaukee, and Washington Counties</td>
<td>Ambulatory individuals</td>
<td>Seven days a week, 24 hours a day</td>
<td>Private pay: $23 per hour</td>
<td>1 passenger van</td>
<td>- -</td>
</tr>
<tr>
<td>Interfaith Caregivers of Ozaukee County</td>
<td>Private, Non-profit</td>
<td>Advance reservation, door-through-door</td>
<td>Ozaukee County to appointments inside and outside of the County</td>
<td>Seniors &amp; people with disabilities</td>
<td>Monday-Thursday: 9:00 am to 5:00 pm Limited service at other times</td>
<td>No charge</td>
<td>Volunteers use own vehicles 2 accessible vans</td>
<td>Federal §5310 Private Grants Private Donations</td>
</tr>
</tbody>
</table>

Table continued on next page.
<table>
<thead>
<tr>
<th>Name of Service Provider</th>
<th>Type of Provider</th>
<th>Type of Service</th>
<th>Service Area</th>
<th>Eligible Users</th>
<th>Days and Hours of Operation</th>
<th>Fare Per Trip</th>
<th>Vehicles Used</th>
<th>Funding Sources in Addition to Fares</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lifestar</td>
<td>Private, for-profit</td>
<td>Advance reservation, door-to-door</td>
<td>Ozaukee and Milwaukee Counties and long distance locations</td>
<td>Seniors &amp; people with disabilities</td>
<td>Seven days a week, 24 hours a day</td>
<td>Private pay and Title 19 Medicaid reimbursement</td>
<td>Accessible vans</td>
<td>Title 19 Medical Assistance</td>
</tr>
<tr>
<td>Ozaukee Family Services</td>
<td>Private, non-profit</td>
<td>Advance reservation, door-through-door</td>
<td>Ozaukee County</td>
<td>Seniors &amp; people with disabilities</td>
<td>Monday-Friday: 9:00 am to 3:00 pm</td>
<td>No charge</td>
<td>Volunteers use own vehicles</td>
<td>Private donations</td>
</tr>
<tr>
<td>Ozaukee County Veteran Services</td>
<td>Public</td>
<td>1 week advanced reservation, door-through-door</td>
<td>Ozaukee County VA Medical Hospital</td>
<td>Military veterans</td>
<td>Monday – Friday: 8:30 a.m. – 5:00 p.m.</td>
<td>$10 co-pay round trip</td>
<td>Accessible vans and volunteers</td>
<td>- -</td>
</tr>
<tr>
<td>Pineview (Good Hope Manor)</td>
<td>Private, for-profit</td>
<td>Scheduled for activities and day trips</td>
<td>As required</td>
<td>Residents of Pineview facilities</td>
<td>As required</td>
<td>No charge</td>
<td>2 accessible vans</td>
<td>- -</td>
</tr>
<tr>
<td>Port of Hope (Good Hope Manor)</td>
<td>Private, non-profit</td>
<td>Scheduled for activities and day trips</td>
<td>As required</td>
<td>Residents of Port of Hope facilities</td>
<td>As required</td>
<td>No charge</td>
<td>1 accessible van</td>
<td>- -</td>
</tr>
<tr>
<td>Portal Industries</td>
<td>Private, non-profit</td>
<td>Fixed route for programs, curb-to-curbs or door-to-door</td>
<td>Ozaukee County</td>
<td>Seniors &amp; people with disabilities</td>
<td>Monday-Friday: 7:00 am to 4:45 pm Limited service at other times</td>
<td>No charge</td>
<td>4 5-passenger minivans</td>
<td>Federal $5310 Community Care</td>
</tr>
<tr>
<td>Community Integration and Community-based Program Transportation</td>
<td>Private, non-profit</td>
<td>Advance reservations, door-to-door</td>
<td>Ozaukee County</td>
<td>Seniors residing in senior housing</td>
<td>By appointment</td>
<td>Varies with program</td>
<td>7 15-passenger accessible vans</td>
<td>- -</td>
</tr>
<tr>
<td>Advanced Reservation Transportation</td>
<td>Private, non-profit</td>
<td>Advance reservation, door-to-door for medical activities</td>
<td>Ozaukee and Milwaukee Counties and long distance locations</td>
<td>Seniors &amp; people with disabilities</td>
<td>Weekdays: 5:00 a.m. - 6:00 p.m. Saturdays: 5:00 a.m. - 3:00 p.m</td>
<td>Title 19 Medicaid reimbursement or private pay $50.00 base rate and $2.50 per mile</td>
<td>Accessible vans</td>
<td>Title 19 Medical Assistance</td>
</tr>
</tbody>
</table>

Source: SEWRPC
• The remaining transportation services operated within the County are a combination of for-profit and non-profit providers that focus on providing transportation for medical appointments within Ozaukee County and to surrounding counties and transportation network companies such as Uber or Lyft.

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 Ozaukee 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 Ozaukee County appears below in no particular order.

**Unmet Needs for Travel within Ozaukee County**

• Lack of same day service. The Ozaukee County Shared-Ride Taxi does not guarantee the same-day service desired by users, especially during weekday peak hours.

• Lack of transportation options that enable users to travel outside of the County.

• There is a need for more door-through-door services from transportation providers.

• Lack of accessible vehicles used by the transportation providers.

• Transit and human services providers lack current technological advances that would improve the coordination of these services.

• There is a need to improve transportation accommodations for bariatric clients.

• Lack of adequate service hours for transit operations. Service hours for both the Ozaukee County Express Bus and the Ozaukee County Shared-Ride Taxi operations do not always coincide with hours when users need service.
• Lack of a mobility manager to coordinate transit services, promote the availability of transportation services, and gather and analyze data to evaluate transportation options for seniors, people with disabilities, and low-income individuals in the County.

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
  o 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.
  o Need to enable more transportation services to provide inter-county and interstate transit options in the Region.
  o 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.
Lack of regional partnerships among healthcare providers to reduce fares for rides to medical facilities in the Region.

- Lack of transit services during evening and weekend hours.
- Need for all transportation services, including Uber and Lyft, to be accessible to people with disabilities.

**Additional Needs**

- There is a need to broaden the categories of individuals who are eligible to use human services transportation.
- 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 Ozaukee 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 Ozaukee 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 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 Ozaukee County.

**Strategies for Addressing Unmet Travel Needs within Ozaukee County**

1. Improve the availability of the County’s Shared-Ride Taxi service at peak times through the expansion of the taxi fleet and increasing driver hours.

2. Increase the capacity of the vehicle fleet and the number of volunteer drivers utilized by human service providers to expand the availability of their services.
3. Provide funding for a mobility manager position whose duties could include, but would not be limited to:
   a. Increasing collaboration and partnerships between the County and human service providers.
   b. Assisting human services providers with grant applications for obtaining funding to support their services.
   c. Promoting the availability of transportation services.
   d. Gathering and analyzing data to evaluate transportation options for seniors, people with disabilities, and low-income residents.

4. Support public-private partnerships between the County and private transportation companies to provide more services to assist bariatric clients.

5. Coordinate with transportation network companies such as Uber or Lyft to expand transportation services and increase accessibility to transit for more residents in the County.

6. Support auto purchase and repair programs and driver’s license recovery programs directed at low-income workers who cannot use public transportation to get to jobs.
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 Ozaukee County participants identified are listed below.

Ozaukee County

• Ozaukee County would be responsible for studying the possibility of extending service hours for both the Ozaukee County Express bus and the Shared-Ride Taxi service.

• Ozaukee County would be responsible for improving the availability of the County’s Shared-Ride Taxi service at peak times through the expansion of the taxi fleet and increasing driver hours.

• Ozaukee County would coordinate with Milwaukee County to identify bus stops for transfers between Ozaukee County’s taxi service and the Milwaukee County Transit System.

• A transportation coordinating committee could be established to guide the implementation of the proposed coordination strategies and recommend actions to County officials.

All Transportation Providers

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

All Parties

• All interested parties, including the County and its municipalities, should advocate for increased transit funding, including additional State funding and the establishment of dedicated local funding for public transportation.
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 ................................................ Information and Assistance Coordinator,
                                               Kenosha County Aging and Disability Resource Center
Rachel DeWildt ................................................. Manager, Elder & Disability Services,
                                               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 ............................................................ Citizen
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 Oulfs .............................................................. 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.
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

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
Don 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

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

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 ........................................................................................................................ Transport Manager, Community Care, Inc.

Carol 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.

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

LaPrincess Hooks .................................................................................................................... Kaddy’s Transportation, Inc.
Paula Houston ....................................................................................................................... President, Choice Care Transport
Dorothy Jackson ..................................................................................................................... E & D Transportation, 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
LaPrincess Hooks .................................................................................................................... Kaddy’s Transportation, Inc.
Paula Houston ....................................................................................................................... President, Choice Care Transport
Dorothy Jackson ..................................................................................................................... E & D Transportation, Inc.

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
Don Natzke.................................................... Supervisor, Curative Care Network
Matthew Mueller ............................... Director of Government Funding, Ways to Work
Chris Mullloy .......................................... 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 Ochikowski ................................. 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 Portener.................. 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 Schinkowitz ................................. 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 ..................................................... Truned 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 ........................................................... Ozaeeke 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 Fiege ................................................................. 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
Fallon 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
Ralph Zick ............................................................
Jack Wieber ..........................................................
Phyllis Wesolowski ..................................................
Representative Lifestyles Medical & Leisure Transportation, Inc.
Steve Visocky ..........................................................
Dawn Smith ..............................................................
Margaux Shields ....................................................... Phoenix Transportation, Inc.
Jimmy Stephens ..........................................................
Dawn Smith .............................................................. Best Cab of Waukesha, Inc.
Hannah Wendell .....................................................
Representative Creative Community Living Services

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

Ralph Zick ............................................................
Jack Wieber ..........................................................
Phyllis Wesolowski ..................................................
Representative Lifestyles Medical & Leisure Transportation, Inc.

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
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
Carolyne 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’Brien ...............................................................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.