

PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION COORDINATION PLAN FOR WASHINGTON COUNTY: 2021



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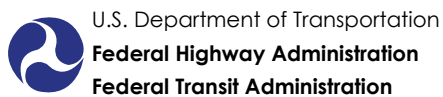
MEMORANDUM REPORT
NUMBER 255

**PUBLIC TRANSIT-HUMAN SERVICES
TRANSPORTATION COORDINATION PLAN
FOR WASHINGTON COUNTY: 2021**

Prepared for Washington County by the
Southeastern Wisconsin Regional Planning Commission

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1. INTRODUCTION

The Public Transit – Human Services Transportation Coordination Plan for Washington County: 2021, hereafter referred to as the Coordination Plan, is intended to provide a framework to assist community leaders, human services agencies, and public transit agencies in improving public transit and human services transportation in Washington County and the County’s connections to the Southeastern Wisconsin Region. The Coordination Plan assesses the existing public transit and human services transportation services and needs in the County, identifies unmet needs or service gaps, and presents a prioritized list of strategies to address those needs. By focusing on coordination strategies that use existing resources, the Coordination Plan aims to improve the access of County residents to transportation in a cost-effective manner.

Federal and State Coordination Planning Requirements

The coordination planning process was first undertaken in 2008 in response to the Federal requirements in the Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). The Coordination Plan was renewed and updated in 2012 under the requirements of the Moving Ahead for Progress in the 21st Century Act (MAP-21), and was updated under the requirements of the Fixing America’s Surface Transportation Act (FAST Act) starting in 2016. 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 paratransit, and providing alternatives to public transportation that assist seniors and people with disabilities. In addition, though not required by the FAST Act, the Wisconsin Department of Transportation utilizes the Coordination Plans to determine project eligibility for Wisconsin Employment Transportation Assistance Program (WETAP) funding.

Several agencies and organizations in Washington County have received funding under the Section 5310 and WETAP programs in the past. The Coordination Plan will help ensure the eligibility of current and future transit projects funded through those programs. The Coordination Plan includes the following elements required under Federal regulations.

- An assessment of transportation needs for seniors, people with disabilities, and people with low incomes
- An assessment of available transportation services
- Strategies to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery
- Priorities for implementing these strategies

Role of the Southeastern Wisconsin Regional Planning Commission

The Commission staff, at the request of WisDOT, and with guidance and input from human services agencies and public and private transit operators in each county, has facilitated the planning process and prepared the maps, tables, and inventories for the Coordination Plans for each of the seven counties in the Region. For the Washington County Coordination Plan, Commission staff invited a wide range of stakeholders from Washington County and the Region to a virtual meeting and to fill out a survey 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 and updated in 2020, is intended to provide a vision for, and guide to, future transportation system development in the Region. The short-range transit service plans address current transit service issues and needs, and represent an initial stage of implementation of the recommendations of VISION 2050. A countywide public transit service plan for Washington County, prepared by the Commission in 1997, resulted in the creation of the Washington County Shared-Ride Taxi and the Washington County Commuter Express services. A new transit development plan was completed for the County in 2015 that evaluated existing transit services, developed service objectives and standards, proposed alternative service plans, and recommended a service alternative for the years 2015-2019. If the County were to request that the Commission staff prepare a new countywide transit development plan, the unmet transit service needs identified for the 2021 Washington County Coordination Plan would be considered in that transit development plan.

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

General Population Characteristics

Washington County is located in southeastern Wisconsin, bordered by Dodge County to the west, Fond du Lac and Sheboygan Counties to the north, Ozaukee County to the east, and Waukesha County to the south. Washington County's population in 2019 was 136,000 people, according to the U.S. Census Bureau. Of that total, the combined population of the Cities of West Bend and Hartford and the Village of Germantown made up 66,400 people, or about 49 percent. In the rest of the County, small concentrations of population also exist in the Villages of Jackson, Kewaskum, and Slinger. Map 1 shows the population density in 2010 by U.S. Public Land Survey quarter-section.

Washington County's population has grown rapidly since 1990. Between 2010 and 2019, the County's population grew an additional 3 percent from approximately 131,900 to 136,000 people, respectively. The rapid growth is expected to continue through 2040. As Figure 1 displays, the Washington County population is projected to reach 170,300 people by the year 2040.

Transit-Dependent Population Characteristics

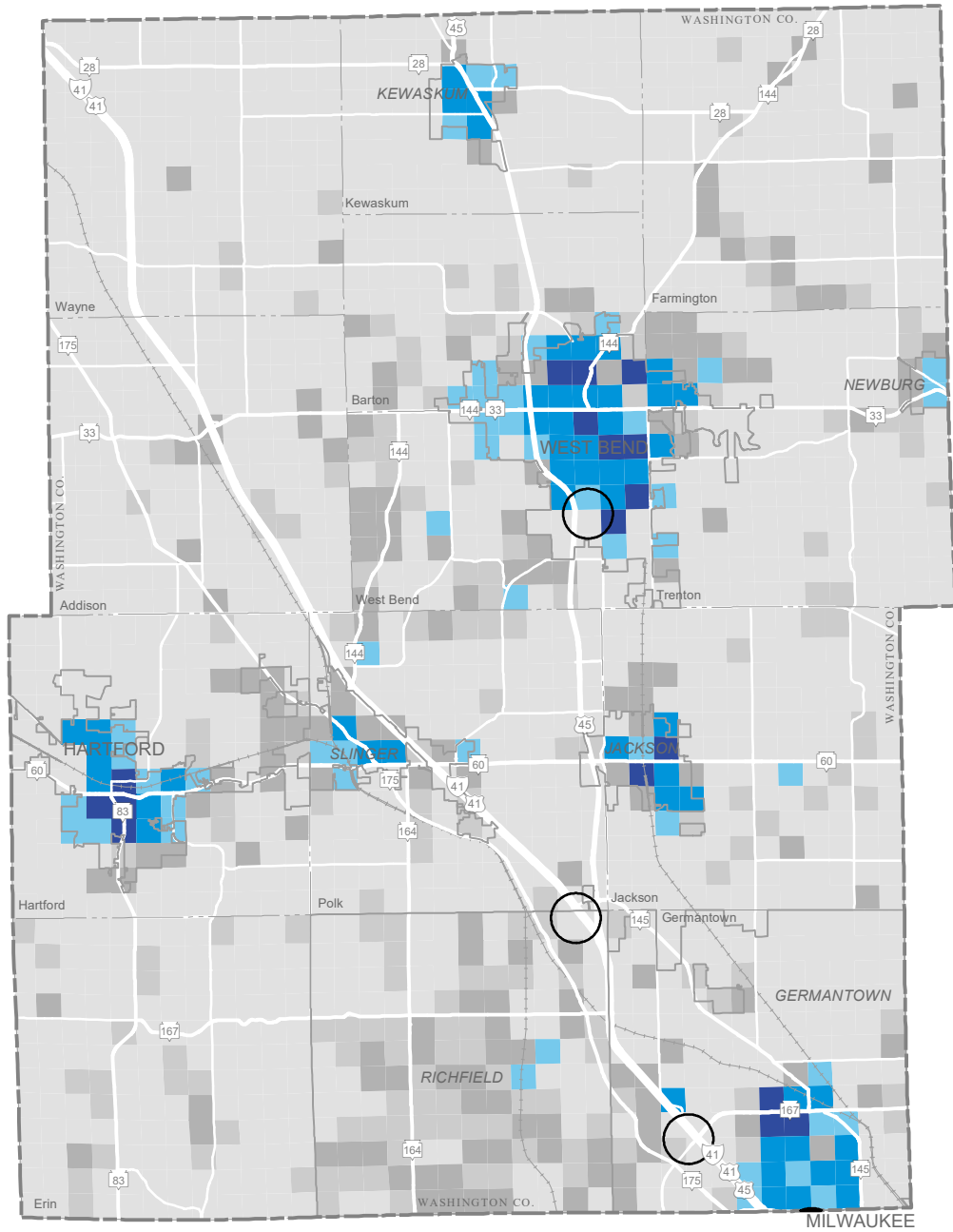
Certain segments of the population may be expected to have a greater dependence on, and make more extensive use of, public transit than the population as a whole because they have historically had more limited access to the automobile as a mode of travel than the population in general. Four such "transit-dependent" population groups were identified for this plan:

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

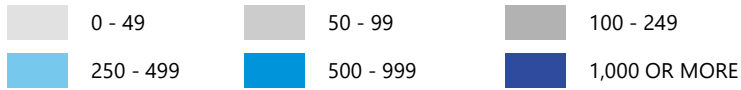
Table 1 displays the historic population of these groups in the study area in 2000, 2010, and 2019. The information in the table leads to the following observations:

- In 2019, people 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 at about 9 percent and 8 percent of the County's residents, respectively.
- About 4 percent of households have no vehicle available.

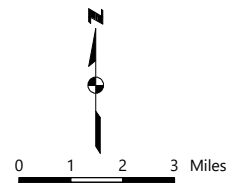
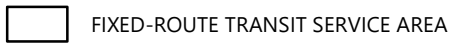
Map 1
Population Density by Quarter Section in Washington County: 2010



POPULATION BY QUARTER SECTION (2010)

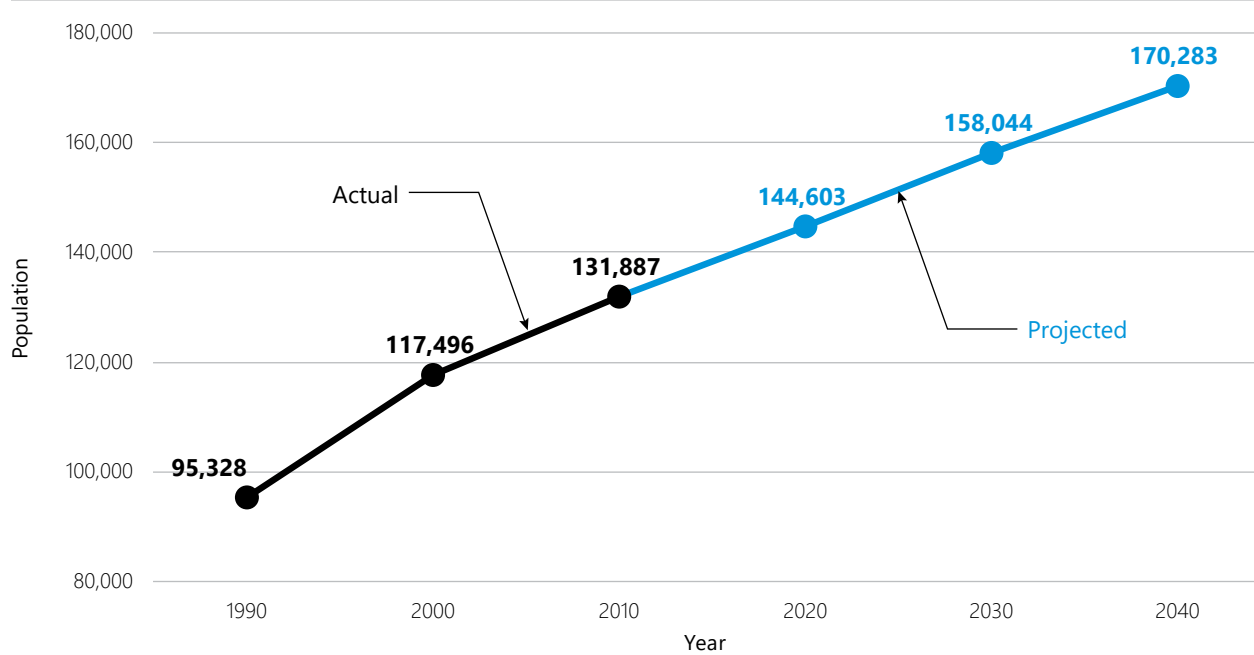


TRANSIT SERVICES (2019)



Source: SEWRPC

Figure 1
Washington County Actual and Projected Total Population



Source: U.S. Census Bureau and SEWRPC

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

Transit-Dependent Population Group	2000		2010		2019	
	Number ^a	Percent of Total Population/ Households	Number ^a	Percent of Total Population/ Households	Number ^a	Percent of Total Population/ Households
Seniors (75 and older)	6,316	5	8,307	6	10,583	8
People in Low-Income Households ^b	13,876	12	24,299	18	18,630	14
People with Disabilities ^c	4,195	4	9,957	8	12,015	9
Households with No Vehicle Available	1,720	4	2,573	5	2,317	4
Total County Population	117,493	--	131,887	--	136,034	--
Total Number of Households	43,843	--	51,605	--	55,256	--

^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 people 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 2019 American Community Survey (ACS). For the 2000 Census, "people with disabilities" included those people 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 the 2019 ACS, "people with disabilities" included those people age 18 and older who had serious difficulty living independently or a serious sensory, cognitive, or ambulatory disability.

Source: U.S. Census Bureau and SEWRPC

- Between 2000 and 2019, seniors and people with disabilities increased in absolute numbers and share of population. People in low-income households and households with no vehicle available increased in absolute numbers and share of the population between 2000 and 2010 but decreased for these same measures between 2010 and 2019.

Data from the 2015-2019 American Community Survey were used to identify areas in Washington County where transit needs are highest. Map 2 displays Census block groups within the County with the highest concentration of transit-dependent populations. These may be considered as potential priority areas for the provision of transit service.

In 2019, the highest residential concentrations of transit-dependent people were located mostly within the Cities of Hartford and West Bend and the Villages of Germantown and Jackson. Transit needs in the rest of Washington County were low to moderate.

Employment Characteristics

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

Major Activity Centers

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

- Hospitals, Medical Centers, or Clinics with 10 or more physicians
- Job Resource Centers
- Major Commercial Areas (areas with more than 3,500 jobs in the office or service sectors, or more than 2,000 jobs in the retail trade sector)
- Major Employers with 100 or More Employees
- Major Institutions of Higher Education (the main campus of all traditional four-year colleges and universities, and the main location of public technical colleges)
- Nursing Homes
- Residential Facilities for Seniors, People with Disabilities, and Low-Income Households
- Senior Centers, Senior Meal Sites, and Adult Day Centers

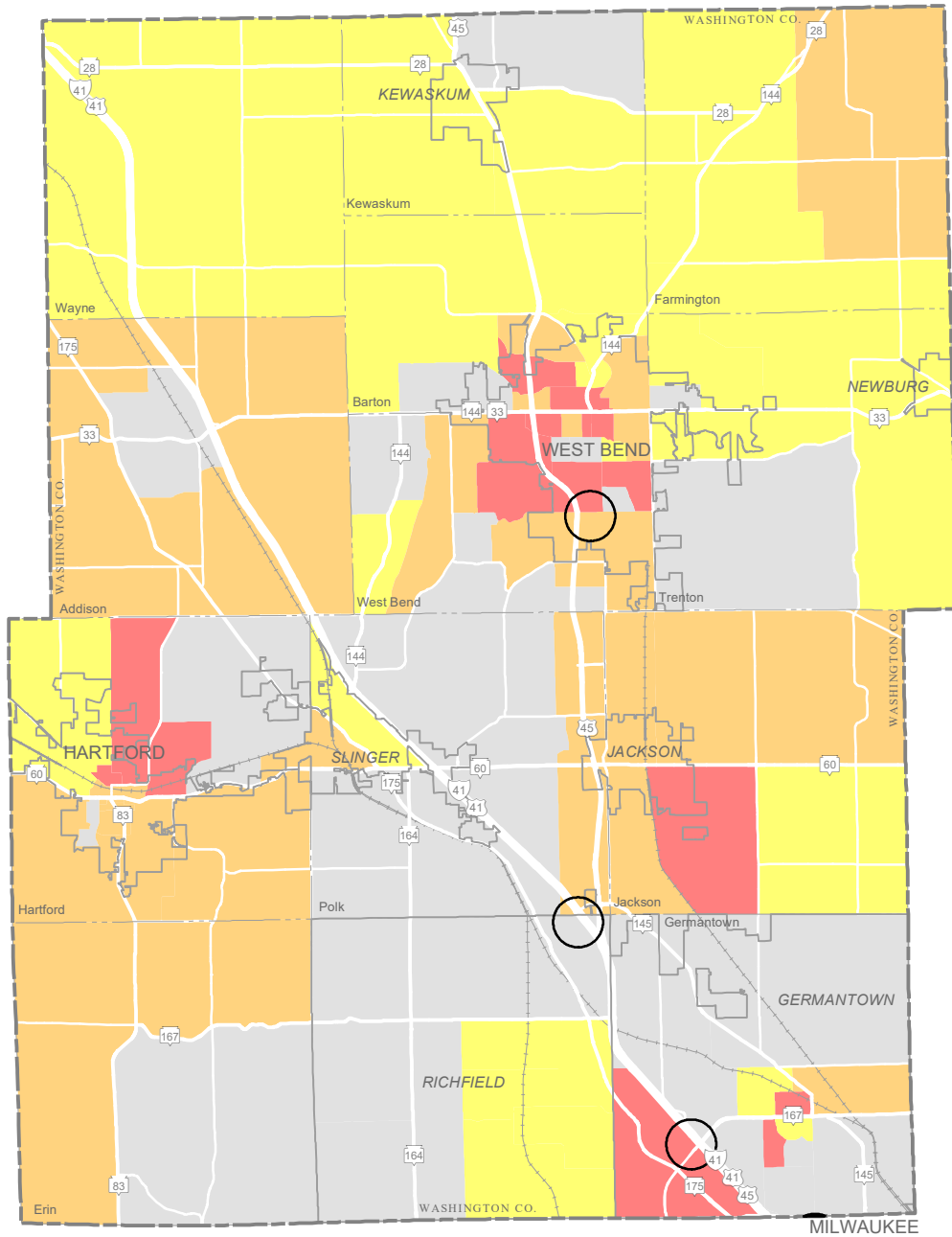
Map 4 shows their locations. Most of these activity centers are located in the Cities of Hartford and West Bend and in the Villages of Germantown, Jackson, Kewaskum, and Slinger.

3. CURRENT TRANSPORTATION SERVICES

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

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

Map 2
Transit Needs Index for Washington County: 2019



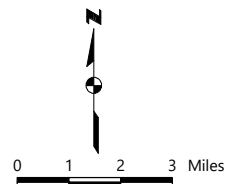
TRANSIT NEEDS INDEX LEVEL

- LOW (4 to 7)
- MARGINAL (8 TO 10)
- MODERATE (11 TO 13)
- HIGH (14 TO 16)

TRANSIT SERVICES (2019)

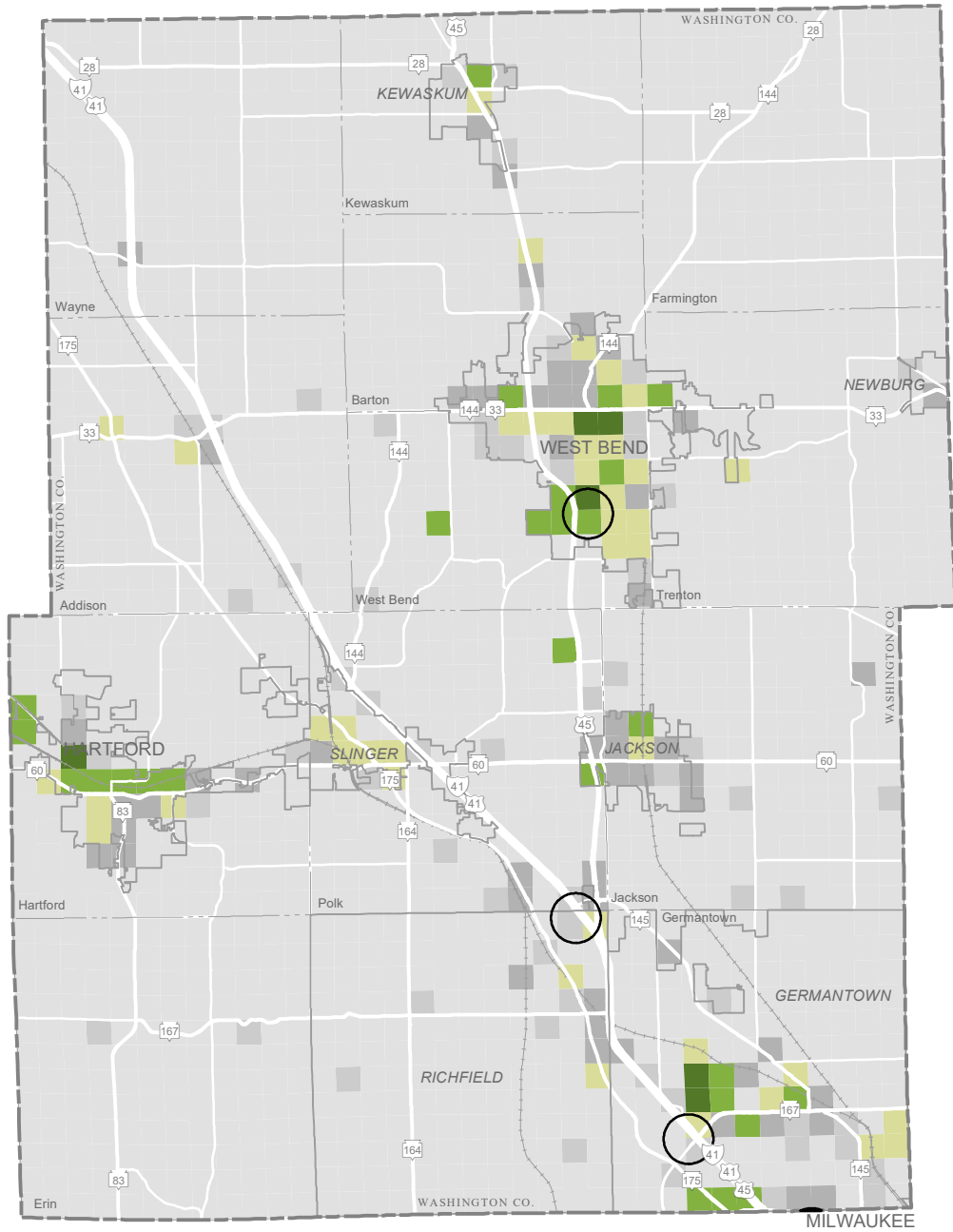
- FIXED-ROUTE TRANSIT SERVICE AREA

Note: The Transit Needs Index is calculated by ranking census block groups based on the percent of total population or households in 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, in each category, with a 1 for the lowest percentages and a 4 for the highest percentages. The Transit Need Index is equal to the sum of the scores for all four categories.

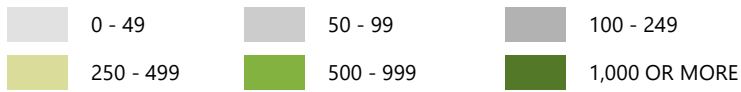


Source: U.S. Census American Community Survey and SEWRPC

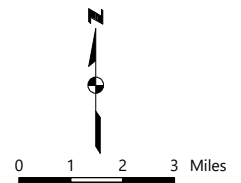
Map 3
Employment Density by Quarter Section in Washington County: 2010



EMPLOYMENT BY QUARTER SECTION (2010)

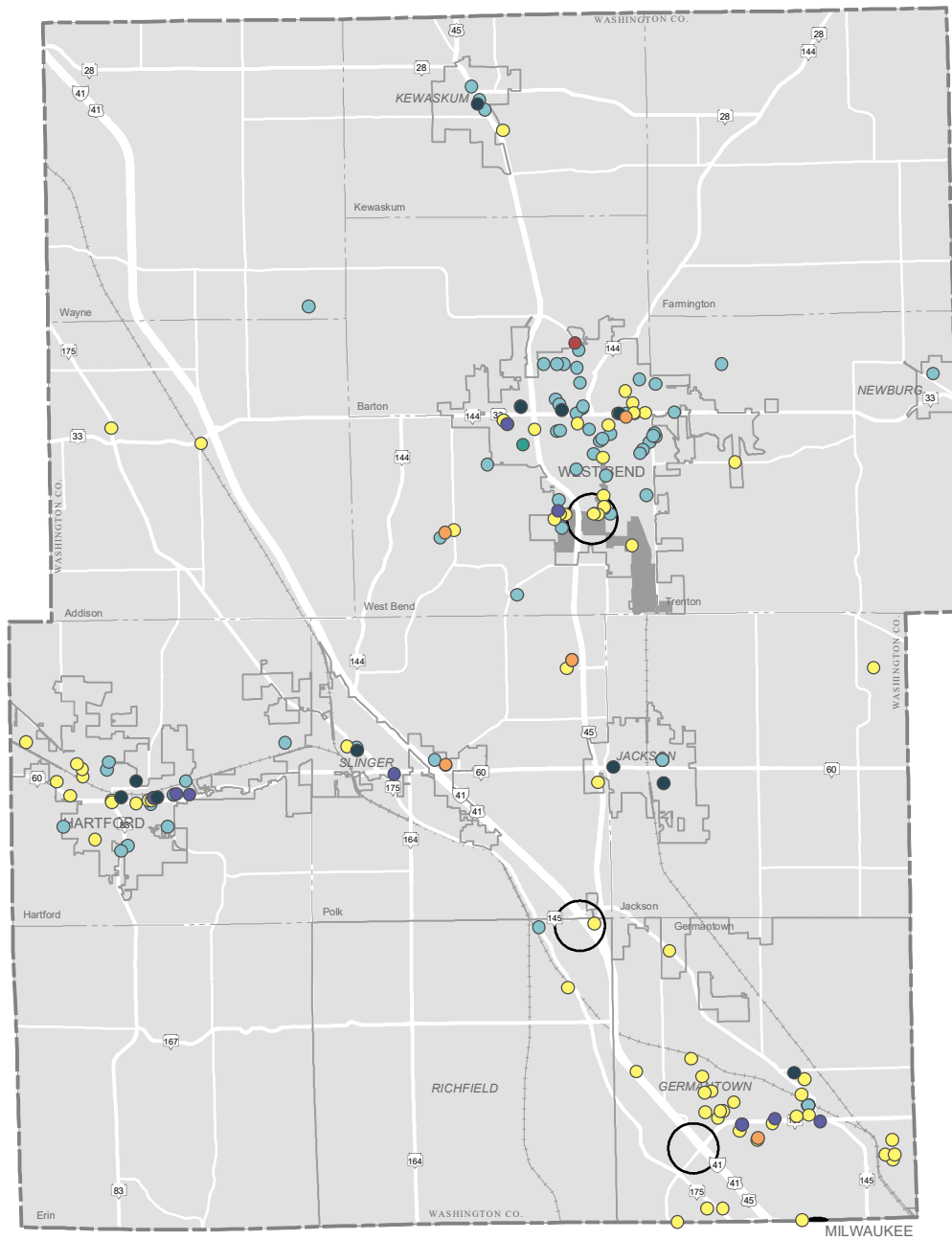


TRANSIT SERVICES (2019)



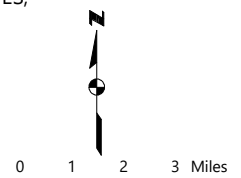
Source: SEWRPC

Map 4
Major Activity Centers in Washington County: 2020



MAJOR ACTIVITY CENTERS

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



Source: SEWRPC

TRANSIT SERVICES (2019)

- FIXED-ROUTE TRANSIT SERVICE AREA

**Table 2
Inventory of Local, Intercity, and Human Services Transit Service Providers in Washington County: 2020**

Name of Service Provider	Type of Provider	Type of Service	Service Area	Eligible Users	Days and Hours of Operation	Fare Per Trip	Vehicles Used	Funding Sources in Addition to Fares
Washington County (262) 335-7700 Washington County Commuter Express (262) 677-3445	Public ^a	Fixed route	Service from park-and-ride lots in Richfield, West Bend, and Germantown into Milwaukee metro area.	General public	Monday-Friday: 5:16 a.m. to 9:43 a.m. 11:55 a.m. to 7:12 p.m.	Cash: \$3.75 one way Tickets: \$32.50/10 tickets	Vehicles and drivers provided by Coach USA	State \$85.20 Federal \$5307
Washington County Shared-Ride Taxi (262) 338-2908	Public ^b	Advanced Reservation and Demand response, door-to-door	Washington County into northern part of Menomonee Falls	General public	Monday- Saturday: 5:00 a.m. to 11:00 p.m. Sunday: 8:00 a.m. to 4:00 p.m.	Distance-based. Adults: \$4.25 – \$9.00 Students: \$3.25 – \$8.00 Seniors and people with disabilities: \$2.50 – \$5.75 \$1.00 to/from WCCE park & ride boarding locations	4 5-passenger sedans 3 7-passenger accessible buses 2 10-passenger accessible vans 7 5-passenger accessible vans 11 6-passenger accessible buses	State \$85.20 State \$85.21 Federal \$5307 Federal \$5339 Washington County
A-Taxi (262) 208-4740	Private, for-profit	Reservation and demand response, curb-to-curb	Washington County	General public	Seven days a week, 24 hours a day	\$2.40 per mile Pick-up charge varies based on starting location	4 9-passenger vans	--
Hartford City Taxi (262) 673-8223	Public	Demand response, curb-to-curb	City of Hartford and within 1 mile outside city limits, plus Aurora Clinic in Slinger and 10 miles into Dodge County. Special long-distance trips to air, bus, and train passenger terminals in Milwaukee	General public	Monday-Friday: 6:00 a.m. to 9:00 p.m. Saturday: 8:00 a.m. to 8:00 p.m. Sunday: 9:00 a.m. to 4:00 p.m.	Cash: \$3.75 Senior/people with disabilities: \$3.50 with Taxi Card Travel outside City limits: \$1.25 per mile Special trips to Milwaukee passenger terminals: \$46.25 first person, then \$23.25 each	3 7-passenger accessible vans	State \$85.20 Federal \$5307 Federal \$5339 City of Hartford
West Bend Taxi (262) 334-3096	Public	Demand response, curb-to-curb	City of West Bend and adjacent areas within 2 miles outside City limits	General public	Monday-Saturday: 6:00 a.m. to 10:00 p.m. Sunday/Holidays: 8:00 a.m. to 4:00 p.m.	Adults: \$4.50 Youth: \$3.50 Seniors/people with disabilities: \$3.50	7 7-passenger vans 3 9-passenger accessible vans 4 7-passenger accessible vans	State \$85.20 Federal \$5307 Federal \$5339
Balance Inc. (262) 376-0695	Private, non-profit	Scheduled for activities and day trips	Ozaukee and Washington Counties	Participants in Balance Inc. programs	As required	No charge	9 accessible vans 8 minivans 4 sedans	Federal \$5310 Family Care United Way Donations
Germantown Senior Van Service (262) 250-4712	Public	Advance reservation, curb-to-curb	From 5-mile radius of senior center, to destinations up to 20 miles away	Seniors 55 years and older	Monday-Friday: 9:00 a.m. to 2:30 p.m.	Distance-based. Germantown Residents: \$1.00 to \$3.50 Non-residents: \$1.25 to \$3.75	1 4-passenger sedan 1 accessible minibus	Private donations

Table continued on next page.

Table 2 (Continued)

Name of Service Provider	Type of Provider	Type of Service	Service Area	Eligible Users	Days and Hours of Operation	Fare Per Trip	Vehicles Used	Funding Sources in Addition to Fares
Home Instead Senior Care (262) 725-5110 (262) 546-0226	Private, for-profit	Advanced reservation, door-through-door	Washington, Milwaukee, Racine, and Ozaukee Counties	Ambulatory individuals and clients	Seven days a week, 24 hours a day	Private pay: \$15/half hour	1 non-accessible van	--
Interfaith Caregivers of Washington County (262) 365-0902	Private, non-profit	Advance reservation, door-to-door and door-through-door	Washington, Ozaukee, Waukesha, Sheboygan, and Dodge counties	Residents of Washington County who are 60 years of age or older	Dependent on demand and availability of volunteer drivers	No charge	5 accessible minivans. 1 non-accessible minivan	Federal \$5310 Private Grants Private Donations
Lifestar (262) 338-9798	Private, for-profit	Advance reservation, door-to-door	Washington Waukesha, Ozaukee, and Milwaukee Counties	Seniors and people with disabilities	Advance reservation: Monday-Friday: 6:00 a.m. to 6:00 p.m. Saturday: 7:00 a.m. to 4:30 p.m. Sunday: Call for availability Seven days a week, 24 hours a day	Private pay and Title 19 Medicaid reimbursement \$26.00 one way 5 miles, \$3.00 per mile after	7 accessible vans 3 ambulatory vans	Title 19 Medical Assistance
Medical Center Foundation of Hartford (262) 670-7568	Private, non-profit	Advance reservation, door-to-door, for patients of Aurora clinics in Hartford and Slinger	Washington County	Residents of Washington County who are seniors, people with disabilities, or without other means of transport	Monday-Friday: 7:00 a.m. to 5:00 p.m.	\$2.00	Vehicles and drivers provided by Washington County Shared-Ride Taxi.	Private Donations Medical Center Foundation
Froedtert West Bend Hospital (262) 334-5533 (262) 8365533	Private, non-profit	Advance reservation, door to door	Washington County	Residents of Washington County who are patients, volunteers, or employees of Froedtert West Bend Hospital	Monday-Friday: 6:00 a.m. to 10:00 p.m. Saturday: 6:00 a.m. to 10:00 p.m. Sunday: 8:00 a.m. to 4:00 p.m.	\$2.00	Vehicles and drivers provided by Washington County Shared-Ride Taxi.	Froedtert West Bend Hospital
The Threshold, Inc. (262) 338-1188	Private, non-profit	Fixed-schedule, day programs, and door-to-door	Washington County	Seniors or people with disabilities who participate in daily program offerings at The Threshold and other agencies.	Monday-Friday: 7:30 a.m. to 4:00 p.m. Saturday: As needed Sunday: As needed	No charge	2 6-passenger accessible minivans 3 8-passenger accessible vans 1 10-passenger accessible minibus 1 13-passenger minibus 1 9-passenger van Volunteers also use own vehicles	Federal \$5310

Table continued on next page.

Table 2 (Continued)

Name of Service Provider	Type of Provider	Type of Service	Service Area	Eligible Users	Days and Hours of Operation	Fare Per Trip	Vehicles Used	Funding Sources in Addition to Fares
Transstar Medical Transport (800) 972-8080	Private, for-profit	Advance reservation, door-to-door	Washington and Milwaukee Counties and long-distance locations	Seniors and people with disabilities	Monday-Friday: 6:00 a.m. to 6:00 p.m. Saturday: 6:00 a.m. to 4:00 p.m. Sunday: As needed	Private pay and Title 19 Medicaid reimbursement	32 Accessible vans	Title 19 Medical Assistance

^a Service provided by Coach USA.

^b Service provided by Specialized Transit Services, Inc.

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

Source: SEWRPC

Transit Services for the General Public

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

- Washington County Commuter Express—operated by a private transit company, Coach USA, under contract with the County—is a publicly-funded bus service that serves Washington County residents commuting to jobs and services in Milwaukee County.
- Washington County Shared-Ride Taxi—operated by a private transit company, Specialized Transport Services, Inc., under contract with the County—is a publicly-funded shared-ride taxi service that provides transportation to the general public for travel in the County (except for travel within the Cities of Hartford and West Bend, which are served by the Hartford and West Bend taxi systems) or between the County and the northern portion of Menomonee Falls. Beginning April 12, 2021, Washington County Shared-Ride taxi, in partnership with Ozaukee County Shared-Ride Taxi, initiated a one year pilot program to provide non-stop taxi service between the two counties.
- Hartford City Taxi—operated by the City of Hartford Recreation Department—is a shared-ride taxi service that serves the City of Hartford and immediate environs as well as some trips into Dodge and Milwaukee Counties.
- West Bend Taxi—operated by a private transit company, F.D.S. Enterprises, Inc., under contract with the City of West Bend—is a publicly-funded shared-ride taxi service that serves the City of West Bend and immediate environs.

Human Services Transportation

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

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

4. 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 dialogue and communication with agencies and individuals that provide or rely on transportation services. Due to the COVID-19 pandemic, Commission staff were unable to conduct a full day, in-person workshop to gather input to assist in the development of the Coordination Plan. In lieu of an in-person meeting, an online survey was prepared for each County to gather direct feedback. In addition, a virtual meeting provided an overview of the planning process, a summary of existing strategies and needs, and a preview of the online survey. A wide range of individuals and agencies with an interest in transportation in the Region and County were invited to participate in the online survey and the virtual meeting to assist in the development of the Coordination Plan (see Appendices A through C).

The online survey went through an evaluation exercise in which participants assessed how well current transportation services meet the need of residents to travel within Washington County. This evaluation of existing services was based on: area served; days and hours of operation; fares; eligibility requirements

for the service; vehicle accessibility for wheelchairs; customer service; reservation wait time; and ease of finding information on services. Next, the survey participants were asked to review the existing list of unmet transportation needs and identify if any edits or additions were needed. A summary of the key findings of the assessment and the identification of unmet transportation needs for traveling within Washington County appears below in no particular order.

Unmet Needs for Travel Within Washington County

- There is a need for continuing mobility management within the County that would ensure efficient communication and education among transportation partners, transit users, medical facilities, group homes, and the communities for a better understanding of all specialized transportation services. The mobility management program should continue to promote and facilitate access to transportation services and develop transportation solutions for individuals with disabilities, seniors, and low-income individuals.
- There is a need for more accessible vehicles used by human services providers and to replace older vehicles that are beyond their useful life.
- There is a need to expand volunteer driver programs and to sustain volunteer recruitment to ensure drivers are available for reservations.
- There is a need for free or low-cost transportation options for seniors, people with disabilities, and low income populations to reduce social isolation and to ensure their health and wellness.
- There is a need for a specialized fixed-route bus or shuttle service in the City of West Bend and in other specific parts of the County that would primarily serve seniors and people with disabilities.
- Lack of specialized medical transportation from medical facilities to residences for patients in bariatric treatment services and for those in oversized and powered wheelchairs, as well as a lack of transportation for emergency care for at-risk residents.
- Lack of adequate service hours for the Washington County Shared-Ride Taxi. For example, in the late evening patients at hospitals and clinics in the County are unable to use transit to return home, and second-shift workers are unable to use transit to travel to and from jobsites.
- Need for increased education and training in the healthcare community about the service capabilities and limitations of the three public shared-ride taxi systems in the County.
- Lack of updated information regarding shared-ride taxi and specialized medical transportation services on general information numbers (such as 211), or centralized directory websites (such as Impact 2-1-1).
- Increase passenger travel training services and education for individuals to use the Washington County Commuter Express and the three shared-ride taxi services in the County, especially for those who do not drive a vehicle.
- Continue driver training to help shared-ride taxi and specialized medical transportation drivers properly escort passengers with disabilities and medical patients returning to their residences.

The online survey and virtual meeting also addressed travel needs between the counties in the Region by assessing how well current regional services meet the needs of residents. Survey participants were asked to provide edits or additions to the existing 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 mechanisms to provide and coordinate transit and paratransit services across county borders and establish procedures for funding these services
- Transportation Options
 - Limited transportation options between counties—especially for seniors, people with disabilities, low-income residents, and households with no vehicle available—for travel to jobs, medical facilities, veterans services, and social and recreational activities
 - Need for more transportation services to provide inter-county and interstate transit trips in the Region
 - Lack of transportation services for travel from community to community, especially between adjacent communities that are in different counties
- Coordination and Communication
 - Lack of coordination in the distribution of information related to existing services throughout the Region
 - Lack of coordination between transit agencies on fares, service hours, and days of operation, which causes inconveniences for transit users
 - Lack of coordination between paratransit services in the Region
 - Lack of coordination among county leaders on providing public transit and human services transportation across the Region
 - Lack of transit operations that provide bilingual services
 - Need for identifying additional opportunities for gathering citizen input on regional transportation
 - Need to include grassroots efforts in decision-making processes relating to transit communications that cross county lines
- Transit and Job Access
 - Need to increase public transit and other transit services that connect workers to jobs between counties
 - Need for investing in new opportunities for organizations to facilitate access to jobs programs
 - Need for job seekers and places of employment to be informed about job-ride programs that would connect workers to jobs in other counties
 - Need for first mile/last mile connections and on-demand options where transit services are not available
- Convenience of Transit
 - Need to make transit services between counties more affordable by reducing fares
 - Need to make transit services more convenient by increasing the frequency of transit services or reducing the amount of time needed for making reservations
 - Need to provide shelters at transfer points to protect waiting transit users from inclement weather

- 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 some transit providers to obtain liability insurance for trips that cross county borders
 - There is a need to research and disseminate information regarding new and innovative alternatives to current transit services that address service gaps that transit operators are currently unable to meet
 - There is a need to develop and implement a centralized call center that provides information about and better coordinates a network of transportation providers

5. STRATEGIES TO ADDRESS UNMET NEEDS

This Coordination Plan presents two types of strategies for Washington County to consider in addressing the identified transportation needs in the County. The first section is a list of Federal and State funding programs that support public transportation services. The second section includes strategies that were identified in the online survey for the development of the Coordination Plan.

Financial Strategies: Federal and State Funding Programs

Descriptions of the Federal and State programs that provide financial assistance for public transportation services and which could be used in Washington County are illustrated in Tables 3 and 4. More information on Federal and State funding programs can be found on WisDOT's website (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

Coordination Plan online survey participants were asked to consider changes to the list of strategies to address the unmet needs, including if they should be reprioritized, edited, or if new strategies should be included.

That process resulted in the following prioritized list of strategies that the participants believed were appropriate for Washington County.

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

Program	Type	Target rider	Eligible Applicants	Local Share (approx.)	Statewide Funding Level (approx.)	Application Cycle	Notes
Section 5307	Operating and Capital	Public in urbanized areas (>50,000)	Local public bodies	20 percent for capital projects 50 percent of deficit for operating projects	\$51.8 million	Annual (application released in summer)	Combined with State aid (s. 85.20) to cover approximately 55 percent of operating expenses in urbanized areas. Job Access and Reverse Commute activities are eligible projects.
Section 5309	Capital	Public	Local public bodies with Urban Public Transit Systems	20 percent of total costs	N/A	Capital requests are competitively granted by the FTA	For fixed guideway transit capital investments
Section 5310	Capital	Seniors and People with Disabilities	Primarily non-profits, but can be local public bodies, if non-profit is not readily available	20 percent for capital projects 50 percent of deficit for operating projects	\$5.1 million	Annual (application released in summer)	Combined with State funds (s.85.22). Expanded to include non-traditional projects such as mobility management, operating, and non-vehicle capital previously authorized under the Section 5317 New Freedom program.
Section 5311	Operating and Capital	Public in areas <50,000 in population	Local public bodies	Operating – 50 percent of project deficit Capital – 20 percent of total costs	\$18.7 million	Annual (application released in early fall)	Combined with State aid (s. 85.20), to cover approximately 60 percent of operating expenses in non-urbanized areas. Job Access and Reverse Commute activities are eligible projects.
Section 5337	Capital	Public	Local Public Bodies	20 percent of total costs	\$1.4 million	Annual (application released in early fall)	Capital funds for the maintenance of fixed guideway transit and transit that operates in HOV lanes
Section 5339	Capital	Public	Local Public Bodies	20 percent of total costs	\$9.5 million	Annual (application released in early fall)	Capital funds for the replacement and repair of buses and bus facilities

Source: Wisconsin Department of Transportation and SEWRPC

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

Program	Type	Target rider	Eligible Applicants	Local Share (approx.)	Annual Statewide Funding Level (approx.)	Application Cycle	Notes
\$.85.20	Operating	Public in areas with at least 2,500 in population	Local public bodies	Rural 35 percent of total cost Urban 42 percent of total cost	\$113.0 million	Annual (application due in fall)	Combined with Federal transit operating assistance funds (5311 and 5307)
\$.85.205	Operating	People with Disabilities	Local public bodies	Varies (no explicit matching requirement)	\$3.03 million	Annual	Provided as supplement to \$.85.20 urban mass transit aids for systems that provide paratransit service
\$.85.21	Operating and Capital	Seniors and People with Disabilities	Counties	20 percent of project costs	\$16.0 million	Annual (application released in fall)	Can be used as match for Federal programs
\$.85.22	Capital	Seniors and People with Disabilities	Primarily non-profits, but can be local public bodies	20 percent of total costs	\$0.9 million	Annual (application released in summer)	Blended with Federal Section 5310 funds
WETAP ^a	Operating and Capital	Low-income workers	Local public bodies, non-profits, metropolitan planning organizations	20 percent capital costs 50 percent operating costs	\$1.7 million	Annual (WETAP application released in early fall)	Combined with FTA 5311 and \$.85.24 Transportation Employment and Mobility (TEAM) program

^a Wisconsin Employment and Transportation Program

Source: Wisconsin Department of Transportation and SEWRPC

Strategies for Addressing Unmet Travel Needs Within Washington County

1. Apply for Federal Section 5310 and Section 5339 funding for buses and other accessible vehicles that establish or expand the vehicle fleets of public transit and human services providers.
2. Continue to provide funding for a mobility manager position for Washington County whose duties could include, but are not limited to:
 - a. Improving communication regarding public transit and human services providers in the County to potential users through printed and online directories of these transportation services. Examples could include a digital version of the annually-updated "Transportation Service Directory for Washington and Ozaukee Counties" to provide to 211 and online service directories.
 - b. Promoting the availability of these services through improved outreach efforts and marketing programs.
 - c. Assisting in coordinating transportation services.
 - d. Gathering and analyzing data to develop inclusive and efficient solutions for seniors, people with disabilities, and low-income residents as funding allows.
 - e. Improving coordination between public and private service providers to expand the availability of their services.
 - f. Continue to organize meetings of the Coordinated Transportation Committee of Washington County as a means to discuss the transportation needs of the county.
3. Establish or expand volunteer driver programs that connect residents to various destinations, particularly seniors to senior centers and health and wellness facilities. Volunteer driver programs should increase safety and convenience for people with disabilities and medical patients who are traveling between their residences and medical facilities. Residents should also be informed about these programs through marketing, outreach, and public education.
4. Educate medical providers and facilities about the capabilities and limitations of the County, Hartford, and West Bend shared-ride taxi services to transport patients and people with disabilities. Develop a checklist for staff to determine if a ride request is appropriate to ensure proper utilization of public services without misuse.
5. Establish a fixed route shuttle service that connects seniors and people with disabilities to key destinations in the County.
6. Continue exploring cross-county shared-ride taxi services between Ozaukee County and Washington County.
7. Support auto purchase and repair programs and driver's license recovery programs directed at low-income workers who cannot use public transportation to get to jobs, such as the Work n Wheels zero percent auto loan purchase and repair program managed by Forward Careers.

Survey participants were also asked to use the previously created list of unmet transportation needs for the Region to guide the development of regional strategies. Specifically, the survey requested participants to review the prioritization of the regional strategies and recommend edits or additions. 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. 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 and to address first mile/last mile connections.
2. Pursue strategies independent of establishing a regional transit authority that 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 that connect areas of high unemployment to large companies within the Region who are unable to meet their workforce needs. Leverage existing transit services to address first mile/last mile gaps and develop flexible or on-demand services for areas that have high demand for transit but cannot be feasibly served by fixed route transit. 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.
3. Establish mechanisms to allow local dedicated funding sources or increase additional State financial assistance to transit.
4. Create a staffed call center for information about all public transit and human services transportation in the Region. 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 website that utilizes a 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.
5. 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 regional mobility manager responsible for coordinating with all mobility managers in the Region should also be considered.
6. Continue to purchase new accessible vehicles, vans, and buses for all transportation services. Incentivize for-profit transit providers to purchase new accessible vehicles, including Uber and Lyft.
7. 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 that could be integrated into a smartphone app for transit dependent populations should be considered that is accepted by all transit providers. Standardized transportation passes could be accessible to those without a smartphone app or who do not have a bank account. 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.
8. 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.
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, Walworth, and Washington Counties.
11. Develop partnerships among human service providers for sharing and distributing resources across counties.
12. Research and develop new and innovative alternatives to current transit services that address service gaps that transit operators are currently unable to meet.

6. PLAN IMPLEMENTATION

Based on previous Coordination Plans, potential responsible parties that could implement the identified strategies are listed below.

Washington County

- Washington County would continue to pursue funding for a mobility manager who would educate transportation partners, transit users, and medical providers about all specialized transportation services in the County
- Washington County would be responsible for continuing to distribute a digital version of the Transportation Service Directory and for providing updated information to 211 on-service providers as it becomes available
- Washington County would coordinate with Ozaukee County to review the cross-county shared-ride taxi services and consider next steps based on results
- Washington County would be responsible for expanding the service hours of the County's Commuter Express and Shared-Ride Taxi services
- Washington County should continue facilitating the transportation coordinating committee to implement the identified coordination strategies and recommend actions to County officials

All Transportation Providers

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

APPENDICES

**AGENCIES AND INDIVIDUALS INVITED TO ATTEND THE COORDINATION
PLANNING VIRTUAL MEETING AND COMPLETE THE ONLINE SURVEY**

APPENDIX A

Note: 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 virtual meeting and sent the online survey.

KENOSHA COUNTY

Dr. Bryan Albrecht..... President, Gateway Technical College
Mr. Doug Bartz.....Manager, Kenosha County Job Center
Ms. Bethany Berning.....Therapeutic Recreation Specialist, RecPlex
Ms. Rebecca DutterDirector, Kenosha County Aging and Disability Resource Center
Ms. Carolyn FeldtElder & Disability Services Manager,
Kenosha County Aging and Disability Resource Center
Ms. Julie Ferraro Counselor, Division of Vocational Rehabilitation
Ms. Adelene Greene.....Founder, Kenosha Coalition for Dismantling Racism (Kenosha CFDR)
Ms. Elizabeth GridleyDisability Support Specialist, Gateway Technical College
Ms. Lori Hawkins Organizer, Congregations United to Save Humanity (CUSH)
Mr. Mark Hinrichs Transportation Manager, Kenosha Achievement Center, Inc.
Ms. Denise Jacob.....Program Director, Kenosha Senior Center
Mr. John JansenDirector, Kenosha County Department of Human Services
Ms. Dawn Lingo.....Organizer, Congregations United to Serve Humanity
Ms. Amy May.....Supervisor, Division of Vocational Rehabilitation
Mr. Aloysius NelsonKenosha County Division Director of Veterans Services,
Kenosha County Veterans Services
Ms. Katie Oatsvall..... Executive Director, Kenosha Area Family and Aging Services Inc.
Mr. Nelson Ogbuagu.....Director, Transit Department, City of Kenosha
Ms. Lynda Orsburn Owner, Ktown Transportation
Ms. Shanon Page..... Director, Westosha Senior Community Center
Mr. Jack Ray.....Volunteer Transportation Coordinator, Kenosha Area Family and Aging Services, Inc
Mr. Jim Truchan..... Mental Health Manager, Kenosha County Aging and Disability Resource Center
Ms. Christine Weyker.....CEO, Kenosha Achievement Center, Inc.
Ms. Erin Winch Aquatics Therapist, RecPlex
Ms. Lauren ZielsdorfMobility Manager, ADRC Kenosha County
Representative.....Kenosha County Division of Workforce Development

MILWAUKEE COUNTY

Mr. Hal AckermanSupervisor, Division of Vocational Rehabilitation
Ms. Barbara Beckert Milwaukee Office Director, Disability Rights Wisconsin
Ms. Marci Boucher.....President & CEO, IndependenceFirst
Ms. Donna Brown-Martin Director, Milwaukee County Department of Transportation
Ms. Chakarlis Buckley-Marshall Executive Assistant, Center for Veterans Issues
Ms. Sandi Callaghan.....Jewish Home and Care Center
Ms. Marisol CerveraDirector of Human Services & Elderly Programs, United Community Center
Ms. Kasey ChardAssociate Director of Grants, Milwaukee Center For Independence
Ms. Elyse Cohn..... Chief Development Officer, Jewish Community Center

MILWAUKEE COUNTY (Continued)

Ms. Lea Collins-Worachek WDA Director - Area 2, Division of Vocational Rehabilitation
Mr. Randall Daut.....Community Representative, Wauwatosa Senior Commission
Ms. Terri Davis Executive Director, Vision Forward Association
Ms. Ella Dunbar.....Health, Wellness & Supportive Services Manager, Social Development Commission
Ms. Ginny Finn.....President & CEO, YWCA of Southeast Wisconsin
Mr. Dan Fleischman..... Vice President of Housing and Residential Services, Jewish Family Services
Mr. Rick Flowers..... Director, Veterans Service Office
Mr. Chris Fox..... Mobility Manager, Milwaukee County Transit System
Ms. Teresa FreundPhilanthropy Manager, Vision Forward
Mr. Anthony Geiger.....Grants Manager, Milwaukee County
Mr. Mark Geronime.....Vice President of Operations, Milwaukee Regional Medical Center
Ms. Catherine Girard..... Vice President of Development, Goodwill Industries of Southeastern Wisconsin
Ms. Laura Gutiérrez Executive Director, United Community Center
Ms. Jackie Hallberg.....President & CEO, Goodwill Industries of Southeastern Wisconsin
Mr. Dan Haney Transportation Manager, Community Care
Ms. Deb Heim..... Nurse Consultant,
Division of Public Health - Southeastern Region Wisconsin Department of Health Services
Ms. Tanya Henry Executive Director, Milwaukee Careers Cooperative
Mr. Hector Hernandez.....Program Director, United Community Center
Ms. LaPricia Hooks..... CEO, Kady's Transportation
Ms. Paula Houston..... President, Choice Care Transport
Mr. Daniel Idzikowski.....Program and Policy Coordinator, Milwaukee County Department of Aging
Mr. Jon Janowski Executive Director, Milwaukee County Department of Aging
Ms. Kirsten JohnsonCommissioner of Health, City of Milwaukee Health Department
Mr. Tom Kenney..... Mobility Manager, Milwaukee County Transit System
Ms. Jane Kirchhoff..... Director of Day Services, Goodwill Industries of Southeastern Wisconsin
Mr. Maudwella Kirkendoll.....Chief Operating Officer, Community Advocates
Ms. Elsa KnysakCurative Care Network
Ms. Krystina Kohler..... Income Portfolio Manager,
United Way of Greater Milwaukee & Waukesha County
Ms. Shakita LaGrant-McClain Director, Milwaukee County Health and Human Services
Ms. Deb Langham..... Chief Operating Officer, Independence First
Ms. Amy Lindner CEO, United Way of Greater Milwaukee and Waukesha County
Mr. Patrick Linnane Chair, Combined Community Services Board of Milwaukee County
Ms. Mary Lou Young President & CEO, United Way of Greater Milwaukee & Waukesha County
Mr. Lupe MartinezPresident & CEO, United Migrant Opportunity Services
Ms. Tanya Mazor-PosnerVice President of Development, Jewish Home and Care Center
Mr. Kevin Meagher Transportation Manager, Milwaukee Center for Independence
Ms. Kathleen Meisner-Altman Director of Independent Living Services, IndependenceFirst
Ms. Dawn Mumaw Regional Director,
Wisconsin Department of Health and Human Services - Milwaukee Region

MILWAUKEE COUNTY (Continued)

Mr. Kenneth Munson..... Chief Executive Officer, Community Care, Inc.
Ms. Katherine Murphy..... Aurora Healthcare - Transportation Services
Ms. Fran Musci..... Director of Paratransit, Milwaukee County Transit System
Ms. Kristin Nordness..... Director of Patient Amenities and Family Services,
Children’s Hospital of Wisconsin
Ms. Tiffany Payne..... Coordinator, Independence First
Mr. Brian Peters..... Community Access & Policy Specialist, IndependenceFirst
Ms. Linda Ragland..... Durable Contract Services Inc Transport
Mr. Elijah Reaves..... Project Hope, Inc
Mr. John Rodgers..... Senior Manager Grants Compliance,
Milwaukee County Department of Transportation
Mr. Paul Sanfelippo..... General Manager, American United Transportation Group
Ms. Krista Scheel..... Program Director, Alzheimer’s Association
Ms. Mary Schinkowitch..... Executive Director, Broadscope
Ms. Sheri Schmit..... Vice President of Transportation & Parking Services,
Milwaukee Regional Medical Center
Ms. Mark Shapiro..... President, Jewish Community Center
Mr. Robert Simi..... Executive Director, Milwaukee Regional Medical Center
Ms. Karen Sotak..... Regional Project Director & Director of Quality Systems,
Maximus Adult and Dislocated Worker Program
Ms. Meg Steimle..... Project Manager, Children’s Hospital of Wisconsin - Family Services
Ms. Laura Stephens..... Health Officer, City of Wauwatosa Health Department
Ms. Vicki Wachniak..... Executive Director, Life Navigators
Mr. David Windsor, PE..... Streetcar System Manager, City of Milwaukee Department of Public Works
Mr. Chris Witzlib..... President, Away We Go
Mr. John Yingling..... President & CEO, Centro Hispano & Council for the Spanish Speaking

OZAUKEE COUNTY

Ms. Huda Alkaff..... Founder & Director, Wisconsin Green Muslims
Mr. R.J. Bast..... Director of Operations, GoRiteway Transportation Group
Ms. Kay-Ella Dee..... Director, Aging and Disability Resource Center of Ozaukee County
Ms. Kari Dombrowski..... Aging Services Manager,
Aging and Disability Resource Center of Ozaukee County
Mr. Jon E. Edgren, P.E..... Director of Public Works/Highway Commissioner, Ozaukee County
Ms. Patricia Fabian..... Director of Assisted Living at Lasata Crossings, Lasata Senior Living Campus
Ms. Barbara Fischer..... Executive Director, Advocates of Ozaukee
Ms. Lisa Holtebeck..... Executive Director, Ozaukee Family Services
Ms. Julie Hoover..... Executive Director, Family Sharing of Ozaukee County
Ms. Amber Koehler..... Manager, Ozaukee County Shared-Ride Taxi Services
Mr. Matt Manes..... Mobility Manager, Interfaith Caregivers of Ozaukee County
Ms. Joy Neilson-Loomis..... Transit Superintendent, Ozaukee and Washington County Transit Services

OZAUKEE COUNTY (Continued)

Mr. Paul Schultz..... Executive Director, Interfaith Caregivers of Ozaukee County
Ms. Carole Stuebe.....Executive Director, Portal, Inc.

RACINE COUNTY

Ms. Michelle Bradley Glenn.....Director, Southern Wisconsin Center for the Developmentally Disabled
Ms. Sarah Brossard..... Mobility Manager, Racine County Human Services
Ms. Susan Chandek..... WDA Director - Area 1, Division of Vocational Rehabilitation
Ms. Jenni Chap.....Transportation Coordinator, Volunteer Center of Racine
Ms. Peggy Foreman..... Executive Director, The ARC of Racine
Ms. Ninna Frank..... Assistant Director, Aging and Disability Resource Center of Racine County
Ms. Michelle Gehring..... Executive Director, NAMI Racine County
Ms. Michelle Goggins.....Manager, Aging & Disability Services Division, Racine County
Ms. Sheryl Hamilton.....Executive Director, Racine County Opportunity Center
Ms. Tricia Lewis.....Director, Independent Living Services Society's Assets, Inc.
Mr. Michael J. Maierle.....Transit and Parking System Manager, City of Racine
Mr. Willie McDonald Jr.....General Manager, RYDE Racine
Ms. Hope M. Otto..... Director, Racine County Human Services Department
Mr. Joe Povkovich.....Financial Administrator, Volunteer Center of Racine
Mr. Zachary Zdroik..... Veterans Services Officer, Racine County Veterans Services Office

WALWORTH COUNTY

Mr. Nathan Bond.....Veterans Service Officer, Veterans Service Office
Ms. Linda Cheney.....HR Director, VIP Services, Inc.
Ms. Natasha Gantenbein.....Senior Accountant, Walworth County
Ms. Nicole Hill.....Office Supervisor/Mobility Manager, Walworth County Administrator's Office
Ms. Mary Hinkse.....Finance Manager, Walworth County
Ms. Bernadette Janiszewski.....Nursing Home Administrator,
Lakeland Health Care Center - Walworth County
Ms. Lisa Kadlec..... Administrative Analyst, Walworth County Health and Human Services
Ms. Colleen Lesniak.....Volunteer Services Coordinator, Walworth County Volunteer Resource Center
Mr. Sheldon Rock..... Delavan Taxi
Ms. Cindy Simonsen..... Executive Director, VIP Services, Inc.
Ms. Susanne Stokes-Nelson.....Disability Support Specialist, Gateway Technical College Elkhorn Campus
Representative.....Walworth County Health & Human Services
Representative.....ADRC of Walworth County

WASHINGTON COUNTY

Ms. Tammy Anderson.....Aging and Disability Resource Center Director, Washington County
Mr. John Beisbier.....President, ARC of Washington County
Ms. Mari Beth Borek.....Campus Administrator, Samaritan Health Center

WASHINGTON COUNTY (Continued)

Mr. John Bloor.....Executive Director, The Threshold, Inc.
Ms. Janean BrudvigExecutive Director, Interfaith Caregivers of Washington County
Mr. Gary CardarelleTransportation Superintendent, Hartford City Taxi
Ms. Corie DejnoMobility Manager, Interfaith Caregivers of Washington County
Mr. Andrew Dresang.....Director, Community Engagement,
Froedtert & the Medical College of Wisconsin
Ms. Julie Driscoll.....Director, Washington County Human Services Department
Ms. Mary Fiegel.....Senior Coordinator, Germantown Senior Center
Ms. Jessica Frederick.....Executive Director and Youth Program Coordinator,
Citizen Advocates of Washington County
Mr. Mike HermannDirector of Parks and Recreation,
City of Hartford - Department of Parks & Recreation
Ms. Deb Holtan.....Executive Director, Medical Center Foundation of Hartford
Ms. Amy Maurer.....Program Specialist, Froedtert/St. Joseph’s Health Center
Ms. Lynn Nettesheim.....Director, Hartford Senior Center
Mr. Lynn Olson.....Chief Executive Officer, Cedar Community
Ms. Monica Rakowski.....Administrator, Wellington Place at Hartford
Ms. Angela Rosenberg.....City of West Bend Taxi
Mr. Kurt Rusch.....Veterans Service Officer, Washington County Veterans Service Office
Ms. Mary Russell.....Director, Senior Citizens Activities Inc
Mr. Laury Schwartz.....Chairman, Interfaith Caregivers of Washington County
Ms. Joy Tarkowski.....Shared Ride Taxi Manager, Washington County Shared Ride Taxi

WAUKESHA COUNTY

Ms. Elizabeth Aldred.....Director, Waukesha County Department of Health and Human Services
Ms. Maureen AtwellExecutive Director, Hebron Housing Services
Ms. Lisa BuchegerAssistant Director, Adaptive Community Approach Program (ACAP)
Ms. Laura Catherman.....President, WOW Workforce Development
Ms. Mary Check SmithManager, Aging and Disability Resource Center
Mr. Paul L. DeckerCounty Board Chair, Waukesha County
Mr. Thomas Dieckelman.....President, Wisconsin Coach Lines
Ms. Amber Duddy.....Executive Director, Community Action Coalition of South Central Wisconsin
Mr. John Engelhardt.....Alderman - District 5, City of Muskego
Mr. Brian M. Engelking.....Transit Director, Waukesha Metro Transit
Ms. Kathy GaleExecutive Director, ERAs Senior Network
Ms. Sandra Gines.....Executive Director, Adaptive Community Approach Program (ACAP)
Mr. Mike Glasgow.....Transportation Services Supervisor,
Waukesha County Aging and Disability Resource Center
Ms. Kelly Goetsch.....Care Management Supervisor, Ascension Elmbrook & Ascension St Joseph’s
Mr. Raymond Grosch.....Treasurer, Lake Country Cares Cab
Ms. Sarah HarveyMobility Manager, ERAs Senior Network

WAUKESHA COUNTY (Continued)

Ms. Lori Hayes.....Volunteer Director, Volunteer Center Of Waukesha County
Ms. Jennifer Horth Executive Director, Association for the Rights of Citizens with handicaps (ARCH)
Mr. Michael Johannes.....Veterans Service Officer, Veterans Service Office
Ms. Sharon Johnson.....Director, Homes for Independent Living
Ms. Carol Ann Kay..... Executive Director, Adaptive Community Approach Program (ACAP)
Mr. Jeff Kohlhapp.....Production Manager, QuadGraphics
Ms. Marj Kozlowski.....Board President, Elmbrook Senior Taxi
Ms. Deanna Krell WDA Director - Area 3, Division of Vocational Rehabilitation
Mr. Roger Lemke..... Supervisor, Oconomowoc Silver Streak
Ms. Sarah Matson Catholic Charities
Mr. Rob McCommons Director of Business Development, Community Care
Ms. Kara Moore Volunteer Services Coordinator,
Waukesha County Department of Health and Human Services
Ms. Karin Nickel.....Executive Director, Muskego Senior Taxi
Ms. Barbara Pfarr.....Acting Director, Stewards of Prophetic Hopeful Intentional Action (SOPHIA)
Ms. Stephanie Phillips.....President, Comfort Transport
Mr. Tim Pritzlaff Logistics Manager, Seniors on the Go! Taxi Service
Mr. Tom Rust.....Waukesha Cab
Ms. Debbie Salmons Public Relations, Seniors on the Go! Taxi Service
Ms. Karen Schmiechen..... Member, Stewards of Prophetic Hopeful Intentional Action (SOPHIA)
Mr. John Schnabl.....OAA Programs and Special Projects Manager,
Greater Wisconsin Agency on Aging Resources, Inc.
Ms. Cindy Simons..... President, Forward Careers
Mr. Tom Slavinsky Executive Director, Elmbrook Senior Taxi
Ms. Dawn Smith.....Program Manager, My Choice Wisconsin
Ms. Jenna Wampole.....VP of Administration, Easterseals Southeast Wisconsin
Ms. Diane Wickstrom.....Coordinator, New Berlin Senior Taxi
Mr. Jack WieberProgram Director, Mukwonago Seniors on the Go
Mr. Ralph Zick.....Executive Director, Hope Center
Representative.....Student Accessibility Office, Waukesha Area Technical College
Representative..... Executive Vice President,
ProHealth Care Special Transportation Prepaid Voucher Program

AGENCIES IN THE CITY OF MADISON

- Mr. Stephen Hirshfeld, P.E.Rural Public Transit Program Manager,
Wisconsin Department of Transportation
- Mr. Kevin Lange Wisconsin Department of Transportation
- Mr. Patrick MissallWisconsin Department of Health Services - Division of Long Term Care
- Ms. Lorrie Olson Wisconsin Department of Transportation
- Ms. Katie Patterson..... Transit Section Lead Worker – Compliance and Oversight,
Wisconsin Department of Transportation
- Mr. Kurt RoskopfVice Chair, Wisconsin Council on Physical Disabilities
Representative.....Executive Director, Independent Living Council of Wisconsin

**RECORD OF REGIONAL PUBLIC MEETING
2021 COORDINATION PLANNING IN SOUTHEASTERN WISCONSIN**

APPENDIX B

DATE: April 7, 2021

TIME: 1:00 p.m.

PLACE: Meeting Occurred Virtually via GoToWebinar

PARTICIPANTS

Maureen Atwell..... Executive Director, Hebron Housing Services
Janean Brudvig..... Executive Director, Interfaith Caregivers of Washington County
Gary Cardarelle Transportation Superintendent, Hartford City Taxi, City of Hartford
Marisol Cervera..... Director of Human Services and Elderly Programs, United Community Center
Corie Dejno..... Mobility Manager, Interfaith Caregivers of Washington County
Brian Engelking..... Transit Manager, Waukesha Metro Transit
Matt Fineour Village Engineer, Village of Pleasant Prairie
Chris Fox..... Mobility Manager, Milwaukee County Transit System
Ninna Frank..... Transportation Coordinator, Aging and Disability Resource Center, Racine County
Kathy Gale..... Executive Director, Eras Senior Network, Inc.
Natasha Gantenbein..... Senior Accountant, Walworth County
Mike Glasgow..... Nutrition and Transportation Services Supervisor,
Aging and Disability Resource Center, Waukesha County
Paula Hader Executive Director, Senior Citizens Activities, Inc
Daniel Haney..... Transportation Manager, Community Care, Inc.
Sarah Harvey..... Mobility Manager, Eras Senior Network, Inc.
Marjorie Kozlowski Board President, Elmbrook Senior Taxi
Matthew Manes..... Mobility Manager, Interfaith Caregivers of Ozaukee County
Amy Maurer Community Engagement Coordinator, Froedtert Health Center
Willie McDonald General Manager, RYDE Transit System, City of Racine
Joy Neilson-Loomis..... Transit Superintendent, Ozaukee and Washington County Transit
Amy O'Brien Director, Aging and Disability Resource Center, Racine County
Elijah Reaves..... Chief Operations Officer, Project Hope, Inc.
Angela Rosenberg Transit Assistant, West Bend Taxi, City of West Bend
Debbie Salmons..... Public Relations, Seniors on the Go!
Karen Schmiechen Member, Stewards of Prophetic Hopeful International
Paul Schultz Executive Director, Interfaith Caregivers of Ozaukee County
Cynthia Simonsen Executive Director, VIP Services, Inc.
Mary Smith Manager, Aging and Disability Resource Center, Waukesha County
Christine Weyker Chief Executive Officer, Kenosha Achievement Center, Inc.
Jack Wieber Program Director, Seniors on the Go!

STAFF AND GUESTS

Kevin Muhs..... Executive Director, SEWRPC
Carrie CooperPrincipal Planner, SEWRPC
Joseph Delmagori.....Senior Transportation Planner, SEWRPC
Christopher Hiebert.....Chief Transportation Engineer, SEWRPC
Tracy Kleppe.....Sign Language Interpreter, Professional Interpreting Enterprise
Montre Moore.....Public Involvement and Outreach Specialist, SEWRPC
Katie Patterson..... Transit Section Lead Worker, Wisconsin Department of Transportation
Xylia Rueda.....Transportation Planner, SEWRPC
Jennifer Sarnecki Principal Transportation Planner, SEWRPC
Amy SimonsenSign Language Interpreter, Professional Interpreting Enterprise

WELCOME AND INTRODUCTIONS

Mr. Muhs welcomed participants and introduced the Commission staff, staff from the Wisconsin Department of Transportation (WisDOT), and sign language interpreters. Mr. Muhs explained that the meeting was being recorded and would be posted to the Commission website. He reminded participants that Commission staff had developed a survey that would be used to assess the transportation needs, services, and strategies and update the coordination plans. Mr. Muhs indicated that the surveys should be completed by Friday, April 23.

OVERVIEW OF THE COORDINATION PROCESS

Mr. Delmagori gave a presentation that summarized the coordination plans and the coordination process. He explained that the coordination plans are a framework for improving public transit and human services transportation in all seven counties and for the Region. The plans identify both the unmet transportation needs and the strategies that address gaps between current services and the unmet needs. He described the Federal requirements for the coordination plans and the various stakeholders who participate in the process. He also described the role of the Commission within this process and the need for a regional planning approach.

INFORMATION ON FUNDING PROGRAMS

Ms. Patterson presented the public transit funding programs and the grant programs for specialized transit managed by the Wisconsin Department of Transportation (WisDOT) that provide funding assistance to public and non-profit operators. She showed a map displaying the fixed route systems, shared-ride taxis, commuter bus routes, and other transit services in southeastern Wisconsin. She described several Federal and State funding opportunities and highlighted 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. Patterson explained the requirements for these funding programs and eligible recipients. She then provided a table that summarized the Federal and State funds that were awarded to each county within southeastern Wisconsin between 2018 and 2020.

QUESTION AND ANSWER SESSION ON THE COORDINATION PLANS

Mr. Delmagori asked participants to respond to a poll asking how many had completed the coordination plan survey. The poll results indicated that 20 percent of the participants completed the survey, 15 percent started the survey, and 65 percent had not started the survey. Next, Mr. Delmagori gave a brief overview of the survey sections which included an assessment of existing transportation services, a review of the existing unmet needs, and a ranking of strategies to address the unmet needs. He explained that the survey also provided participants with an opportunity to suggest edits or new unmet needs and strategies for consideration.

Mr. Delmagori opened the question and answer session for the participants. Mr. Muhs acknowledged that due to the pandemic, Commission staff could not hold an in-person public meeting as in 2016, but would go back to that format in the future. He asked that participants share their thoughts on the effectiveness of the survey, either during the group discussion, or by contacting Commission staff after the meeting.

In response to a comment about a County government not being interested in a regional transit authority (RTA), Mr. Muhs said it is uncertain what form a regional transit authority would take at this time since the state legislature and governor would need to agree to allow local governments to group together to form the RTA and would need to determine whether or not it would have taxing authority or dedicated funding for transit. He said VISION 2050, the region's long range land use and transportation plan, strongly recommends more funding for streets and highways and transit services but it does not specifically indicate that an RTA is required for securing the funding that is needed for the recommended transportation system. Mr. Muhs said staff would be interested in additional feedback from participants about a regional transit authority.

In response to a follow up question relating to how an RTA would influence the updated coordination plans, Mr. Muhs noted that one of an RTA's primary roles would be to coordinate transportation services across counties, which would have a direct impact on how different types of public transit, and likely different types of human services transportation, would be provided in the Region.

In response to a question about funding a program to centralize transportation requests and meet transportation needs through participating companies, Mr. Muhs noted that Section 5310 funding has been used by several agencies within the Region to explore the development of a centralized informational portal or logistics center. He gave an example of a group of providers in Waukesha County that have worked on this type of proposal, and although it has not moved forward at this time, the concept was intended to centralize transportation requests and increase capacity through shared resources.

Comments were provided to staff about clarifying which parts of the survey carried over from the 2016 coordination plans and summarizing what progress has been made on the needs and strategies. Mr. Muhs acknowledged that staff could have included more in its presentation on progress made during the last four years and said staff would follow up with participants and provide more information on these items.

WRAP-UP

After the question and answer session, Mr. Muhs thanked all attendees for their participation and input into the development of the coordination plans. He reminded participants that the survey was still available through April 23, and he provided staff contact information for submitting additional questions or comments after the meeting.

SUMMARY OF THE ONLINE SURVEY

APPENDIX C

OVERVIEW OF THE ONLINE SURVEY

Due to the COVID-19 pandemic, Commission staff were unable to conduct a full day, in-person workshop to gather input to assist in the development of the Coordination Plans. Therefore, an online survey was prepared for each County to gather direct feedback. The survey was developed to collect thoughts and ideas on how to improve transportation services, particularly for seniors, people with disabilities, and people with low incomes. The survey was released on March 12, 2021, and closed on April 23, 2021. The survey was distributed to over 350 contacts, including individuals and organizations representing seniors and individuals with disabilities; representatives of public, private, and nonprofit transportation and human services providers; previous Section 5310 applicants; Mayors; Town Chairs; and Village Presidents. Although the surveys were developed for each County, it was noted that if an agency serves more than one County, surveys may be completed for each county in their service area.

The survey was comprised of two sections: the first section focused on transportation services within the respondent's County, and the second section focused on transportation services between Counties. Within each section, there were questions to assess existing transportation services, identify unmet transportation needs, and rank strategies to address unmet transportation needs. Survey respondents could also suggest edits or new unmet needs and strategies for consideration. For reference, each counties' survey questions can be viewed online at the following links:

- Kenosha County: www.sewrpc.org/PTHSsurveyKenosha
- Milwaukee County: www.sewrpc.org/PTHSsurveyMilwaukee
- Ozaukee County: www.sewrpc.org/PTHSsurveyOzaukee
- Racine County: www.sewrpc.org/PTHSsurveyRacine
- Walworth County: www.sewrpc.org/PTHSsurveyWalworth
- Washington County: www.sewrpc.org/PTHSsurveyWashington
- Waukesha County: www.sewrpc.org/PTHSsurveyWaukesha

SURVEY RESPONSE SUMMARY

There were 31 individual responses to the survey, although some participants completed surveys for multiple Counties, which is not included in this total. The input generated from the survey has been incorporated into the updated Coordination Plans as revisions to unmet transportation needs and strategies to address unmet needs. In general, the responses did not require major edits to the 2016 documents. However, there were several themes that emerged, which are described in more detail below.

First, during both the virtual public meeting and in three comments to the online survey, questions arose regarding the need to specify that a regional transit authority (RTA) is required to provide and coordinate transit and paratransit services across county borders. In addition, during the ranking process of cross-county strategies in the survey, the strategy related to establishing an RTA dropped from #1 to #3. In response to these comments, Commission staff revised the reference to establishing an RTA to indicate that strategies that improve transportation services across county lines could be pursued independent of an RTA such as mechanisms that could increase funding for enhanced transportation services, including approved dedicated funding sources or increases to State financial assistance for transit.

Second, four individuals referenced their interest in providing funding for a regional mobility manager under multiple strategies. There was no consensus on this strategy among respondents serving each County and therefore only minor changes were made to address these comments. Specifically, the strategy to increase funding for mobility managers previously referenced that a "liaison" responsible for coordinating with all mobility managers in the Region should be considered. In response to the comments, the term "liaison" was updated to the term "regional mobility manager." Commission staff recommends that the scope of work and

source of funding for such a position should be further discussed among transportation providers and key organizations representing seniors and individuals with disabilities.

Third, six comments were made in multiple areas of the survey to incorporate on-demand services or to consider first/last mile transportation needs in the Coordination Plans. In response to these comments, two cross-county strategies (#1 and #2) were updated to incorporate flexible or on-demand transportation services. These changes also reflect the evolution of transportation scheduling technology since 2016 that allows for dynamic route scheduling with accessible vehicles.

Lastly, there were three comments related to coordinated grant writing and shared funding for transportation services between Counties. There are numerous strategies that address this comment, including creating memorandums of agreement or understanding, seeking authority to approve dedicated funding for public transit, and increasing funding for mobility managers to assist them in coordinating transportation services across county lines. Commission staff notes that grant writing is not an eligible expense under Federal Transit Administration Section 5310, which is specifically intended for funding "capital and operating expenses to support the provision of transportation services to meet the specific needs of seniors and individuals with disabilities." One commenter mentioned the creation of transportation brokerages to coordinate among agencies. While this is an organizational model that could be pursued in the future, the Coordination Plans were not changed due to a lack of regional consensus on the topic of shared funding or coordinated grant writing. Future planning processes could consider models for such coordinated efforts among providers and funding agencies, but this topic would require substantial input and agreement among public transportation providers and other human service agencies in the Region.