

PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION COORDINATION PLAN FOR KENOSHA COUNTY: 2025



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MEMORANDUM REPORT
NUMBER 276

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TRANSPORTATION COORDINATION PLAN
FOR KENOSHA COUNTY: 2025**

Prepared for Kenosha County by the
Southeastern Wisconsin Regional Planning Commission

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



U.S. Department of Transportation
Federal Highway Administration
Federal Transit Administration



December 2025

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1. INTRODUCTION

The Public Transit – Human Services Transportation Coordination Plan for Kenosha County: 2025, 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 Kenosha 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

Transit projects utilizing Federal Transit Administration (FTA) Enhanced Mobility of Seniors and Individuals with Disabilities program (Section 5310)¹ funding must be derived from a locally developed, coordinated public transit-human service transportation plan. Such plans are to be developed and approved through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public. This plan is intended to meet these requirements while providing guidance to the county and region in providing and improving specialized transportation services over the next four years. The State of Wisconsin also requires the development of these "coordination plans" for projects within the 85.21 program, Specialized Transportation Assistance Program for Counties. In addition, the Wisconsin Department of Transportation (WisDOT) utilizes the Coordination Plans to determine project eligibility for Wisconsin Employment Transportation Assistance Program (WETAP) funding.

As, several agencies and organizations in Kenosha County have received funding under the Section 5310, 85.21, and WETAP programs in the past, this Coordination Plan will help ensure the eligibility of current and future transit projects funded through those programs. To meet Federal requirements, the Coordination Plan includes the following elements:

- 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 Kenosha County Coordination Plan, Commission staff invited a wide range of stakeholders from Kenosha 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 and updated in 2020

¹ 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.

and 2024, 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. At the time of developing the Coordination Plan, the Commission is conducting a transit plan for the City of Kenosha and the unmet transit service needs are being considered in the planning process.

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

General Population Characteristics

Kenosha County is located in Wisconsin's southeastern corner, bordered by Walworth County to the west, Racine County to the north, Lake Michigan to the east, and Illinois to the south. Interstate Highway 94 (IH 94) runs north-south through the County, splitting it into two parts: the predominantly urban eastern half, and the predominantly rural western half. Kenosha County's population in 2020 was 168,700, according to the U.S. Census Bureau. Of that total, approximately 129,300 people lived east of IH 94, or about 76 percent of the County. In western Kenosha County, small concentrations of population exist in the Villages of Paddock Lake, Twin Lakes, Silver Lake, and the Town of Salem. Map 1 shows the population density in 2020 by U.S. Public Land Survey quarter-section.

As shown in Figure 1, Kenosha County's population has grown since 1990. Between 2010 and 2020, the County's population grew by approximately 2 percent. The growth is expected to continue through 2050. As Figure 1 displays, the Kenosha County population is projected to reach approximately 267,400 by the year 2050.

Transit-Dependent Population Characteristics

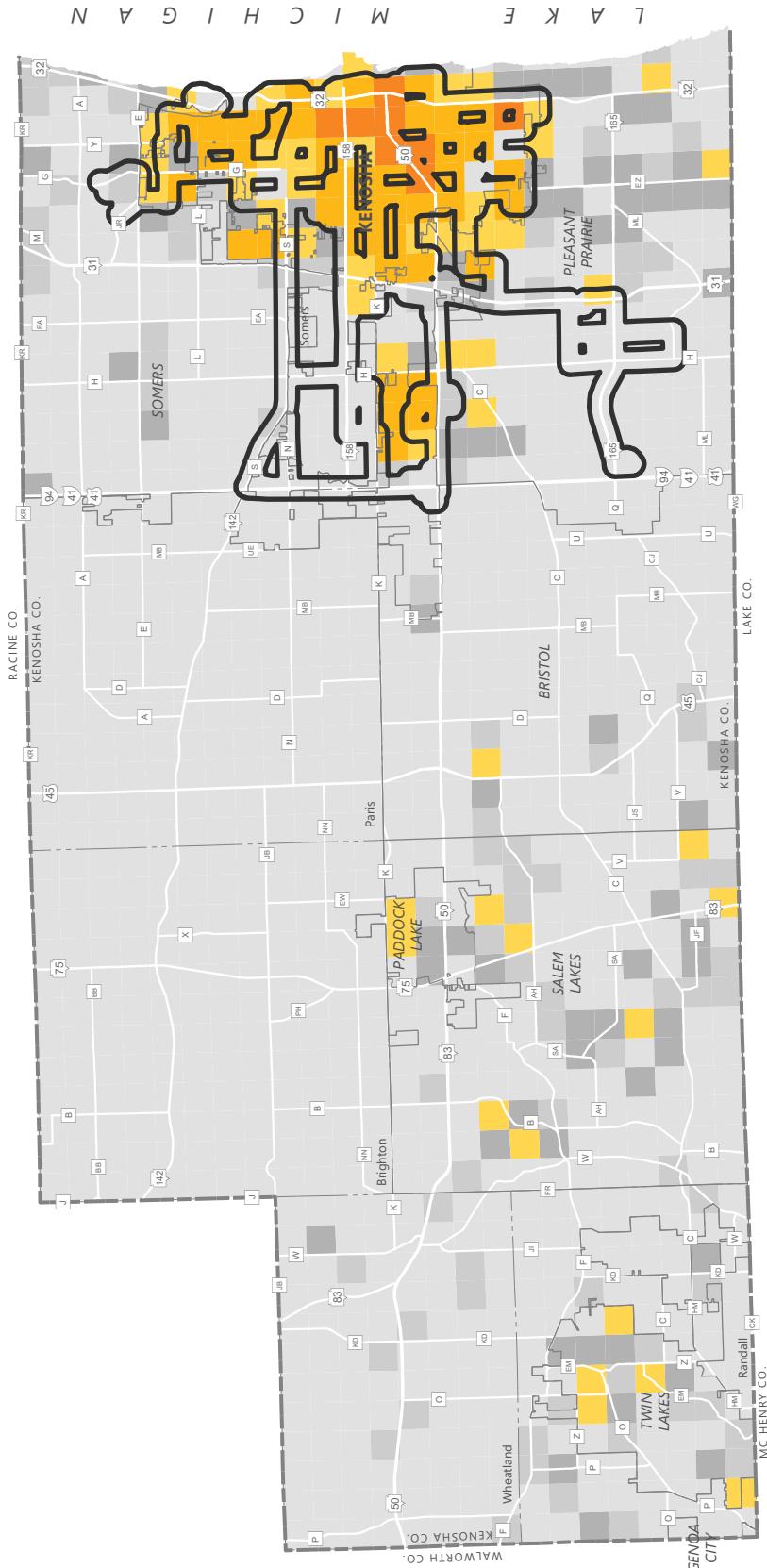
Certain segments of the population may be expected to have a greater dependence on, and make more extensive use of, public transit than the population as a whole because they have historically had more limited access to the automobile as a mode of travel than the population in general. Five such "transit-dependent"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

- School-age individuals (aged 10 to 17)
- Seniors (aged 75 and older)
- Persons 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 2022. The information in the table leads to the following observations:

- In 2022, persons in low-income households accounted for the largest share of the transit-dependent population in the County at about 25 percent of the total population.
- People with disabilities (15 percent) and school-age individuals (11 percent) also made up a significant portion of the population.
- Households with no vehicle available accounted for about 5 percent of all households in 2022, and seniors represented approximately 6 percent of the County's population.
- Between 2010 and 2022 people with disabilities increased in absolute number and in share of the total population while persons in low-income households decreased in absolute number and share of the total population. Seniors have increased in absolute numbers, their share of total population has slightly increased. Households with no vehicle available increased in total population between 2000 and 2010 but decreased from 2010 to 2022.

Map 1 Population Density by Quarter Section in Kenosha County: 2020



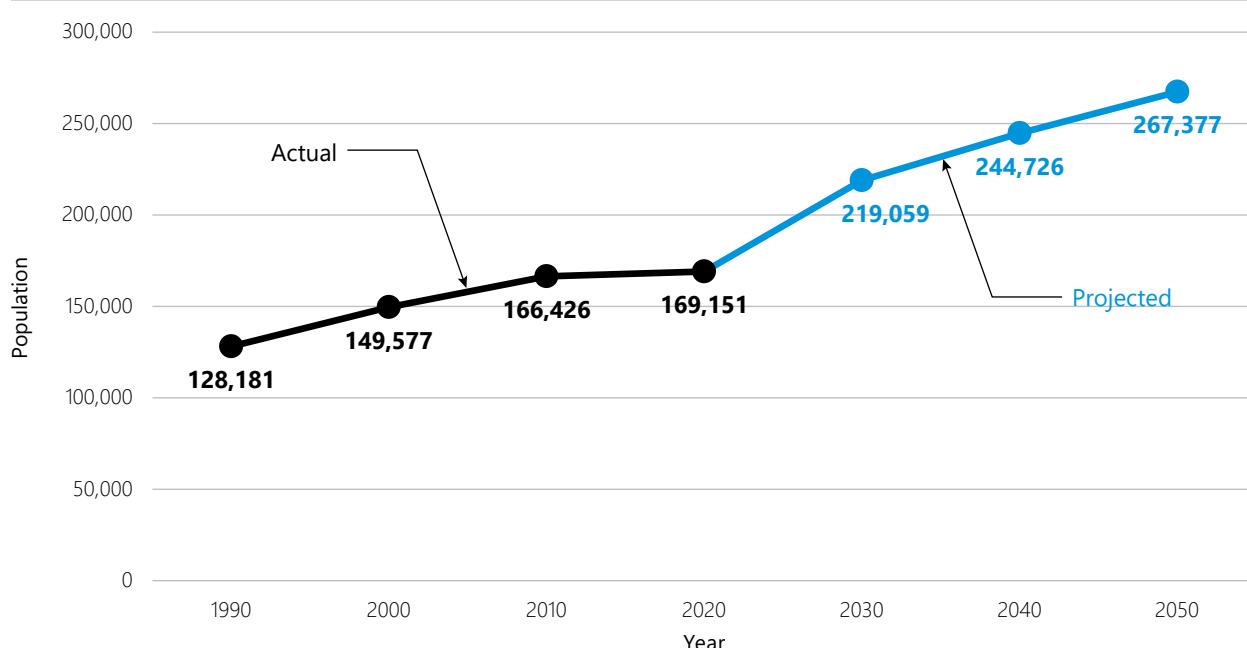
TRANSIT SERVICES (2023)
□ FIXED-ROUTE TRANSIT SERVICE AREA

POPULATION BY QUARTER SECTION (2020)
□ FEWER THAN 100

2,000 OR MORE
1,000 - 1,999
500 - 999
250 - 499
100 - 249
FEWER THAN 100

Source: Kenosha Area
Transit and SEWRPC,
4/2025

Figure 1
Kenosha County Actual and Projected Total Population



Source: U.S. Census Bureau and SEWRPC

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

Transit-Dependent Population Group	2000		2010		2022	
	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)	8,378	6	8,939	5	9,843	6
Persons in Low-Income Households ^b	31,005	21	50,085	30	41,168	25
People with Disabilities ^c	7,807	5	17,076	10	19,584	15
Households with No Vehicle Available	3,824	7	4,285	7	3,278	5
School-Age	18,495	12	19,984	12	18,322	11
Total County Population	149,577	--	166,426	--	168,693	--
Total Number of Households	56,057	--	62,650	--	66,705	--

^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 2022 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 the 2022 ACS, "people with disabilities" included those persons 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

Map 2 displays the 2022 concentrations of transit-dependent populations by Census block groups within the County based on the prevalence of the five historic transit-dependent population groups.

In 2022, the highest concentrations of residential populations with transit needs were found in the Villages of Bristol, Pleasant Prairie, and Twin Lakes and within the City of Kenosha, in the older and more densely developed areas, and along the outer edges of the City. Transit-dependent population concentrations in the remainder of Kenosha County were generally lower, with isolated areas of high transit needs in the Villages of Salem Lakes and Somers concentrations of moderate transit needs in the Town of Paris and the Villages of Paddock Lake, Pleasant Prairie, Salem Lakes, and Somers.

Employment Characteristics

Map 3 displays employment density in 2020 by U. S. Public Land Survey quarter-section. The highest employment concentrations in the County are in the City of Kenosha in the densely-developed areas, including the business parks and commercial areas on the western edge of the City, and in Lakeview Corporate Park in the Village of Pleasant Prairie. The Villages of Bristol, Paddock Lake, and Twin Lakes and the Town of Paris also have smaller concentrations of employment.

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

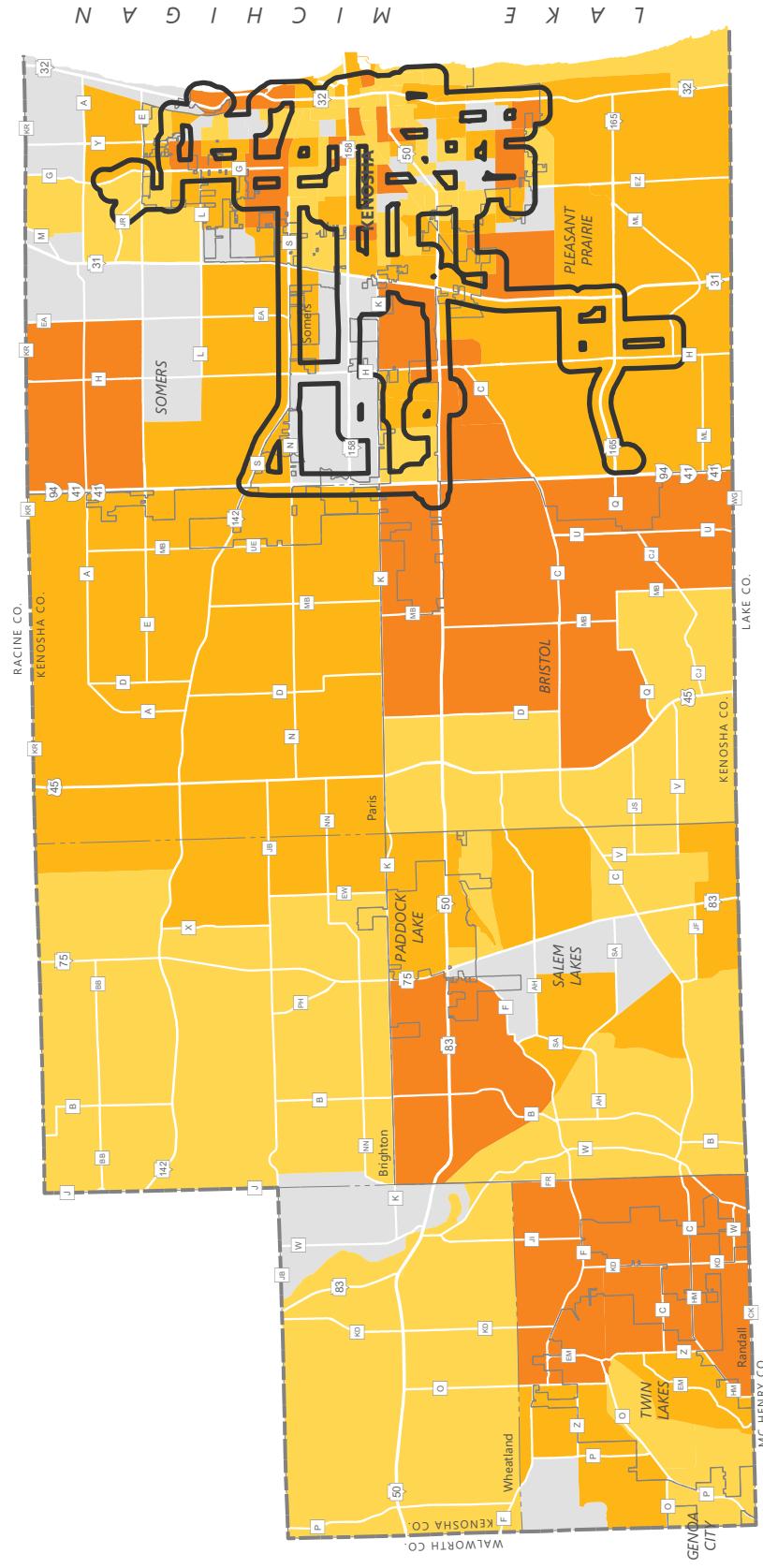
As shown on Map 4, most of these activity centers are distributed throughout the City of Kenosha, with many major employers and residential facilities located on the outskirts of the City or in the Village of Pleasant Prairie. However, there are also a small number of activity centers scattered throughout western Kenosha County.

3. CURRENT TRANSPORTATION SERVICES

Kenosha County is served by a number of transportation providers, ranging from Kenosha Area Transit, a traditional urban public transit system with large buses operating over fixed routes, to volunteer organizations that serve individuals by providing rides in private automobiles.

Table 2 lists the major transportation providers currently serving Kenosha County, and identifies the type of service they provide, their service area, their hours of operation, their fares, and any outside funding sources. 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."

Map 2 Transit Needs Index for Kenosha County: 2022



TRANSIT NEEDS INDEX

- LOW (5 - 8)
- MARGINAL (9 - 12)
- Moderate (13 - 16)
- HIGH (17 - 20)

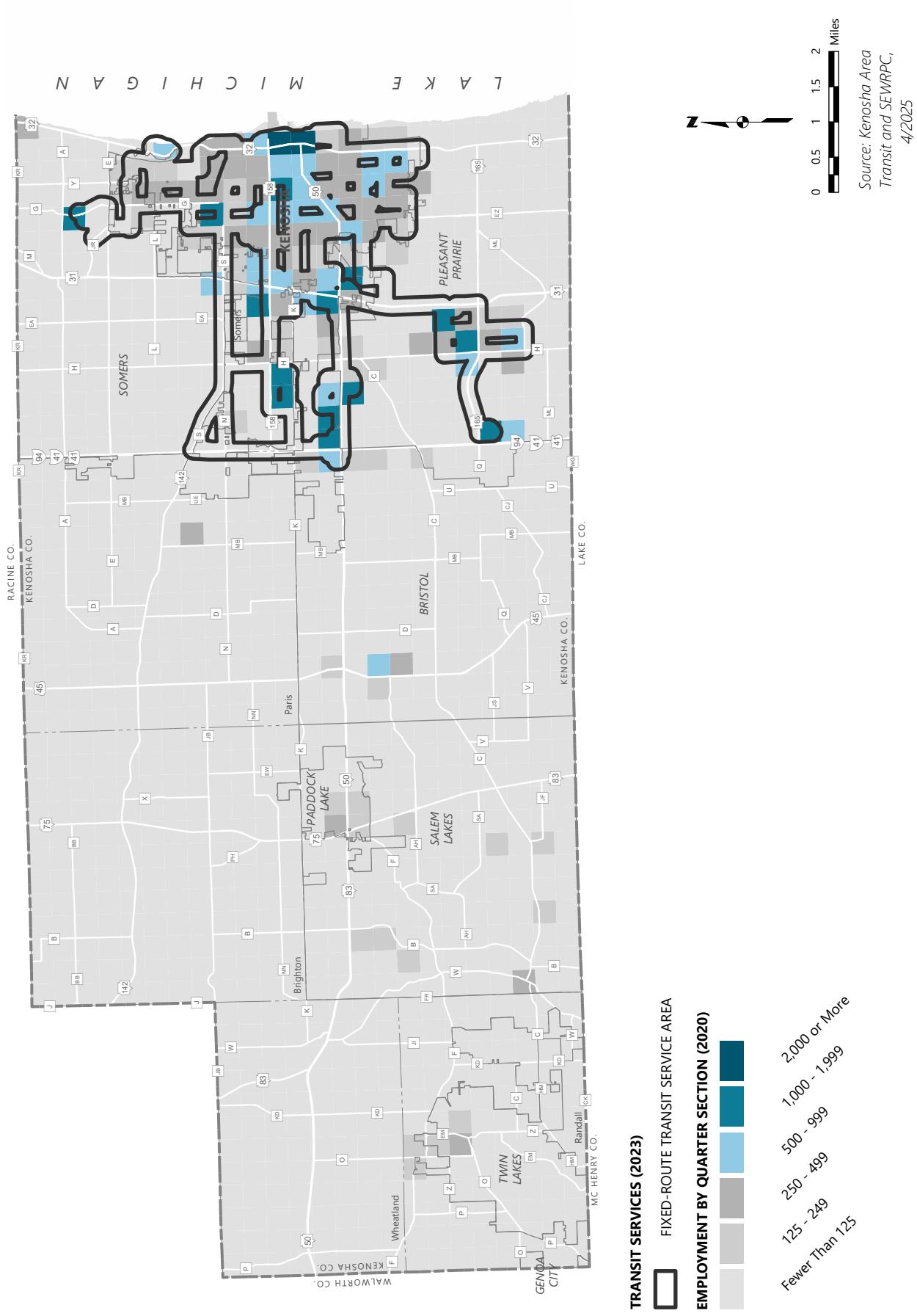
TRANSIT SERVICES (2023)



Note: The Transit Needs Index is calculated by ranking census block groups based on the total population or households in five categories: school-age (10 through 17), 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 totals and a 4 for the highest totals. The Transit Need Index is equal to the sum of the scores for all five categories.

Source: Kenosha Area Transit,
U.S. Census Bureau American
Community Survey and SEWRPC,
10/2025

Map 3 Kenosha County Employment by Quarter Section: 2020



Map 4
Major Activity Centers in Kenosha County: 2024

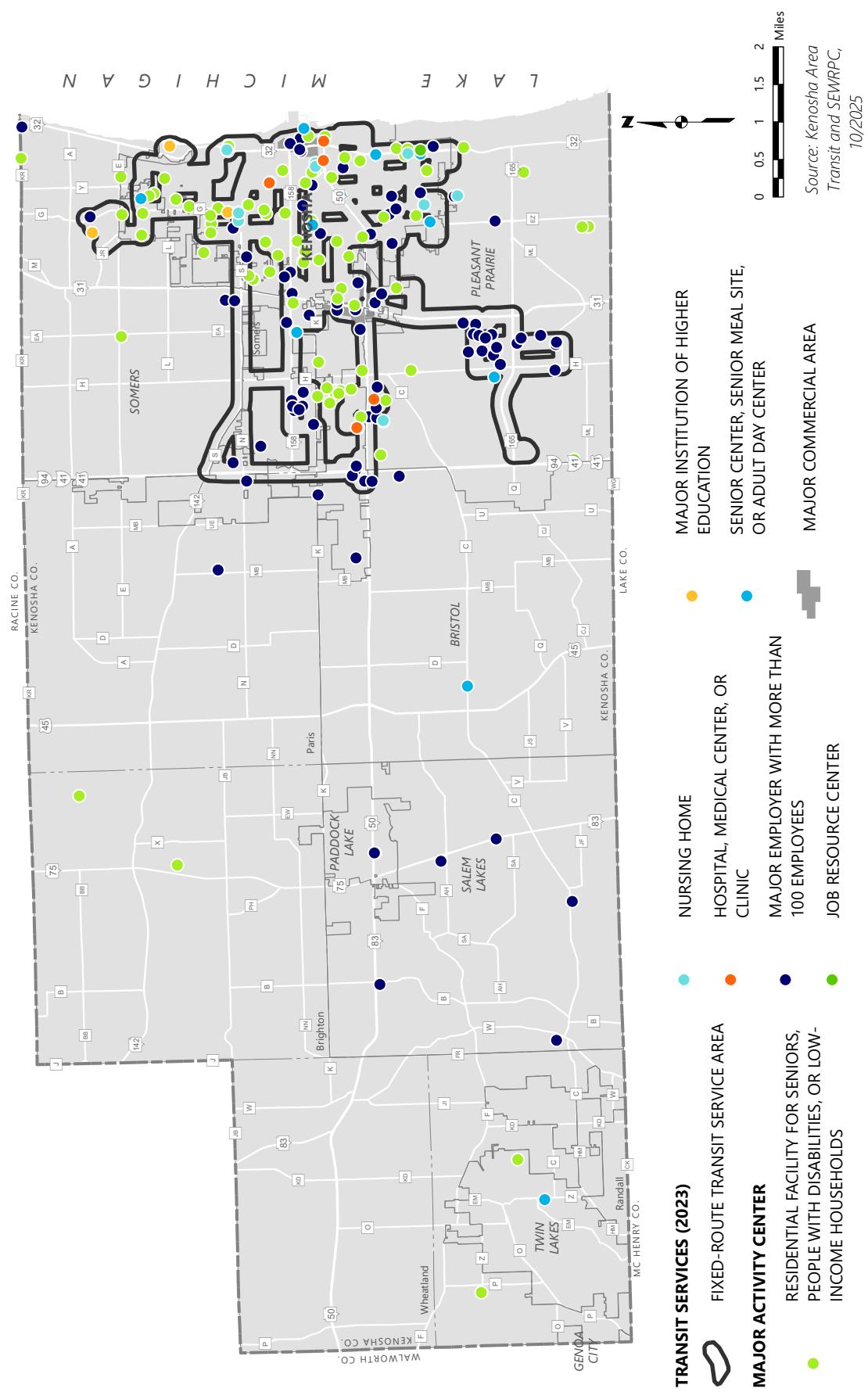


Table 2
Inventory of Local, Intercity, and Human Services Transit Service Providers in Kenosha County: 2025

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
Coach USA (800) 236-2028 (262) 542-8861	Private, for-profit	Intercity bus	Service between Waukesha and Chicago O'Hare; one stop in Kenosha	General Public	Daily: Southbound service: 5:00 a.m. to 7:45 p.m. Northbound service: 7:15 a.m. to 10:15 p.m.	Distance-based, \$20.00 to \$35.00	Long-distance motorcoaches	--
Greyhound/FlixBus (800) 231-2222	Private, for-profit	Intercity bus	Kenosha Metra Station- Bus Stop Only	General public	3:20 a.m. - 9:50 p.m. (4 daily round trips)	Starts at \$23	Motorcoaches	--
Kenosha Area Transit System (262) 653-4287	Public	Fixed route	City of Kenosha and portions of adjacent communities	General public	Monday through Friday: 4:55 a.m. to 12:30 a.m. (Every 30 minutes in the peak, 60 minutes off-peak) Saturday: 9:00 a.m. to 4:00 p.m. (Every 60 minutes)	Cash Fare: Adults: \$2.00 Students: \$1.50 Seniors and people with disabilities: \$1.00	47 passenger buses	State \$85.20 Federal \$5307 City of Kenosha Federal \$5337 Federal \$5339 CMAQ
LINK Western Kenosha County Transit (888) 203-3498	Public	Advance reservation, door to door	Service between Twin Lakes, Kenosha, Paddock, and Antioch	General Public	Monday through Friday: 6:00 a.m. to 6:30 p.m. (6 - 7 daily roundtrips) Saturday: 9:00 a.m. to 2:00 p.m.	Adults: \$5.00 Seniors and people with disabilities: \$3.00	5 34-passenger accessible buses	State \$85.20 Federal \$5311 Kenosha County
Metra (312) 322-6777	Public	Commuter rail	Service from the City of Kenosha through northern Chicago suburbs, to Chicago	General Public	Monday through Saturday: 5:50 a.m. to 2:15 a.m. (9 and 5 daily roundtrips) Sundays and Holidays: 6:50 a.m. to 2:15 a.m. (3 daily roundtrips)	Distance-based: One-way single trip: \$3.75-\$6.75 Day Pass: \$7.00-\$13.50 Monthly Pass: \$75.00-\$135 Weekend Pass: \$10.00	Intercity bi-level passenger train coaches	Regional Transit Authority of Northern Illinois Federal \$5307 Federal \$5309
Wisconsin Coach Lines and RYDE Racine (800) 236-2028 (262) 542-8861	Public	Fixed-route commuter bus	Service between the Cities of Kenosha, Racine, and Milwaukee	General Public	Monday through Friday: 6:10 a.m. to 10:32 p.m. (7 daily roundtrips) Saturday and Sunday: 6:58 a.m. to 10:45 p.m. 6:58 a.m. to 7:51 p.m. (6 and 4 daily roundtrips)	Distance-based: Adults: \$2.25 - \$4.50 Students: \$1.25 - \$3.50 Seniors, children 5 to 12, and people with disabilities: \$1.10 - \$2.25 Children under 5 free	3 47-passenger motor coaches	State \$85.20 Federal \$5307 City of Racine

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
Ambulanz (262) 658-4448 (866) 819-0033	Public	Advance reservation, door-to-door	Stretcher transportation to/from hospitals.	Stretcher transport only.	Varies		Ambulance transportation	
Care-A-Van Program (262) 658-9093 (800) 678-1559	Public ^a	Paratransit	Kenosha County East of I-94, and within 3/4 of a mile of the Kenosha Area Transit fixed-route West of I-94	Seniors and people with disabilities, paratransit certification required	Monday through Friday: 5:00 a.m. to 12:30 a.m. Saturday: 9:00 a.m. to 4:00 p.m. Sunday: Service is limited to trips within 3/4 of a mile of the streetcar line, during streetcar service hours.	\$4.00 each way \$40 punch cards (10 rides + 1 FREE ride)	Accessible vehicles	Private Donations State \$85.205 State \$85.21 Kenosha County City of Kenosha
First Care Transportation (262) 632-0000	Public	Advance reservation, door-to-door	Kenosha County	Ambulatory, wheelchair, bariatric, or stretcher-gurney transport.		\$39.99	Ambulance transportation	
Kenosha Achievement Center, Inc. (262) 658-9500	Private, non-profit	Fixed route, door-to-door subscription service to pick up and drop off participants	Kenosha County	Participants in KAC programs	Monday through Friday: 5:55 a.m. to 7:30 p.m. Saturdays: 9:00 a.m. to 4:00 p.m. Every day (other routes): 2:45 a.m. to 10:15 p.m.	\$3.00 co-pay	5 34-passenger accessible buses 9 18-passenger accessible buses 18 14-passenger accessible buses 2 12-passenger buses	Federal §5310 Family Care WETAP
Kenosha Area Family and Aging Services Volunteer Transportation Service (262) 842-7433	Public ^b	Advance reservation, door-to-door Non-emergency medical transportation and non-medical transportation	Kenosha County and surrounding counties	Ambulators, seniors, and people with disabilities	Dependent on driver availability	Less than 5 miles, one way: \$6.00 \$1.00 per mile for trips longer than 6	Volunteers provide their own vehicles Non-accessible	Private Donations Kenosha County State \$85.21 Volunteer Transportation Service (KAFAS)

Additional Private For-Profit Transportation Service Providers in Kenosha County:

First Care Transportation
GoGoGrandparent
Go RiteWay Transportation
Ktown Transportation

Lyft Inc
M.anO.Faith Transportationz
Medix Ambulance
MMT Ambulance

MTM
Resilience Transportation Service
Southport Transportation
Sunshine Transport, LLC

Toot Transport
Transstar Medical Transportation Services
Uber Technologies Inc
Volunteer Transportation Service (KAFAS)

^a Service provided by Kenosha Achievement Center, Inc.

^b Recruitment of volunteer drivers and service scheduling contracted from Kenosha Area Family and Aging Services, Inc.

Source: SEWRPC

Transit Services for the General Public

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

- Kenosha Area Transit, operated by the City of Kenosha. This service is a publicly-funded urban bus operation that runs fixed routes serving the City of Kenosha and portions of the Villages of Somers and Pleasant Prairie, and the Town of Somers.
- LINK - Western Kenosha County Transit operated by the Kenosha Achievement Center under contract with Kenosha County. This service is a publicly-funded door-to-door service operating in western Kenosha County, the Village of Pleasant Prairie, and the western portions of the City of Kenosha.
- Wisconsin Coach Lines, Inc., which operates one publicly-funded route providing commuter-oriented express bus service between downtown Milwaukee and the Cities of Racine and Kenosha. The City of Racine acts as the public applicant and grantee for the State urban transit operating assistance funds used to subsidize the service.
- Metra, the commuter rail division of the Regional Transportation Authority of Northern Illinois, provides commuter-rail service between the Cities of Kenosha and Chicago.

Several private-for-profit transportation agencies also provide services to the general public, including intercity bus service provided by Coach USA and Greyhound Lines/Flixbus; taxicab service provided by several private companies in the City of Kenosha and environs; and transportation network companies such as Uber or Lyft.

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 persons, or veterans. Some of the major human services transportation providers include:

- Care-A-Van, which provides door-to-door paratransit transportation for seniors and people with disabilities who are unable to use the fixed-route bus services in the County. The service is sponsored jointly by the County and City of Kenosha. The service is available for journeys in the County east of IH 94, or within three-quarters of a mile of a Kenosha Area Transit bus route west of IH 94.
- Kenosha Achievement Center provides door-to-door subscription service for clients of their services for people with disabilities or special needs.
- The remaining transportation services operated within the County are private-for-profit services that mostly focus on providing transportation for medical appointments within Kenosha County and to surrounding counties.

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. Commission staff conducted a full day, in-person workshop to gather input to assist in the development of the Coordination Plan. Commission staff provided an overview of the planning process and a summary of existing strategies and needs. A wide range of individuals and agencies with an interest in transportation in the Region and County were invited to participate in the meeting to assist in the development of the Coordination Plan (see Appendices A and B).

Unmet Needs for Travel Within Kenosha County

The workshop went through an evaluation exercise in which participants assessed how well current transportation services meet the needs of residents to travel within Kenosha 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 participants were asked to review the list of unmet transportation needs from the previous Coordination Plan and identify if any edits or additions were needed for the new plan. A summary of the key findings of the assessment and the identification of unmet transportation needs for traveling within Kenosha County appears below in no particular order.

- Need for additional drivers. There is a critical need for more drivers across both public transit and human services transportation programs in Kenosha County.
- Need for increased funding to meet rising ridership demand. As transit ridership grows, funding has not kept pace, creating a significant gap between service demand and operational capacity.
- Need for cost effective, demand-responsive solution in areas where fixed transit service is not practical or efficient.
- Lack of public awareness and education on the availability of transportation options.
- Lack of specialized medical vehicle providers and transportation services that can provide rides for hospital discharges and other types of rides with less than 24 hour notice. There is an unmet need for specialized, accessible transportation for medical purposes, particularly for hospital discharges and appointments requiring less than 24-hour notice. Many providers are unable or unwilling to accommodate urgent requests, leaving patients without safe, reliable options for time-sensitive care.
- Lack of public transit service connecting areas outside the City of Kenosha and across county/state lines. Residents who need to travel beyond the City of Kenosha—whether to other parts of the county, neighboring counties, or across state lines to Illinois—have limited or no access to public transportation. This restricts regional mobility and makes it difficult for people to reach jobs, medical facilities, schools, and family. Inter-county and interstate coordination is needed to improve these travel options and ensure broader access to essential destinations.
- Lack of public transportation for night and weekend hours—serving those working second and third shift
- Ensuring services provided are complementary and not redundant/duplicative

Unmet Needs for Travel Between Counties

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.

- Coordination and Communication
 - Lack of cross-county coordination and access. This includes not only the need to travel across borders but also the difficulty of securing return trips, coordinating services between counties, and accessing transportation for critical needs like employment, medical appointments, and education.
 - Need for clear, consistent, and accessible information. Residents, service providers, and riders are often unaware of what transportation services are available, how to qualify for them, or how to navigate multiple transit systems. This confusion is worsened when trying to cross county lines.

- Need for a “one-stop-shop” solution or centralized hub to provide comprehensive information on services across the entire southeast region.
- Lack of awareness of transportation options among workers and employers.
- Need for dedicated vehicles and resources to support cross-county transportation.
- Convenience of Transit
 - Need for affordability especially for low-income riders who rely on it for essential services.
 - Demand for sustainable funding sources for transportation programs, including driver wages, vehicle maintenance, accessibility improvements, and cross-county service expansion.
 - Need for a universal, fair fare system across agencies.
- Employment and Medical Access
 - Expansion needed in locations beyond areas that have fixed-route transit service to provide access to employment.
 - Lack of demand-responsive transit options—limited or nonexistent.
 - Need for reliable transportation for medical appointments.
 - 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.
- Infrastructure and Physical Accessibility
 - Inadequate or missing shelters at transfer locations.
 - Private providers do not always have accessible vehicles.
 - Lack of investment in built environment improvements that meet the requirements of the Americans with Disabilities Act.
- System Management and Oversight
 - Lack of central oversight for cross-county transportation systems.
 - Need for a regional governing body to manage and oversee transportation coordination across counties.
 - Need for a centralized resource center for users to streamline access to support and information.

5. STRATEGIES TO ADDRESS UNMET NEEDS

This Coordination Plan presents two types of strategies for Kenosha 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 workshop 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 Kenosha County are provided 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/astnace-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—such as the Innovative Coordinated Access and Mobility (ICAM) program—can be used to improve access to public transportation services.

Prioritized Strategies to Address Unmet Needs

Attendees of the Coordination Planning workshop were asked to consider changes to the list of strategies from the previous Coordination Plan to address the unmet needs, including if they should be reprioritized, edited, or if new strategies should be included.

Strategies for Addressing Unmet Travel Needs Within Kenosha County

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 Kenosha County.

1. Increase recruiting efforts for drivers by attending job fairs, and utilizing social media
2. Pursue funding options (grants, local municipalities/villages/towns)
3. Review routes, ridership, and alternatives to fixed routes to improve or increase transportation services in the County
4. Continue outreach, events, and promotional materials to improve access to information on transportation services such as:
 - a. Advertise and implement a series of educational travel training programs for new users on riding the fixed route bus systems offered by the City and County of Kenosha
 - b. Educate social workers or counselors, who work with potential users, about available transit services
 - c. Develop a coordinated call center to provide information on all transportation services within the County
 - d. Improve signage for the fixed-route services offered by the City and County of Kenosha. For example, including a telephone number to call to obtain information would be beneficial
 - e. Develop a marketing campaign to increase awareness of the available City and County transit services
5. Discuss the possibility of providing on-demand microtransit services that includes larger vehicle capacity (bariatric)
6. Review existing services and providers for possible overlap and coordinate more closely towards unmet areas and pursue memoranda of understanding to expand areas covered with transit services

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	\$66.2 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	\$4.9 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	\$25.7 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	\$2.3 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	\$6.8 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 28 percent of operating cost Urban 20 percent of operating cost	\$115.0 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)	\$3.4 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
WEТАP ^a	Operating and Capital	Low-income workers	Local public bodies, non-profits, metropolitan planning organizations	20 percent capital costs 50 percent operating costs	\$4.3 million	Annual (WEТАP application released in 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 Between Counties

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. The following summarizes the preferred strategies to address the Region's unmet transportation needs.

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 or public-private partnerships, to increase transportation options for employment and medical trips and to address first mile/last mile connections. Explore the construction of sheltered hubs at county lines to improve rider comfort and coordination between county services.
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. 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.
4. Create a staffed call center or shared online resource 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. Expand regional payment systems such as WisGo app. A standard fee structure should be considered for travel between counties. A regionally recognized transportation pass—integrated into a smartphone app and accepted by all transit providers—for transit dependent populations should be considered. Standardized transportation passes should be accessible to those without a smartphone 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. Establish mechanisms to allow dedicated funding sources or increase State financial assistance to transit. Promote a shared grant opportunity listserv and host annual regional workshops to brainstorm innovative funding strategies and align funding with unmet needs.
9. Increase non-urgent medical transportation options for individuals not eligible for Medicaid. Develop funding and service options for individuals who are not eligible for state-sponsored NEMT programs but still face barriers accessing medical care.
10. Increase the availability of demand response services outside of Milwaukee, Ozaukee, Walworth, and Washington Counties.
11. Develop partnerships among human services 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 such as microtransit, app-based trip planning, real-time scheduling tools, and community-operated shuttles.
13. Conduct a demand analysis of intra- and inter-county travel needs of non-drivers to better target service improvements and future planning.

6. PLAN IMPLEMENTATION

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

Kenosha County

- Kenosha County would be responsible for implementing any service improvements to the Western Kenosha County Transit or the demand-response service available for seniors and people with disabilities
- Kenosha County would be responsible for the implementation of any coordinated call center for information on transportation services
- Kenosha County would provide more passenger information relating to transit services
- A transportation coordinating committee could be established to guide the implementation of the proposed coordination strategies
- Kenosha County would collaborate with adjacent counties to support inter-county services and invest in county line transit hubs to improve cross-border mobility

City of Kenosha

- The City would be responsible for implementing any service improvements to Kenosha Area Transit, including working with other local municipalities and businesses to extend service outside of the City
- The City would provide more passenger information relating to transit services on signage at bus stops
- The City would be responsible for the establishment of an income-based low-cost bus pass funded by additional revenues from advertising

Mobility Managers

- The County's mobility managers would be responsible for enhancing the education and marketing of travel training and to inform potential users of Kenosha Area Transit and Western Kenosha County Transit of the availability of fixed-route services

All Transportation Providers

- Transportation providers would improve access to information on the transportation services provided
- Transportation providers would work to create new or expand upon partnerships that provide more transit options to underserved areas
- Transit agencies should participate in the expansion and integration of regional fare payment systems, such as the WisGo app, and support public education efforts around fare differences between counties
- Providers should expand service eligibility to include social and recreational trips where feasible, and coordinate with medical providers to subsidize non-emergency medical transportation
- Transit providers should also pursue partnerships with employers to create or expand workforce transportation programs and shared funding models

All Parties

- All interested parties, including the City, County, and other municipalities, should advocate for increased transit funding, including additional State funding and the establishment of dedicated local funding for public transportation
- All interested parties should be engaged in annual brainstorming sessions to identify innovative funding strategies and partnership models
- All parties should support public-private partnerships to expand employment transportation
- All parties should collaborate in the development of shared data systems, centralized call centers, and digital platforms for transportation scheduling and rider information
- All parties should participate in regional demand analysis studies and planning efforts conducted by SEWRPC and other partners to better understand the regional travel needs of non-drivers

APPENDICES

**AGENCIES AND INDIVIDUALS INVITED TO ATTEND
THE COORDINATION PLANNING WORKSHOP**

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 workshop. .

KENOSHA COUNTY

Adelene Greene Founder, Kenosha Coalition for Dismantling Racism (Kenosha CFDR)
Amy May WDA 3 Director, Division of Vocational Rehabilitation - Bureau of Consumer Services
Aria Leguizamon Assistant Director, Westosha Senior Community Center
Brian Bynsdorp Manager, Kenosha County Division of Aging and Disability Services
Calah Arnett Mobility Manager, Kenosha County Division of Aging and Disability Services
Christine Weyker CEO, Kenosha Achievement Center, Inc.
Denise Jacob Program Director, Kenosha Senior Center
Desiree Taylor Transportation Manager, Kenosha Achievement Center, Inc.
Dustin Feeney Director, Kenosha County Division of Workforce Development
Elizabeth Gridley Disability Support Specialist, Gateway Technical College
Erin Winch Therapeutic Recreation Manager, RecPlex
Grant Pitts Administrative Associate, Congregations United to Serve Humanity
Heather Vanoss Director, Kenosha County Division of Aging and Disability Services
Jack Ray Volunteer Transportation Coordinator, Kenosha Area Family and Aging Services, Inc
Jennifer Blasi Assistant CVSO and Director, Division of Veterans Services, Kenosha County
John Jansen Director, Kenosha County Department of Human Services
Julie Ferraro Counselor, Division of Vocational Rehabilitation
Kari Foss Director of Behavioral Health Services, Kenosha County Division of Behavioral Health
Lizzy Benson Therapeutic Recreation Specialist, RecPlex
Lori Hawkins Organizer, Congregations United to Save Humanity (CUSH)
Lynda Orsburn Owner, Ktown Transportation
Morgan Phillips Interim President/CEO, Gateway Technical College
Nelson Ogbuagu Director, Transit Department, City of Kenosha
Pam DeVuyst Transit Commissioner, City of Kenosha
Representative Kenosha County Division of Workforce Development
Shebaniah Judah Executive Director, Kenosha Area Family and Aging Services Inc.

MILWAUKEE COUNTY

Agnes Rodriguez Director of Aging and Disability Programs, United Community Center
Amy Hansel President/CEO, Communities of Crocus® 2024
Amy Lindner President & CEO, United Way of Greater Milwaukee and Waukesha County
Anthony Geiger Grants Manager, Milwaukee County
Barbara Beckert Milwaukee Office Director , Disability Rights Wisconsin
Bregetta Wilson President & CEO, YWCA of Southeast Wisconsin
Brian Hinkle Chief Safety Officer, Milwaukee Streetcar
Brian Peters Community Access & Policy Specialist, Independence First
Charita Scott Founder & Director, Magnificent Care Transportation Services LLC
Chris Fox Paratransit Compliance Audit Manager, Milwaukee County Transit System

MILWAUKEE COUNTY (CONTINUED)

Christopher Sosnay Executive Director-Foundation, St. Camillus Health System
Claire Enders Transportation Coordinator, Milwaukee County Aging and Disabilities Services
Dan Fleischman Vice President of Housing and Residential Services, Jewish Family Services
Dan Haney Transportation Manager, Community Care
Dana Smith Grants Coordinator, Vision Forward Association
Daniel Idzikowski Director of Aging Services, Milwaukee County Department on Aging
David Zaniewski CEO, Save Point Transportation, Inc.
Dawn Nuoffer President/CEO, Down Syndrome Association
Deb Heim Nurse Consultant, Division of Public Health - Southeastern Region Wisconsin Department of Health Services
Deb Langham Chief Operating Officer, Independence First
Dennise Lavrenz Chair, Combined Community Services Board of Milwaukee County
Dick Buschmann Board Member, Milwaukee Careers Cooperative
Elyse Cohn Chief Development Officer, Jewish Community Center
Fran Musci Director of Paratransit, Milwaukee County Transit System
Gerald Hay Assistant Program Director of Independent Living Services, Independence First
Huda Alkaff Director, Wisconsin Green Muslims
Jaclyn Borchardt Chief Executive Officer, Vision Forward Association
Jacqueline Formanek Interim Director, Milwaukee County Office for Persons with Disabilities
Jane Kirchhoff Director of Day Services, Goodwill Industries of Southeastern Wisconsin
Jenna Wampole President, Easterseals Southeast Wisconsin
Jesus Ochoa Director of Service Development, Milwaukee County Transit System
Jill Jacklitz Executive Director, Disability Rights Wisconsin
John Rodgers Interim Director, Milwaukee County Department of Transportation
Jose Martinez Mobility Manager, United Migrant Opportunity Services
Joy Gravos President and CEO, Curative Care Network
Joyce Ellwanger Chair of Transit Task Force, MICAH
Katherine Murphy Nurse Practitioner, Aurora Healthcare - Transportation Services
Kathleen Causier Community Representative, Wauwatosa Senior Commission
Kenneth Munson Chief Executive Officer, Community Care, Inc.
Kirsten Mawhinney Senior Grants Compliance Officer, Milwaukee County
Krystina Kohler Financial Stability impact Manager, United Way of Greater Milwaukee & Waukesha County
LaPricia Hooks CEO, Kadyn's Transportation
Laura Gutiérrez Executive Director, United Community Center
Laura Stephens Health Officer, City of Wauwatosa Health Department
Linda Ragland Durable Contract Services Inc Transport
Maggie Butterfield Director of Patient Amenities and Family Services, Children's Hospital of Wisconsin
Mara Lovo Director of Human Services, United Community Center
Marci Boucher President & CEO, Independence First

MILWAUKEE COUNTY (CONTINUED)

Mark Geronime Vice President of Operations, Milwaukee Regional Medical Center
Mark Shapiro President, Jewish Community Center
Mary Schinkowitch Executive Director, Broadscope
Maudwella Kirkendoll Chief Operating Officer, Community Advocates
Megan Newman Paratransit Customer Relations Manager - Transit Plus,
Milwaukee County Transit System

Michael Totoraitis Commissioner of Health, City of Milwaukee Health Department
Paul Sanfelippo General Manager, American United Transportation Group
Paula Schultz Mobility Manager, Milwaukee County Transit System
R.J. Bast Director of Operations, GoRiteway Transportation Group
Rebecca Rabatin Community Access and Legislative Policy Analyst, Independence First
Representative Board President, Milwaukee Careers Cooperative
Representative Director, Milwaukee County Department of Transportation
Rick Flowers Director, Veterans Service Office
Robert Simi Executive Director, Milwaukee Regional Medical Center
Ronna Ruffin Director of Youth Programs, Jewish Community Center
Shakita LaGrant-McClain Director, Milwaukee County Health and Human Services
Sheri Schmit Vice President of Transportation & Parking Services, Milwaukee Regional Medical Center
Susan Eggold Director of Philanthropy, Vision Forward Association
Tanya Mazor-Posner Vice President of Development, Jewish Home and Care Center
Tiffany Payne Coordinator, Independence First
Vicki Wachniak Executive Director, Life Navigators

OZAUKEE COUNTY

Barbara Fischer Executive Director, Advocates of Ozaukee
Carole Stuebe Executive Director, Portal, Inc.
Chris Witzlib President, Away We Go
Jon Edgren, Director of Public Works/Highway Commissioner, Ozaukee County
Julie Hoover Executive Director, Family Sharing of Ozaukee County
Kara Ottum Transit Superintendent, Ozaukee County Shared-Ride Taxi Services
Kari Dombrowski Aging Services Manager, Aging and Disability Resource Center of Ozaukee County
Kim Falkner Director, Aging and Disability Resource Center of Ozaukee County
Lisa Holtebeck Executive Director, Ozaukee Family Services
Matt Manes Mobility Manager, Interfaith Caregivers of Ozaukee County
Patricia Fabian Director of Assisted Living at Lasata Crossings, Lasata Senior Living Campus
Paul Schultz Executive Director, Interfaith Caregivers of Ozaukee County

RACINE COUNTY

Bridget Munson.....Executive Director, NAMI Racine County
Hope Otto.....Director, Racine County Human Services Department
Jeanne Moran.....Co-Director Special Education Advocacy Program, The ARC of Racine
Jenni ChapProgram Director - My Ride, Volunteer Center of Racine
Michelle Bradley GlennDirector, Southern Wisconsin Center for the Developmentally Disabled
Michelle GogginsManager, Mental Health and Addiction, Racine County
Ninna FrankAssistant Director, Aging and Disability Resource Center of Racine County
Pauline LorenzDirector of Independent Living Services, Society's Assets, Inc.
Peggy Foreman.....Co-Director Administration and Development, The ARC of Racine
Shawn Rivers.....Veterans Services Officer, Racine County Veterans Services Office
Sheryl Hamilton.....Executive Director, Racine County Opportunity Center
Susan ChandekWDA Director - Area 1, Division of Vocational Rehabilitation
Trevor JungTransit and Mobility Director, City of Racine - RYDE Racine
Willie McDonald.....General Manager, City of Racine - RYDE Racine

WALWORTH COUNTY

Craig Poshepny.....Executive Director, VIP Services, Inc.
Dan PetersonDisability Support Specialist, Gateway Technical College Elkhorn Campus
Denise Johnson.....Nursing Home Administrator, Lakeland Health Care Center - Walworth County
Gene BobierMobility Manager, ADRC of Walworth County
Jessica Conley.....Finance Director, Walworth County
John ScholtzVeterans Service Specialist, Veterans Service Office
Karen TexidorVolunteer Services Coordinator, Walworth County Volunteer Resource Center
Linda CheneyHR Director, VIP Services, Inc.
Lisa KadlecAdministrative Analyst, Walworth County Health and Human Services
Lyssia LundgrenTransportation Coordinator, VIP Services, Inc.
Natasha GantenbeinSenior Accountant, Walworth County
Representative.....Walworth County Health & Human Services

WASHINGTON COUNTY

Amy MaurerProgram Specialist, Froedtert/St. Joseph's Health Center
Angela RosenbergTransit Assistant, City of West Bend Taxi
Charles CoftaTransit Manager & Fleet Analyst, Washington County Transit Services
Jill FiewegerMobility Manager, Interfaith Caregivers of Washington County
Deb HoltanTransportation Superintendent, Hartford City Taxi
Jessica FrederickExecutive Director and Youth Program Coordinator, Citizen Advocates of Washington County
Julie DriscollChief Health & Human Services Officer, Washington County Health & Human Services
Kurt Rusch.....Veterans Service Officer, Washington County Veterans Service Office
Laury SchwartzChairman, Interfaith Caregivers of Washington County

WASHINGTON COUNTY (CONTINUED)

Lisa Gilmore.....AmeriCorps Seniors Program Director, Interfaith Caregivers of Washington County
Lynn NettesheimDirector, Hartford Senior Center
Mary Fiegel.....Senior Coordinator, Germantown Senior Center
Melanie Gonring.....Executive Director, Interfaith Caregivers of Washington County
Michael Hoffman.....Executive Director, The Threshold, Inc.
Monica RakowskiAdministrator, Wellington Place at Hartford
Nicole Pretre.....Chief Executive Officer, Cedar Community
Paula Hader.....Executive Director, Senior Citizens Activities Inc
Randy Wojtasik.....Director of Parks and Recreation, City of Hartford - Department of Parks & Recreation
Sarah Grotelueschen.....Executive Director, Medical Center Foundation of Hartford
Sophia Reynolds.....Transportation Director, Interfaith Caregivers of Washington County

WAUKESHA COUNTY

Andrew Dresang.....Director, Community Engagement, Froedtert & the Medical College of Wisconsin
Brian EngelkingTransit Director, Waukesha Metro Transit
Brian Rogers.....President, Coach USA | Wisconsin
Carol Ann Kay.....Executive Director, Adaptive Community Approach Program (ACAP)
Cindy Simons.....President & CEO, Forward Careers
Darryl Anderson.....Executive Director, Eras Senior Network
Deanna Krell.....Bueau Director, Management Services, Central Management Team
Deb SchroederAlderman - District 5, City of Muskego
Diane Wickstrom.....Coordinator, Elmbrook New Berlin Senior Taxi
Elizabeth AldredDirector, Waukesha County Department of Health and Human Services
Jack Wieber.....Program Director, Mukwonago Seniors on the Go
Jennifer Horth.....Executive Director, Association for the Rights of Citizens with handicaps (ARCh)
John Schnabl.....Executive Director, Greater Wisconsin Agency on Aging Resources, Inc.
Kara Moore.....Volunteer Services Coordinator,
Waukesha County Department of Health and Human Services
Karin NickelExecutive Director, Muskego Senior Taxi
Kathleen Christenson FisherExecutive Director, Hebron Housing Services
Lisa Bucheger.....Assistant Director, Adaptive Community Approach Program (ACAP)
Luann Page.....Manager, Aging and Disability Resource Center of Waukesha County
Marj KozlowskiBoard President, Elmbrook New Berlin Senior Taxi
Mary SmithManager, Waukesha County ADRC
Michael Johannes.....Veterans Service Officer, Veterans Service Office
Mike Glasgow.....Nutrition and Transportation Services Supervisor,
Waukesha County Aging and Disability Resource Center
Raymond Grosch.....Treasurer, Lake Country Cares Cab
Representative.....Student Accessibility Office, Waukesha Area Technical College
Rod HumpalExecutive Director, Oconomowoc Silver Streak

WAUKESHA COUNTY (CONTINUED)

Roger Lemke Supervisor - Drivers & Vehicles, Oconomowoc Silver Streak
Sandra Gines Executive Director, Adaptive Community Approach Program (ACAP)
Sarah Harvey Mobility Manager, Eras Senior Network
Sarah Matson Director of Supported Parenting Services, Catholic Charities
Sharon Johnson Director, Homes for Independent Living
Stephanie Phillips President, Comfort Transport
Tim Pritzlaff Logistics Manager, Seniors on the Go! Taxi Service
Tom Slavinsky Executive Director, Elmbrook New Berlin Senior Taxi
Tonya Lyons Executive Director, Hope Center

STATEWIDE AGENCIES AND ORGANIZATIONS

Bureau of Programs and Policy Managed Long-Term Care,
Wisconsin Department of Health Services - Division of Long Term Care
Dawn Mumaw Policy Initiatives Advisor, Wisconsin Department of Justice
Eric Riskus ILCW Program Director, Independent Living Council of Wisconsin
Julie Schafer Rural Public Transit Program Manager, Wisconsin Department of Transportation
Katie Patterson Transit Section Lead Worker – Compliance and Oversight,
Wisconsin Department of Transportation
Kevin Lange Public Transit Program Manager, Wisconsin Department of Transportation
Lea Collins-Woracheck Administrator Division of Budget and Strategic Initiatives,
Wisconsin Department of Transportation
Lori Jacobson Specialized Transit Program Manager, Wisconsin Department of Transportation
Meghan Mietchen Executive Director, Community Action Coalition of South Central Wisconsin

**RECORD OF REGIONAL PUBLIC WORKSHOP 2025
COORDINATION PLANNING IN SOUTHEASTERN WISCONSIN**

APPENDIX B

DATE: August 27, 2025

TIME: 9:00 a.m. – 3:30 p.m.

PLACE: Zoofari Center, 9715 W. Bluemound Road, Milwaukee, WI 53226

PARTICIPANTS

Ninna Frank Transportation Coordinator, ADRC of Racine
Katy Hansen ADRC Assistant Manager, ADRC of Racine County
Christopher Witzlib President, Away We Go Transport Inc
Rhonda Jenkins Transit Safety and Mobility Manager, City of Kenosha
Amy Hansel President/CEO, Communities of Crocus
Daniel Haney Transportation Manager, Community Care INC
Calah Arnett Mobility Manager, Division of Aging and Disability Services
Linda Linscott IPS Supervisor Washington and Waukesha County, Easterseals SE
Judith Amorsen Program Director, Eras Senior Network
Sandi Ammerman Director of Finance and Operations, Eras Senior Network, Inc.
Darryl Anderson Executive Director, Eras Senior Network, Inc.
Sarah McCutcheon Disability Inclusion Director, Harry & Rose Samson Family Jewish Community Center
Rebecca Rabatin Community Access & Legislative Policy Analyst, Independence First
Jill Fieweger Mobility Manager, Interfaith Caregivers
Melanie Gonring Executive Director, Interfaith Caregivers of Washington County
Ronna Ruffin Director of Youth Programs, JCC Milwaukee
David Smulyan Agency Director, Milwaukee Careers Cooperative
Claire Enders Transportation Coordinator - Aging and Disabilities Services, Milwaukee County Department of Health and Human Services
Kirsten Mawhinney Compliance Manager, Milwaukee County Department of Transportation
Danny Park Transportation Analyst, Milwaukee County Department of Transportation
Tom Bertrand Transit Planner, Milwaukee County Transit System
Chris Fox Paratransit Compliance Audit Manager, Milwaukee County Transit System - Transit Plus
Rod Humpal Executive Director, Oconomowoc Silver Streak
Kevin Meyers Co-chair of team, Transportation Advocacy Team - Independence First
Gene Bobier Mobility Manager, Walworth County Administration
Randy Kohl ADRC Manager, Walworth County Health and Human Services
Dan Cramer General Manager, Waukesha Metro
Alena DeGrado Multimodal Planner, WisDOT SE Region
Kimberly King Service Coordinator/Social Worker, Woods of Cedar Village/Landstar Reality

FACILITATORS AND PRESENTERS

Kaleb Kutz.....Planner, Southeastern Wisconsin Regional Planning Commission
Katie Patterson.....Transit Section Lead Worker – Compliance and Oversight,
Wisconsin Department of Transportation
Xylia Rueda.....Senior Planner, Southeastern Wisconsin Regional Planning Commission
Jennifer SarneckiDeputy Chief Transportation Planner,
Southeastern Wisconsin Regional Planning Commission
Dana ShinnersSenior Planner, Southeastern Wisconsin Regional Planning Commission

WELCOME AND INTRODUCTIONS

Ms. Sarnecki welcomed participants and asked attendees to introduce themselves and the agency they represented. The participants had been assigned to one of twelve small groups of four to six 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. Ms. Sarnecki 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

OVERVIEW OF THE COORDINATION PROCESS

Ms. Sarnecki 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. She described the Federal requirements for the coordination plans and for project funding. She also described the role of the Commission within this process and the need for a regional planning approach.

INFORMATION ON FUNDING PROGRAMS

Ms. Patterson, Transit Section Lead Worker for Compliance and Oversight, gave a presentation outlining WisDOT's role in the coordination process. She explained how WisDOT supports local and regional planning efforts by offering toolkits and technical assistance. In addition, Ms. Patterson also provided examples and tips to help determine the assessment of need for counties and the region when developing the coordination plans.

SMALL GROUP DISCUSSION ADDRESSING TRANSPORTATION WITHIN EACH COUNTY

Ms. Rueda 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 a transit needs index map and lists of previous unmet needs and strategies from the 2021 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. Ms. Rueda 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 lists of previous unmet needs and strategies for the Region from the 2021 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. This process was intended to show the participants how regional strategies would be prioritized within the final document. Ms. Rueda indicated that these lists 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, Ms. Rueda and Ms. Sarnecki thanked all attendees for their participation and input into the development of the coordination plans. They 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.

