

MEMORANDUM REPORT NO. 281

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



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REGIONAL PLANNING COMMISSION**

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TRANSPORTATION COORDINATION PLAN  
FOR WASHINGTON COUNTY: 2025**

Prepared for Washington County by the  
Southeastern Wisconsin Regional Planning Commission

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U.S. Department of Transportation  
**Federal Highway Administration**  
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## 1. INTRODUCTION

The Public Transit – Human Services Transportation Coordination Plan for Washington 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 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**

Transit projects utilizing Federal Transit Administration (FTA) Enhanced Mobility of Seniors and Individuals with Disabilities program (Section 5310)<sup>1</sup> 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 Washington 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 Washington County Coordination Plan, Commission staff invited a wide range of stakeholders from Washington County and the Region to a meeting to identify the unmet transportation needs in the Region and in each of the seven counties, and develop strategies to address these needs. The invitation list, meeting record, and attendance list for this meeting are documented in Appendices A and B.

In addition to this Coordination Plan, the Commission also periodically prepares the long-range (20-35 year) transportation system plan for the seven-county Southeastern Wisconsin Region and short-range (5 year) transit development plans for each of the Region's public transit systems. The year 2050 regional land use and transportation plan for Southeastern Wisconsin (VISION 2050), adopted in 2016 and updated in 2020

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<sup>1</sup> 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. 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 2025 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 2022 was 136,800 persons, according to the U.S. Census Bureau. Of that total, the combined population of the Cities of West Bend and Hartford and the Village of Germantown made up 68,200 persons, or about 50 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 2020 by U.S. Public Land Survey quarter-section.

As shown in Figure 1, Washington County's population has grown rapidly since 1990. Between 2010 and 2020, the County's population grew an additional 3 percent from approximately 131,900 to 136,800 persons, respectively. The rapid growth is expected to continue through 2050. As Figure 1 displays, the Washington County population is projected to reach approximately 203,500 persons by the year 2050.

### **Transit-Dependent Population Characteristics**

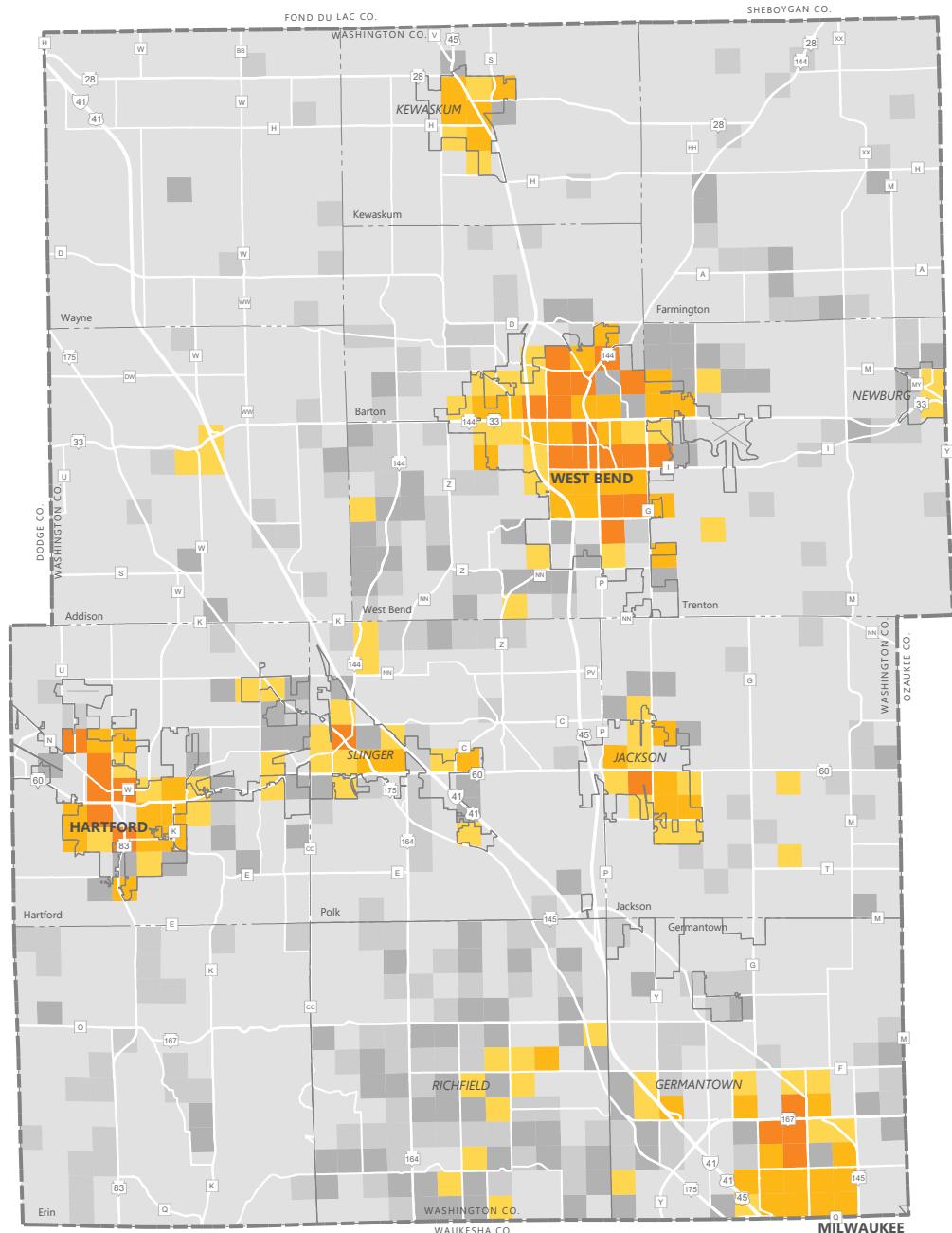
Certain segments of the population may be expected to have a greater dependence on, and make more extensive use of, public transit than the population as a whole because they have historically had more limited access to the automobile as a mode of travel than the population in general. Five such "transit-dependent"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

- School-aged individuals (aged 10 to 17)
- Seniors (aged 75 and older)
- Persons in low-income households
- People with disabilities
- Households with no vehicle available

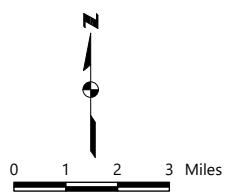
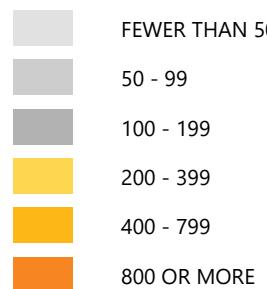
Table 1 displays the historic population of these groups in the study area in 2000, 2010, and 2022. The information in the table leads to the following observations:

- In 2022, persons in low-income households 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 school-age individuals also make up a significant portion of the population at about 11 percent each of the County's residents
- Approximately 8 percent of the population is at least 75 years of age and about 3 percent of households have no vehicle available
- Between 2000 and 2022, seniors and people with disabilities increased in absolute numbers and share of population. Persons 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 2022

**Map 1**  
**Population by Quarter Section in Washington County: 2020**

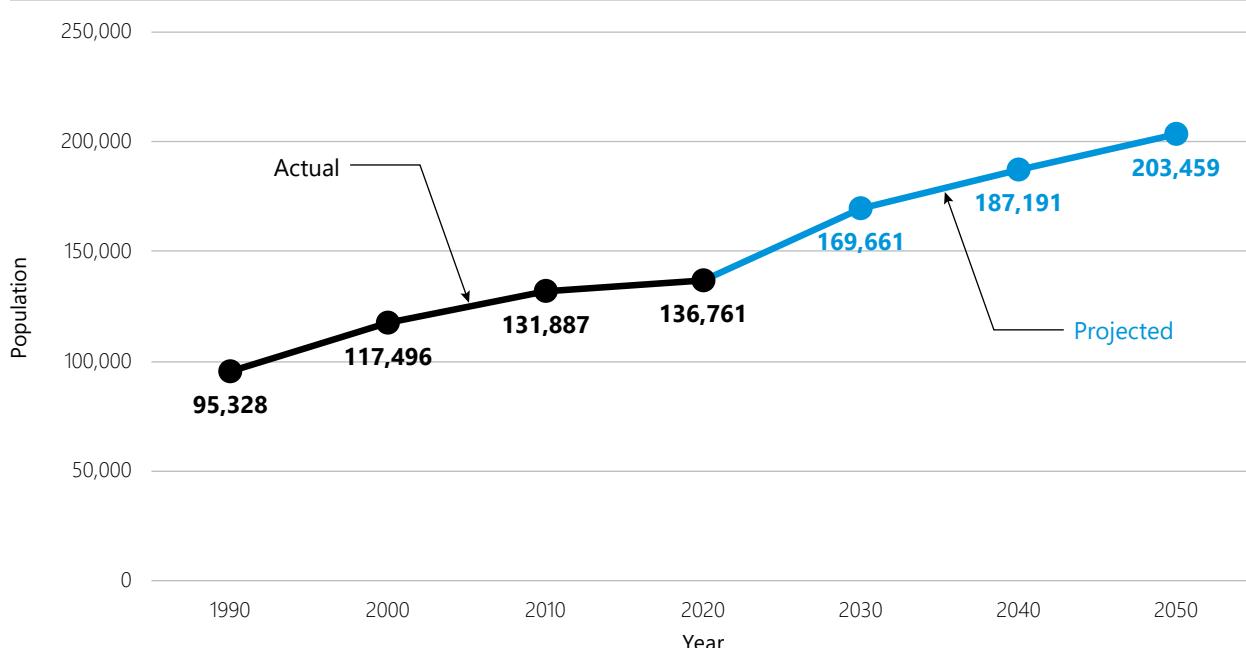


**POPULATION BY QUARTER SECTION (2020)**



Source: SEWRPC, 4/2025

**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		2022	
	Number <sup>a</sup>	Percent of Total Population/Households	Number <sup>a</sup>	Percent of Total Population/Households	Number <sup>a</sup>	Percent of Total Population/Households
Seniors (75 and older)	6,316	5	8,307	6	10,496	8
Persons in Low-Income Households <sup>b</sup>	13,876	12	24,299	18	19,201	14
People with Disabilities <sup>c</sup>	4,195	4	9,957	8	12,302	11
Households with No Vehicle Available	1,720	4	2,573	5	1,951	3
School-Age	14,673	13	15,170	12	14,889	11
Total County Population	117,493	--	131,887	--	136,842	--
Total Number of Households	43,843	--	51,605	--	56,279	--

<sup>a</sup> 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.

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

<sup>c</sup> 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.

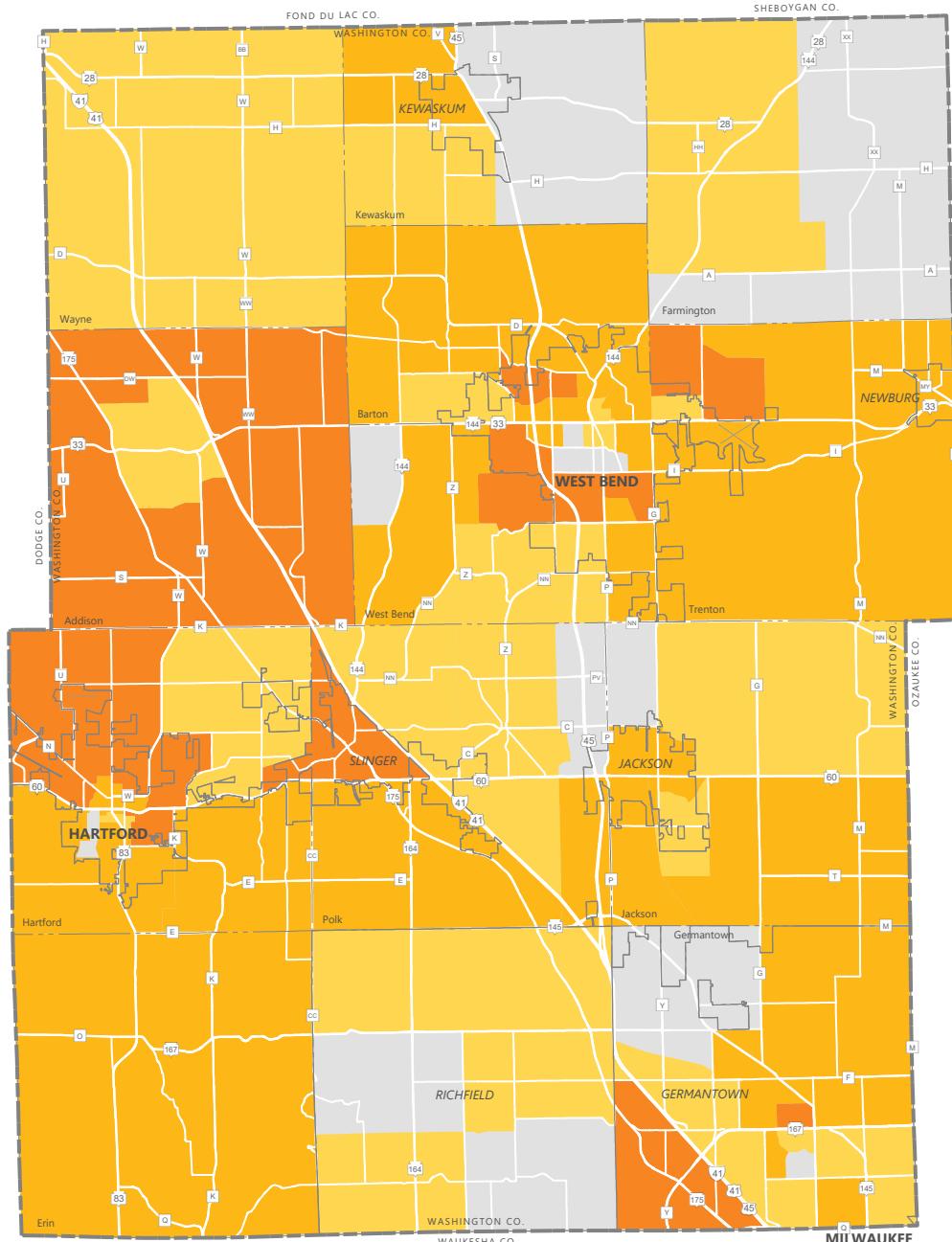
Source: U.S. Census Bureau and SEWRPC

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

## Map 2

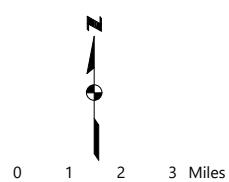
### Washington County Transit Needs Index: 2022



#### TRANSIT NEEDS INDEX

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

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: U.S. Census American  
Community Survey and  
SEWRPC, 4/2025

## **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 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

As shown on Map 4, 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.

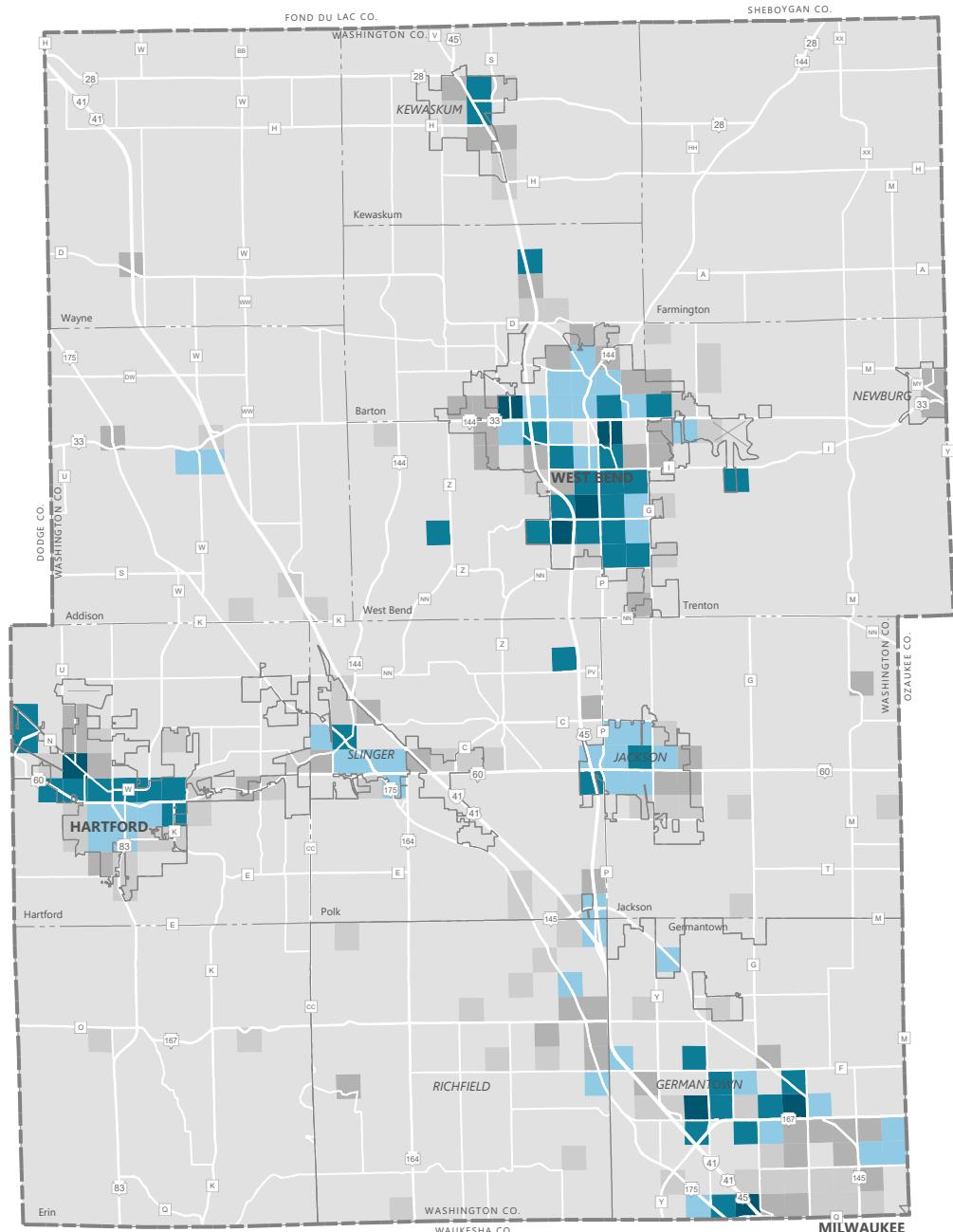
Table 2 lists the major transportation providers currently serving Washington County, and identifies the type of service they provide, their service area, their hours of operation, and their funding sources in addition to passenger fares. The first section of the table lists the services that are available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

### **Transit Services for the General Public**

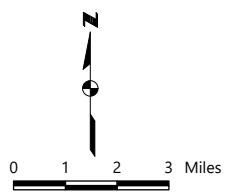
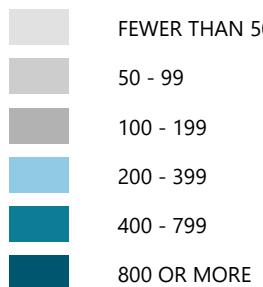
The principal transit services for the general public provided in Washington County include:

- Washington County Shared-Ride Taxi—operated by a private transit company, GO Riteway, 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. Washington County Shared-Ride taxi, in partnership with Ozaukee County Shared-Ride Taxi, provides 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

**Map 3**  
**Washington County Employment by Quarter Section: 2020**

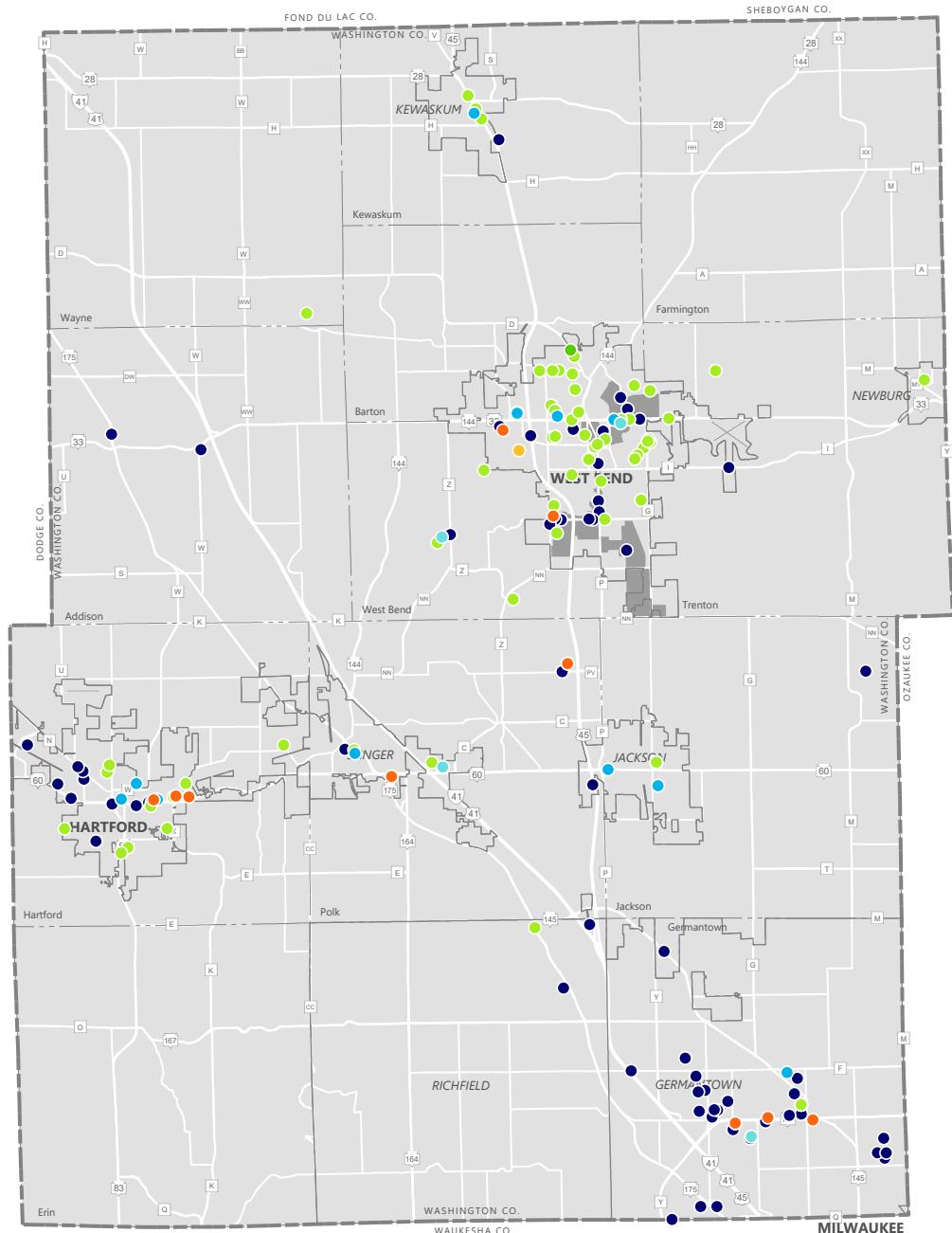


**EMPLOYMENT BY QUARTER SECTION (2020)**



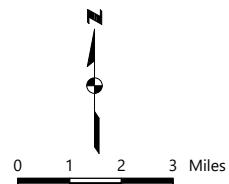
Source: SEWRPC, 4/2025

**Map 4**  
**Major Activity Centers in Washington County: 2024**



**MAJOR ACTIVITY CENTER**

- RESIDENTIAL FACILITY FOR SENIORS, PEOPLE WITH DISABILITIES, OR LOW-INCOME HOUSEHOLDS
- NURSING HOME
- HOSPITAL, MEDICAL CENTER, OR CLINIC
- MAJOR EMPLOYER WITH MORE THAN 100 EMPLOYEES
- JOB RESOURCE CENTER
- MAJOR INSTITUTION OF HIGHER EDUCATION
- SENIOR CENTER, SENIOR MEAL SITE, OR ADULT DAY CENTER
- MAJOR COMMERCIAL AREA



Source: SEWRPC, 10/2025

**Table 2**  
**Inventory of Local, Intercity, and Human Services Transit Service Providers in Washington 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
Hartford City Taxi (262) 673-8223	Public	Shared-ride taxi	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 through 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. Summer Hours: June through August Monday through Friday: 6:00 a.m. to 8:00 p.m. Saturday and Sunday hours remain the same.	Cash: \$4.25 Taxi Ticket: \$4.00 Senior/people with disabilities: \$4.00 with Taxi Ticket	<b>3</b> 7-passenger accessible vans	State \$85.20 Federal \$5311 City of Hartford
Washington County Shared-Ride Taxi (262) 338-2908	Public/ Private	Shared-ride taxi Demand response and advance reservation, door-to-door	Washington County into northern part of Menomonee Falls	General public	Monday through Friday: 5:00 a.m. to 9:00 p.m. Saturday: 5:00 a.m. to 8:30 p.m. Sunday: 8:00 a.m. to 4:00 p.m.	Distance-based: Adults: \$10.00 – \$30.00 Students: \$4.00 – \$9.00 Seniors and people with a disability: \$3.00 – \$7.00 Hospital: \$4.00 – \$5.50 Agency: \$15.00 with \$2.00 cross county surcharge	<b>4</b> 5-passenger sedans <b>3</b> 7-passenger accessible buses <b>2</b> 10-passenger accessible vans <b>7</b> 5-passenger accessible vans <b>11</b> 6-passenger accessible buses	State \$85.20 State \$85.21 Federal \$5311 Washington County
Washington Ozaukee Transit Connection			Ozaukee and Washington Counties	General public, trips must originate in Washington County		\$3.00 surcharge in addition to the fares above		
West Bend Taxi (262) 334-3096	Public/ Private	Demand response, curb-to-curb	City of West Bend and adjacent areas within 2 miles outside City limits	General public	Monday through Saturday: 6:00 a.m. to 10:00 p.m. Sunday/Holidays: 8:00 a.m. to 4:00 p.m.	Adults: \$5.50 Youth: \$4.50 Seniors/people with disabilities: \$4.50	<b>7</b> 7-passenger vans <b>3</b> 9-passenger accessible vans <b>4</b> 7-passenger accessible vans	State \$85.20 Federal \$5311
Balance Inc. (262) 376-0695	Private, non-profit	Scheduled group day trips	Ozaukee and Washington Counties	Participants in Balance Inc. programs		No charge	<b>9</b> accessible vans <b>8</b> minivans <b>4</b> sedans	Family Care United Way Donations
Disabled American Veterans (262) 719-7233	Private, non-profit	Advance reservation, curb-to-curb transportation to the VA	Washington and Waukesha Counties	Ambulatory Veterans	Monday through Friday: 7:00 a.m. to 2:00 p.m.	No charge		

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
Specialized Transportation Providers (continued)								
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	Residents of Germantown who are 55 and older	Monday: 9:00 a.m. to 1:00 p.m. Tuesday to Friday: 9:00 a.m. to 2:30 p.m.	Distance-based. Germantown Residents: \$1.00 to \$3.50 Non-residents: \$1.25 to \$2.75	1 4-passenger sedan 1 accessible minibus	Private donations
Interfaith Caregivers of Washington County (262) 365-0902	Private, non-profit	Advance reservation, door-to-door	Within 50 miles of a starting point in Washington County, including Froedtert and the VA	Residents of Washington County who are 60 years of age or older	Monday through Friday: 8:00 a.m. to 5:00 p.m. dependent on availability of volunteer drivers	No charge, donations accepted	5 accessible minivans. 1 non-accessible minivan	Federal §5310 Private Grants Private Donations
Medical Center Foundation of Hartford (262) 670-7568	Private, non-profit	Advance reservation, door-to-door	Aurora clinics in Hartford and Slinger Albrecht Free Clinic in West Bend Adult Day Services – 1022 Club in Hartford	Residents of Washington County with transportation needs to the facilities listed in the Service Area	Monday through Friday: 7:00 a.m. to 5:00 p.m.	Subsidized fares dependent on the transportation provider Rides to/from Albrecht Free clinic are free from Hartford and Slinger	Vehicles and drivers provided by Washington County Shared-Ride Taxi or Hartford City 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 through 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	Door-to-door for programs	Washington County	Seniors or people with disabilities who participate in daily program offerings at The Threshold and other agencies.	Monday through Friday: 7:30 a.m. to 4:00 p.m.	No charge	4 6-passenger minivans 2 7-passenger accessible minibus 1 9-passenger van 1 10-passenger van 6 14-passenger accessible van/medium bus	Transstar Medical Transport (800) 972-8080 Personalized Transportation Service (262) 628-0189 Tootl Transport (414) 376-2222

**Additional Private For-Profit Transportation Service Providers in Washington County:**

CEMS Transport  
(262) 364-4850  
Friendly Taxi  
(262) 808-8347

Source: SEWRPC  
GoGoGrandparent  
(855) 464-6872  
Lifestar Medical Transport Service  
(262) 335-2911  
Home Instead Senior Care  
(262) 546-0226  
MTM, Inc.  
(866) 907-1493  
Transportation Connection  
(920) 602-0161  
Trans-Professionals  
(262) 834-9002

- West Bend Taxi—operated by a private transit company, Running, 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 persons, or veterans. Some of the major human services transportation providers include:

- Interfaith Caregivers of Washington County provides advance reservation, door-to-door and door-through-door service to seniors throughout Washington County and the surrounding counties.
- The Threshold, Inc. provides fixed-route, fixed-schedule door-to-door service for participants in the daily programs for seniors or people with disabilities.
- FlexRide Milwaukee provides an employment-focused microtransit option serving key job destinations in areas of Menomonee Falls, Butler, and New Berlin in Waukesha County, areas of Germantown in Washington County, and areas of Oak Creek and Franklin in Milwaukee County. The service offers ADA-accessible vehicles and supports cross-county travel for workers who need reliable transportation to employment sites.
- 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. 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 Washington 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 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 participants were asked to review the 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.

- 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 to expand volunteer driver programs and to sustain volunteer recruitment to ensure drivers are available for reservations.
- There is a need for more accessible vehicles used by human services providers and to replace older vehicles that are beyond their useful life.

- 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). Additional travel training is needed to help residents understand their transportation options and how to use them.
- 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.
- 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. Expanded service hours are needed across all current operators.
- Lack of (or need to expand) senior living or other healthcare entities providing their own transportation as demand for specialized transportation will continue to increase.
- There is a need for a specialized fixed-route 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.
- Need for bilingual transportation information, outreach, and customer-support services to ensure non-English-speaking residents can understand and access available transportation options.
- 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 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.
- Continued need for driver training to help shared-ride taxi and specialized medical transportation drivers properly escort passengers with disabilities and medical patients returning to their residences.

### **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 Washington County to consider in addressing the identified transportation needs in the County. The first section is a list of Federal and State funding programs that support public transportation services. The second section includes strategies that were identified by participants at the 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 Washington 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-business/local-gov/astnace-pgms/transit/default.aspx](http://wisconsindot.gov/Pages/doing-business/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.

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

### ***Strategies for Addressing Unmet Travel Needs Within Washington County***

1. 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, as well as for operating assistance and mobility management activities.
2. 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.
3. Continue exploring cross-county shared-ride taxi services between Ozaukee County and Washington County.
4. Establish a fixed route shuttle service that connects seniors and people with disabilities to key destinations in the County, including the City of West Bend and other population centers with growing need.
5. 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.

**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 <sup>a</sup>	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

<sup>a</sup> Wisconsin Employment and Transportation Program

Source: Wisconsin Department of Transportation and SEWRPC

- g. Supporting travel training efforts and improving bilingual communication tools to ensure all residents can understand available transportation options.
- 6. Support auto purchase and repair programs and driver's license recovery programs directed at low-income workers who cannot use public transportation to get to jobs, such as the Work n Wheels zero percent auto loan purchase and repair program managed by Forward Careers.
- 7. 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.

#### ***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.

### **Washington County**

- 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 Shared-Ride Taxi service

### **Mobility Manager**

- The County's mobility manager 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
- The County's mobility manager 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
- The County's mobility manager would continue facilitating the transportation coordinating committee to implement the identified coordination strategies and recommend actions

### **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
- 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 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 interested parties, including the County and its municipalities, should advocate for increased transit funding, including additional State funding and the establishment of dedicated local funding for public transportation
- 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 Chap .....Program Director - My Ride, Volunteer Center of Racine  
Michelle Bradley Glenn .....Director, Southern Wisconsin Center for the Developmentally Disabled  
Michelle Goggins .....Manager, Mental Health and Addiction, Racine County  
Ninna Frank .....Assistant Director, Aging and Disability Resource Center of Racine County  
Pauline Lorenz .....Director 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 Chandek .....WDA Director - Area 1, Division of Vocational Rehabilitation  
Trevor Jung .....Transit 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 Peterson .....Disability Support Specialist, Gateway Technical College Elkhorn Campus  
Denise Johnson.....Nursing Home Administrator, Lakeland Health Care Center - Walworth County  
Gene Bobier .....Mobility Manager, ADRC of Walworth County  
Jessica Conley.....Finance Director, Walworth County  
John Scholtz .....Veterans Service Specialist, Veterans Service Office  
Karen Texidor .....Volunteer Services Coordinator, Walworth County Volunteer Resource Center  
Linda Cheney .....HR Director, VIP Services, Inc.  
Lisa Kadlec .....Administrative Analyst, Walworth County Health and Human Services  
Lyssia Lundgren .....Transportation Coordinator, VIP Services, Inc.  
Natasha Gantenbein .....Senior Accountant, Walworth County  
Representative.....Walworth County Health & Human Services

## **WASHINGTON COUNTY**

Amy Maurer .....Program Specialist, Froedtert/St. Joseph's Health Center  
Angela Rosenberg .....Transit Assistant, City of West Bend Taxi  
Charles Cofta .....Transit Manager & Fleet Analyst, Washington County Transit Services  
Jill Fieweger .....Mobility Manager, Interfaith Caregivers of Washington County  
Deb Holtan .....Transportation Superintendent, Hartford City Taxi  
Jessica Frederick .....Executive Director and Youth Program Coordinator, Citizen Advocates of Washington County  
Julie Driscoll .....Chief Health & Human Services Officer, Washington County Health & Human Services  
Kurt Rusch.....Veterans Service Officer, Washington County Veterans Service Office  
Laury Schwartz .....Chairman, Interfaith Caregivers of Washington County

## **WASHINGTON COUNTY (CONTINUED)**

Lisa Gilmore.....AmeriCorps Seniors Program Director, Interfaith Caregivers of Washington County  
Lynn Nettesheim .....Director, 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 Rakowski .....Administrator, 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 Engelking .....Transit 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 Schroeder .....Alderman - District 5, City of Muskego  
Diane Wickstrom.....Coordinator, Elmbrook New Berlin Senior Taxi  
Elizabeth Aldred .....Director, 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 Nickel .....Executive Director, Muskego Senior Taxi  
Kathleen Christenson Fisher .....Executive 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 Kozlowski .....Board President, Elmbrook New Berlin Senior Taxi  
Mary Smith .....Manager, 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 Humpal .....Executive 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 Sarnecki .....Deputy Chief Transportation Planner,  
Southeastern Wisconsin Regional Planning Commission  
Dana Shinners .....Senior 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.

