

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



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REGIONAL PLANNING COMMISSION**

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MEMORANDUM REPORT  
NUMBER 282

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

Prepared for Waukesha County by the  
Southeastern Wisconsin Regional Planning Commission

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



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# 1. INTRODUCTION

The Public Transit – Human Services Transportation Coordination Plan for Waukesha 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 Waukesha 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 Waukesha 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 Waukesha County Coordination Plan, Commission staff invited a wide range of stakeholders from Waukesha 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 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. A public transit service plan for Waukesha County and the City of Waukesha was completed in 2023. The public transit service plan evaluates existing transit services, develops service objectives and standards, identifies and evaluates alternative service plans, and proposes a recommended service plan for implementation for years 2023-2027. The unmet transit service needs identified for the 2025 Waukesha County Coordination Plan will be considered during the preparation of any upcoming transit service plan updates.

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

### **General Population Characteristics**

Waukesha County is located in southeastern Wisconsin, bordered by Jefferson County to the west, Dodge and Washington Counties to the north, Milwaukee County to the east, and Racine and Walworth Counties to the south. The County's urban area includes the municipalities on the eastern edge that border Milwaukee County, and stretches westward to the City of Oconomowoc along Interstate Highway 94 and State Highway 16, including the City of Waukesha. The remainder of the County is predominantly rural. Waukesha County's population in 2022 was 407,300 persons, according to the U.S. Census Bureau. Of that total, the combined population of the Cities of Brookfield, Muskego, New Berlin, and Waukesha, and the Village of Menomonee Falls made up 216,400 persons, or about 53 percent. In the rest of Waukesha County, smaller concentrations of population exist in the Cities of Delafield, Oconomowoc, and Pewaukee and the Villages of Dousman, Hartland, Pewaukee, and Sussex. Map 1 shows the population density in 2020 by U.S. Public Land Survey quarter-section.

As shown in Figure 1, Waukesha County's population has grown rapidly since 1990. Between 2010 and 2020, the County's population grew an additional 4 percent from approximately 389,900 to 407,300 persons, respectively. The relatively growth is expected to continue through 2050. As Figure 1 displays, the Waukesha County population is projected to reach 539,000 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:

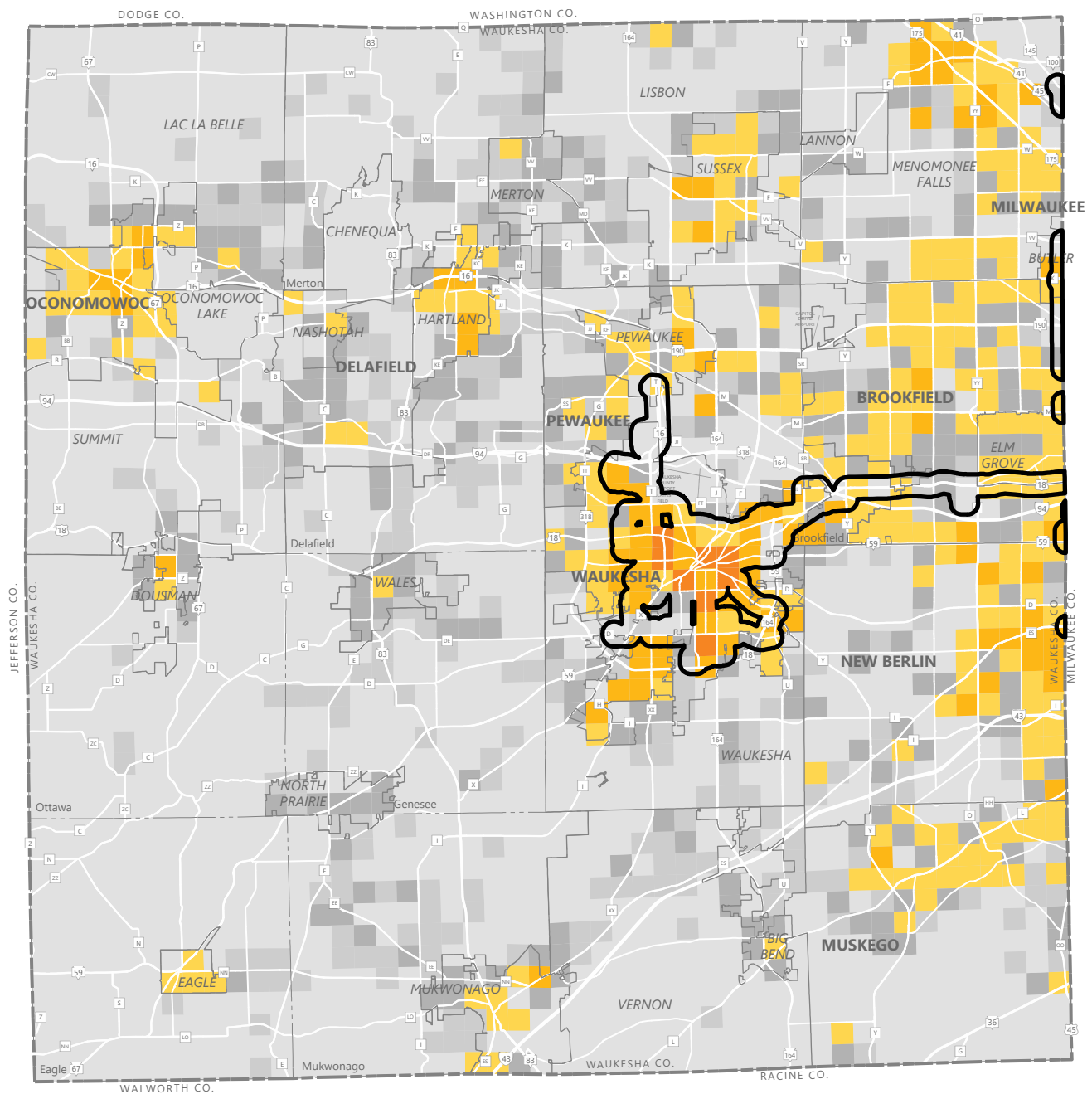
- School-age individuals (aged 10 to 17)
- Seniors (aged 75 and older)
- Persons in low-income households
- People with disabilities
- Households with no vehicle available

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 account for the largest share of the transit-dependent population in the County at about 12 percent of the total population.
- People with disabilities, seniors, and school-age individuals each make up about 10 percent of the County's population, representing major transit-dependent groups.
- Households with no vehicle available continue to be a small proportion of the population, at about 3 percent of all households.

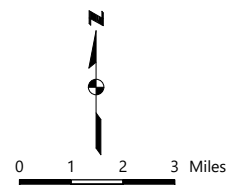
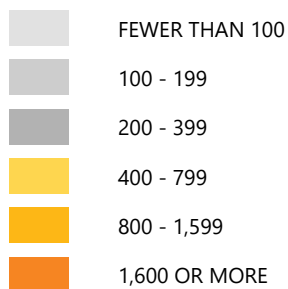


**Map 1**  
**Population by Quarter Section in Waukesha County: 2020**



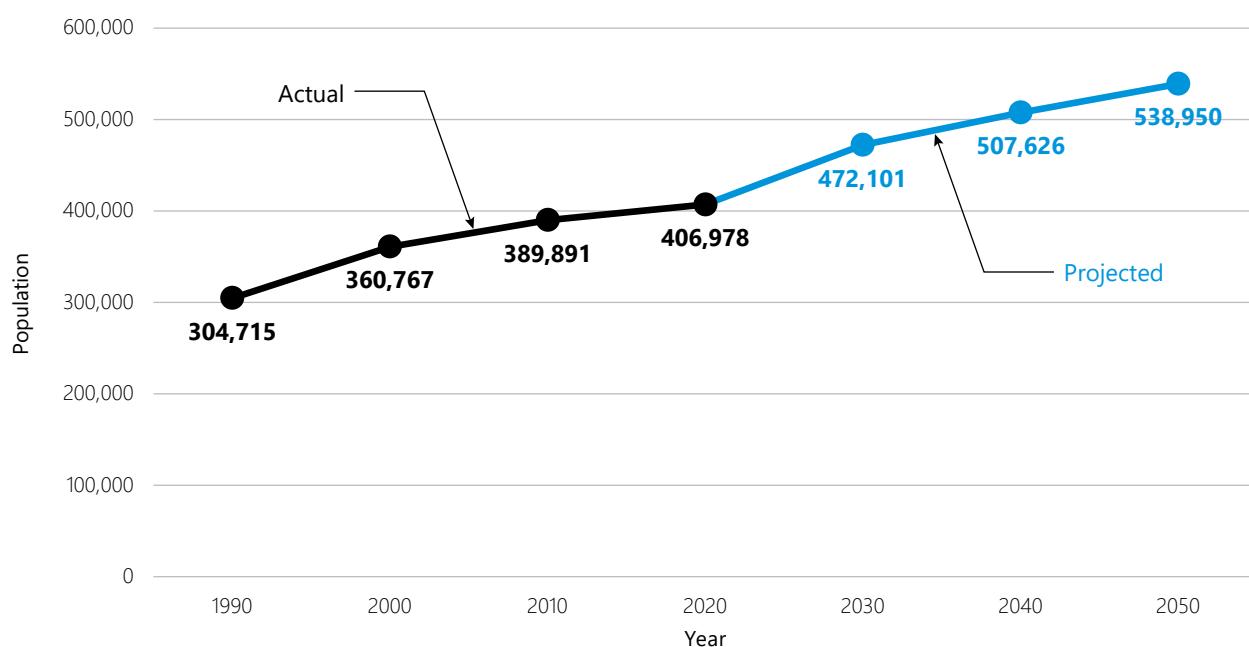
FIXED-ROUTE TRANSIT SERVICE AREA

**POPULATION BY QUARTER SECTION (2020)**



Source: Waukesha Metro  
 and SEWRPC, 7/2025

**Figure 1**  
**Waukesha County Actual and Projected Total Population**



Source: U.S. Census Bureau and SEWRPC

**Table 1**  
**Trends in Transit-Dependent Population Groups in Waukesha 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)	19,980	6	26,934	7	41,413	10
Persons in Low-Income Households <sup>b</sup>	32,997	9	56,534	15	49,595	12
People with Disabilities <sup>c</sup>	12,978	4	31,915	8	36,177	11
Households with No Vehicle Available	5,689	4	7,422	5	5,550	3
School-Age	45,632	13	46,113	12	42,305	10
Total County Population	360,767	--	389,891	--	407,290	--
Total Number of Households	135,229	--	152,663	--	165,733	--

<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

- Between 2000 and 2022, the number of seniors and people with disabilities increased in absolute numbers and share of population while school-age individuals decreased for each measure. While persons in low-income households and zero vehicle households increased in both absolute number and share of the population between 2000 and 2010, they decreased in both between 2010 and 2022. However, the absolute number and share of persons in low-income households remain significantly higher in 2022 than they were in 2000.

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, concentrations of transit-dependent persons lived in the Cities of Brookfield, Muskego, New Berlin, Oconomowoc, and Waukesha, as well as the Villages of Sussex and North Prairie. Isolated areas of high transit need are also disbursed throughout the County. Transit needs in the rest of Waukesha County were low to moderate.

### **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 Brookfield, New Berlin, and Waukesha, and the Villages of Butler, Menomonee Falls, and Sussex. Other areas in and around the Cities of Delafield, Oconomowoc, and Pewaukee also have some moderate to high employment concentrations.

### **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

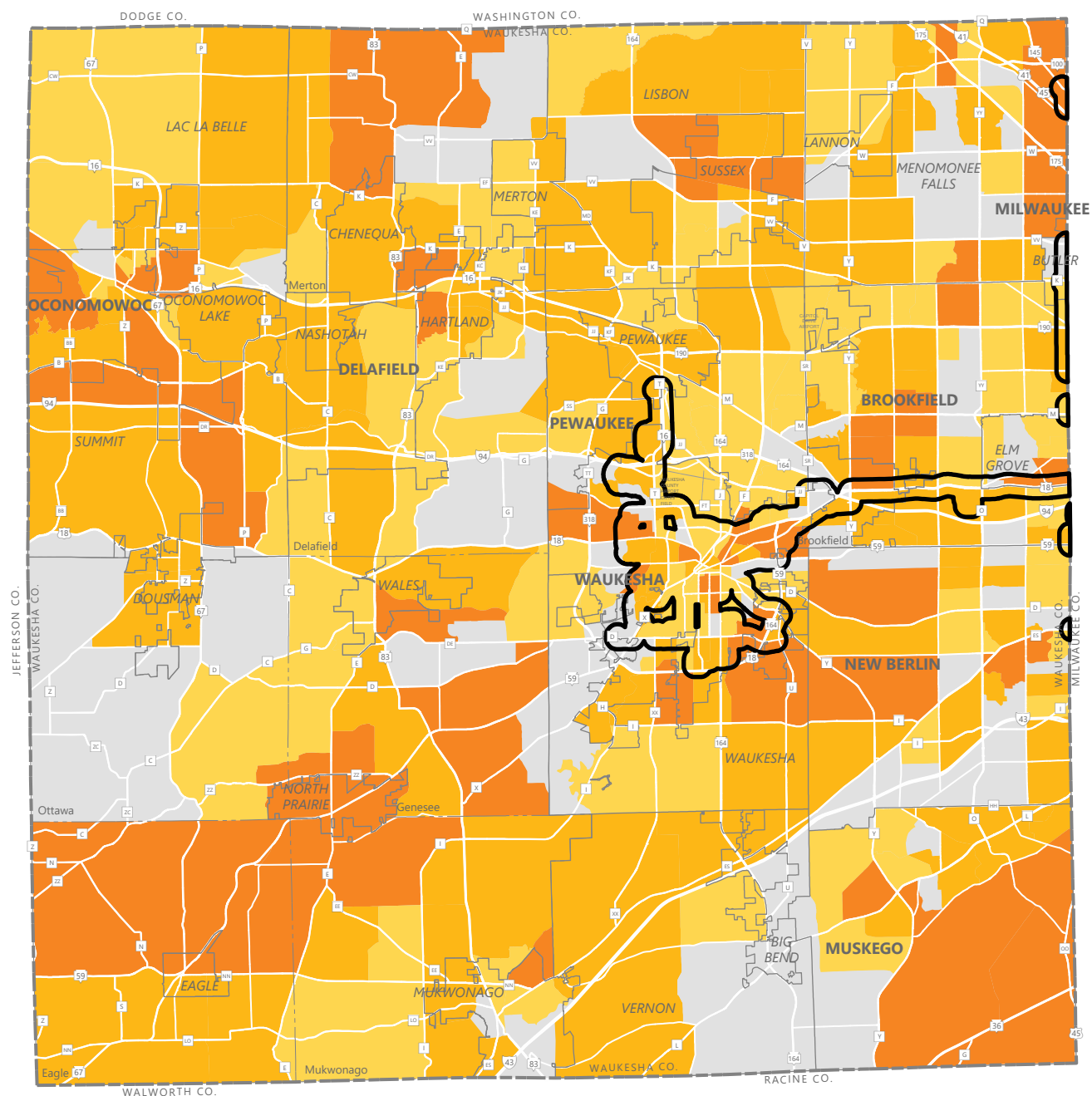
As shown on Map 4, most of these activity centers are located in the City of Waukesha and the eastern portion of the County. Areas in and around the City of Oconomowoc and the Village of Mukwonago also have a number of activity centers.

## **3. CURRENT TRANSPORTATION SERVICES**

Waukesha County is served by a number of transportation providers, ranging in size from Waukesha Metro 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 Waukesha County, and identifies the type of service they provide, their service area, their hours of operation, and their funding sources in addition to passenger fares. The first section of the table lists the services that are available to the general public and the second section lists the services that are primarily aimed at serving special population groups, or “human services transportation.”

## Map 2 Transit Needs Index in Waukesha County: 2022



### TRANSIT SERVICES (2023)



FIXED-ROUTE TRANSIT SERVICE AREA

### TRANSIT NEEDS INDEX



LOW (5-8)



MARGINAL (9 - 12)

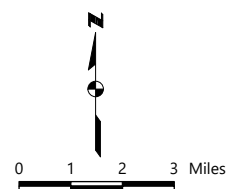


MODERATE (13 - 16)



HIGH (17 - 20)

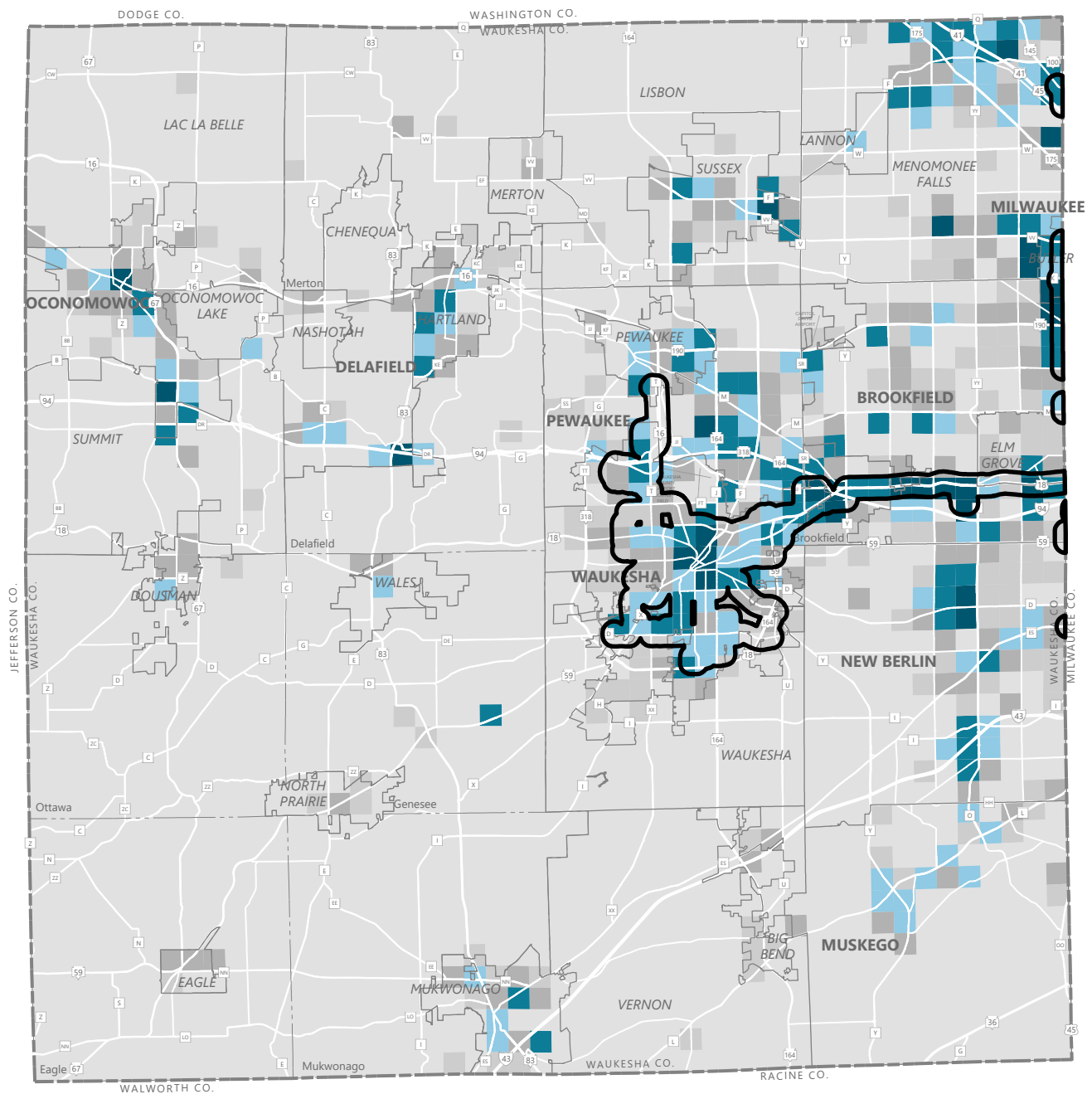
Note: The Transit Needs Index is calculated by ranking census block groups based on the total population or households in five categories: school-age (10 through 17), seniors (75 and older), persons in low-income households, people with disabilities, and households with no vehicle available. Each ranked 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: Waukesha Metro,  
U.S. Census Bureau American  
Community Survey, and  
SEWRPC, 7/2025

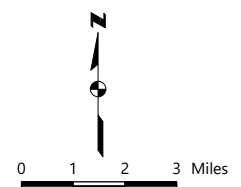
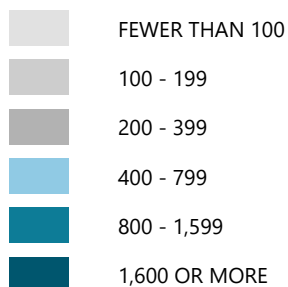
### Map 3

## Employment by Quarter Section in Waukesha County: 2020



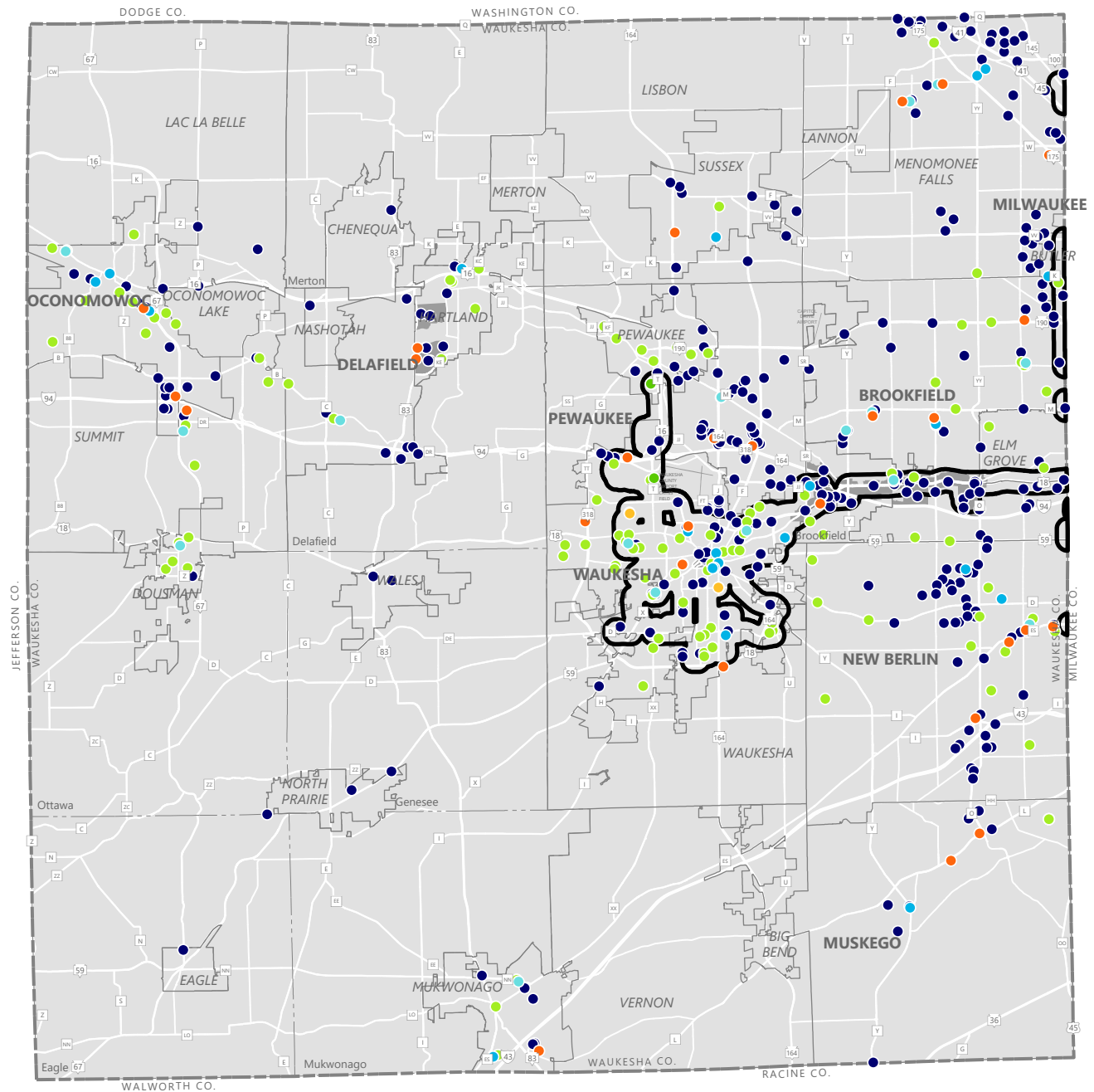
FIXED-ROUTE TRANSIT SERVICE AREA

### EMPLOYMENT BY QUARTER SECTION (2020)



Source: Waukesha Metro  
and SEWRPC, 7/2025

## Map 4 Major Activity Centers in Waukesha County: 2024



### TRANSIT SERVICES (2023)



FIXED-ROUTE TRANSIT SERVICE AREA

### 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



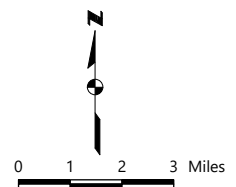
MAJOR INSTITUTION OF HIGHER  
EDUCATION



SENIOR CENTER, SENIOR MEAL SITE,  
OR ADULT DAY CENTER



MAJOR COMMERCIAL AREA



Source: Waukesha Metro  
and SEWRPC, 10/2025

**Table 2**  
**Inventory of Local, Intercity, and Human Services Transit Service Providers in Walworth 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
General Transportation Providers								
Coach USA (800) 236-2028 (262) 542-8861	Private, for-profit	Fixed-route intercity bus	Service between Waukesha and Chicago O'Hare; stops at IH 94 and STH 20	General public	Daily: Southbound service: 4:45 a.m. to 7:30 p.m. Northbound service: 7:30 a.m. to 10:30 p.m.	Distance-based, \$20.00 to \$35.00	Accessible motorcoaches	--
Greyhound/FlixBus (800) 231-2222	Private, for-profit	Fixed-route intercity bus	Service between Goerke's Corners Park & Ride and Chicago	General public	Daily: 3:20 a.m. to 9:50 p.m.	Starts at \$23  Varies based on bus company availability. Seniors age 62 and older, are eligible for a 5% discount	Motorcoaches	--
Waukesha Metro Transit (262) 524-3636	Public	Fixed-route bus	City of Waukesha and portions of adjacent communities	General Public	Monday through Friday: 5:30 a.m. to 10:40 p.m. Saturday: 8:20 a.m. to 10:15 p.m. Sunday: 9:205 a.m. to 7:15 p.m.	Adults: \$2.00 per trip \$18.00 fare cap per week Students (5-18 years): \$1.25 per trip \$12.00 fare cap per week Seniors and people with a disability: \$1.00 per trip \$10.00 fare cap per week	27 32-passenger accessible buses	State \$85.20 Federal \$5307 Federal \$5339 Federal \$5337 City of Waukesha
Specialized Transportation Providers								
Waukesha Metro Transit System – Metrolift (262) 524-3636	Public	Paratransit  Demand response and advance reservation, curb-to-curb	Within City limits and within ¾ mile of Waukesha Metro Transit fixed-route bus service	People with disabilities who are unable to use fixed-route bus service	Monday through Saturday: 6:10 a.m. to 11:45 p.m. Sunday: 7:00 a.m. to 10:15 p.m.	\$4.00 one way \$8.00 for 2 Ride Cards Agency fare varies	6 13-passenger accessible buses	State \$85.20 Federal \$5307
Froedtert Health Community Memorial Hospital (262) 251-1000	Private for-profit	Advance reservation, door-to-door, to and from Community Memorial Hospital sites only	Hospital service area: Northwest Milwaukee, Washington, Waukesha, Ozaukee Counties	Hospital patients and their families	Daily: 24 hours a day	\$3.00-\$6.00 per trip; fee waived in hardship situations	Vehicles and drivers provided through contract with Specialized Transport Services	Community Memorial Hospital
Disabled American Veterans (414) 384-2000 x47274 (262) 719-7233 www.dav-wi.org	Private non-profit	Advance reservation, curb-to-curb transportation to the VA	VA Medical Centers and Clinics in Milwaukee and statewide	Ambulatory veterans	Monday through Friday: 7:00 a.m. to 2:00 p.m.	No Fare	Accessible vehicles	Private Donations

Table continued on next page.



**Table 2 (Continued)**

Name of Service Provider	Type of Provider	Type of Service	Service Area	Eligible Users	Days and Hours of Operation	Fare Per Trip	Vehicles Used	Funding Sources in Addition to Fares
Eras Senior Network♦ (262) 549-3348 www.eras.org	Private, non-profit	Door-through-door	Waukesha County and Milwaukee County	Waukesha County residents over age 60, or residents over age 18 with disabilities.	Monday through Friday 9:00 a.m. to 4:00 p.m. or by appointment	No charge	2 3-passenger accessible van; volunteers provide their own vehicles	Federal \$5310, United Way of Greater Milwaukee and Waukesha County, Corporation for National and Community Service, ProHealth Care
Goodwill Industries goodwillgreatermc.org	Private, non-profit	Subscription transportation to and from adult day centers; also, scheduled for day trips	Waukesha County	Waukesha County residents with disabilities who attend Goodwill adult day centers	Monday through Friday: 6:30 a.m. to 10:30 a.m. 1:30 p.m. to 5:30 p.m.  Scheduled for day trips as required	No fare if enrolled in Family Care; otherwise, private pay.	Contract with Exact Transport for vehicles and drivers for subscription service; also, 5 accessible vans for day trips	State Family Care Federal \$5310
St. Camillus Health System Menomonee Falls Senior Shuttle (262) 251-4230	Private, non-profit  Public	  Advance reservation, curb-to-curb	Waukesha County  Village of Menomonee Falls, with limited service to Brookfield Square Shopping Center and Germantown healthcare facilities	Ambulatory Menomonee Falls residents 60 years or older	Monday through Thursday: 9:00 a.m. to 2:00 p.m. 4:00 to 5:00 p.m. (returns only) Friday: 9:00 a.m. to 2:00 p.m. To Brookfield Square, first Thursday of each month: 9:00 a.m. to 2:00 p.m. when six or more advanced reservations are made	\$2.00 one way	1 23-passenger bus	Menomonee Falls Recreation Department Village of Menomonee Falls Contract with County for State \$85.21
ProHealth Care Transportation (262) 928-7618 www.prohealthcare.org	Private non-profit	Advance reservation, door-through-door; in ProHealth Care service area	Waukesha County, Jefferson County, Dodge County, Ozaukee County, Walworth County, and parts of Racine County	Qualified ProHealth Care patients and their families, for medical appointments only	Monday through Friday: for appointments scheduled between 7:30 a.m. and 3:30 p.m.	\$40.00 one-way, financial assistance and prepaid voucher program available for those who qualify	4 7-passenger accessible vans 20 12-passenger accessible vans	ProHealth Care Private donations

Table continued on next page.

**Table 2 (Continued)**

Name of Service Provider	Type of Provider	Type of Service	Service Area	Eligible Users	Days and Hours of Operation	Fare Per Trip	Vehicles Used	Funding Sources in Addition to Fares
Specialized Transportation Providers (continued)								
Waukesha County Aging and Disability Resource Center – RideLine (262) 333-3302	Public	Advance reservation, door-to-door	Waukesha County. Out-of-county trips are available only for medical purposes that cannot be served in Waukesha County.	County residents, non/limited-drivers 60 years or older, or under 60 years of age and age 18-59 with a disability designation who are non-ambulatory and using a wheelchair or scooter	Monday through Friday: 6:00 a.m. to 6:00 p.m.	Based on distance and ability to pay:  Fares begin at: \$10.55; on-way trip within same community; \$13.75; one-way trip from one community to another; \$22.00; one-way trip to adjoining county with prior approval	Vehicles and drivers provided by WI Transportation LLC	State \$85,21 Waukesha County
Waukesha County Department of Health and Human Services – Volunteer Transportation Service (262) 548-7284 www.waukeshacounty.gov/HHS	Public	Advance Reservation door-to-door	Waukesha County	Clients of Department of Health and Human Services	Monday through Friday: 7:30 a.m. to 8:00 p.m., pending driver availability	No charge	Volunteers provide their own vehicles	Waukesha County

**Additional Specialized Transportation Service (private, non-profit, and for-profit) Providers in Waukesha County:**

American Med Trans (414) 274-3000	FlexRide Milwaukee (414) 667-7433	Seniors on the Go* (262) 363-5700	WI Transportation, LLC* (262) 333-3302
At Your Service (262) 354-3700	GoGoGrandparent (855) 464-6872	Sims and Sons* (262) 679-4754	Yellow Cab Cooperative (414) 271-1800
CEMS Transport 262) 364-4850	Lifestar Medical Transportation Service (262) 338-9798	Tootl Transport (414) 376-2222	zTrip (414) 220-5000
Elmbrook New Berlin Senior Taxi* (262) 785-1200 (262) 814-1611	Lyft Inc	Oconomowoc Silver Streak* (262) 567-6404	

♦ Eras Senior Network, Inc. supports the Find-a-Ride Network of Waukesha County, which serves as a single point of contact that refers residents to transportation services. The program is a recipient of Federal \$5310 funds.

\* Denotes senior taxi listed as specialized transportation provider by the Waukesha County Aging and Disability Resource Center.

Source: SEWRPC

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

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

- Waukesha Metro Transit, operated by the City of Waukesha, is a publicly-funded urban bus operation that runs fixed routes serving the City of Waukesha and portions of adjacent communities. Waukesha Metro Transit also provides paratransit service to serve the travel needs of people with disabilities through the Metrolift paratransit system for trips made within ¾ mile of Waukesha Metro Transit fixed-route bus service.

Several private for-profit transportation companies also provide services to the general public, including intercity bus service provided by Coach USA, taxicab service provided by several private companies in Waukesha County, 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:

- Waukesha County Aging and Disability Resource Center provides the RideLine Program, a door-to-door transportation service for seniors or disabled individuals. Vehicles and drivers are provided by Meda-Care Vans of Waukesha, Inc.
- Waukesha County Aging and Disability Resource Center also sponsors a shared-fare taxi program that subsidizes the fares for eligible seniors and people with disabilities. Contracted taxi providers operating in communities throughout the County participate in this program.
- Waukesha County Department of Health and Human Services provides advance reservation transportation service for clients of their services. Volunteers provide their own vehicles.
- 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.
- There are several other private-non-profit organizations that provide transportation to individuals that participate in their programs or attend activities or appointments at their centers.
- The remaining transportation services operated within the County provide transportation for a variety of purposes, including medical appointments, within Waukesha 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 Waukesha 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 Waukesha 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 Waukesha County appears below in no particular order.

- Need for an expanded service area for transit that serves the general public in communities within the County with little to no existing transit service, especially in southern and western Waukesha County and that serves all types of destinations, including but not limited to job centers, medical facilities, and veteran's services. There is also a need for cost-effective ride availability for outlying areas.
- More transit services and human services providers in Waukesha County need to cross county lines and improve their coordination with transit services provided in other counties. Additional funding needs to be made available for these trips. There is an increasing need for cross-county rides to support workers and riders traveling beyond the County's borders.
- There is a lack of volunteer drivers for human services transportation organizations. There is a need for overlapping service boundaries between and among human service providers within the County.
- Need for improving the availability, convenience, safety, and security of existing public transit services. Areas of need include:
  - Expansion of the areas served by and higher frequency of service on the routes of Waukesha Metro Transit and Waukesha County Transit System
  - More affordable fares for County and City bus services
  - Consider on-demand services in areas where fixed route services are not available or have not been viable, but the demand for these services exists
  - Utilizing transit vouchers that expand eligibility for subsidized taxi services within the County, including for those who need to go to work and cannot afford the fare
  - CPR and first aid training for bus drivers and human services providers to aid seniors and people with disabilities in emergency situations
  - Self-defense training for bus drivers and human services providers to improve the safety and security of those using these services
  - Ensuring taxi cabs and vehicles used by human services providers are wheelchair accessible
  - Having taxi cabs with available space to get full shopping bags into their vehicle when assisting clients with trips from the grocery store
  - Construct new sidewalks and improve existing sidewalk conditions that connect to bus stops
  - Clearing snow and ice from bus stops
- Lack of public education, and lack of resources to help educate the public, on the available transportation options in the County and a lack of understanding on how to use or navigate the existing transit systems. There is a need for making it easier for users of public transit systems and human services providers to find information on these transportation systems.

- Lack of understanding by the public of the value of transit and the need for various transportation alternatives.
- Need for more transportation services during weekday evenings and nights and on weekends to serve second- and third-shift employees and retail employees. Need to expand transportation services that connect residents in Waukesha County to jobs outside the County as well as those living outside the County to jobs within the County.
- Need and willingness to increase collaboration between public transit and human services providers to identify additional connections between their services, both within the County and between counties. Community planning efforts should incorporate transportation during expansion.
- Need to prioritize trips for non-drivers.
- There is a need for fares to be more affordable for transit trips that go beyond the County and City bus service areas.
- There is a need to accommodate the 'last mile' trips when jobs are located beyond the vicinity of the transit service area.
- There is a need for family care members who use transit and human services transportation to receive discounted rates when using these services.

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

### Financial Strategies: Federal and State Funding Programs

Descriptions of the Federal and State programs that provide financial assistance for public transportation services and which could be used in Waukesha 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/astnce-pgms/transit/default.aspx](http://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/default.aspx)). In addition to the Federal and State programs shown in Tables 3 and 4, which are aimed primarily at providing transportation services, various human-service funding programs and block grant programs—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.

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

<b>Program</b>	<b>Type</b>	<b>Target rider</b>	<b>Eligible Applicants</b>	<b>Local Share (approx.)</b>	<b>Statewide Funding Level (approx.)</b>	<b>Application Cycle</b>	<b>Notes</b>
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**

<b>Program</b>	<b>Type</b>	<b>Target rider</b>	<b>Eligible Applicants</b>	<b>Local Share (approx.)</b>	<b>Annual Statewide Funding Level (approx.)</b>	<b>Application Cycle</b>	<b>Notes</b>
\$.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
WETAP <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 (WETAP 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

### ***Strategies for Addressing Unmet Travel Needs Within Waukesha 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 Waukesha County.

1. Promote increases in funding for public transportation services to foster improved service availability, convenience, safety, and lower fares. Also, develop strategies to obtain funding for projects that would improve or increase the transportation services available in the County and advocate for funding of new services and pilot projects. Seek new or innovative ways to share costs among multiple organizations.
2. Seek any available Federal funding or grant programs to subsidize regional transit services and increase state and local government advocacy to improve funding for transit.
3. Establish or expand transportation services. Examples include:
  - a. Shuttle bus routes
  - b. Flexible transit services
  - c. Volunteer driver programs
  - d. Subsidized shared-ride taxi services or microtransit options that provide demand-responsive transit service where feasible
4. Improve coordination among transportation providers:
  - a. Coordinate rides for transit and human services transportation users through a single public information or call center
  - b. Create an on-demand system throughout the County that provides service to areas not served or underserved by current transportation services
  - c. Research new and emerging technologies that increases the capacity of transportation services
5. Improve the availability, convenience, safety, and security of transportation services. Some of the improvements that were identified include:
  - a. Provide more frequent service on Waukesha Metro Transit and Waukesha County Transit System bus routes
  - b. Expand the service area and hours of operation of public transit services
  - c. Expand the fleet and staff capacities of non-profit providers
  - d. Expand Bus Buddies programs that train volunteers to assist seniors and people with disabilities in becoming familiar and comfortable with taking public transit
6. Continue to fund a mobility manager position with the County whose duties could include, but would not be limited to:
  - a. Increasing communication and collaboration between transportation providers and users of these services
  - b. Assisting in coordinating transportation services
  - c. Promoting the availability of transportation services

- d. Gathering and analyzing data to evaluate a variety of transportation options for seniors, people with disabilities, and low-income individuals
  - e. Creating and promoting collaboration between transportation providers and advocacy groups to identify and address barriers to service coordination, to expand availability of services, and evaluate and navigate local, County, State, and Federal government rules
7. Improve access to information on the available transportation services and on how to use public transit. Some ways to improve the dissemination of information include:
    - a. Continue a travel training program for potential users of the fixed-route transit services.
    - b. Create a clearinghouse or centralized information source for easy to use resources and information on all transit services that improves access to information on the availability of transportation services. Examples could include 211 community information, 511 traveler information services, and the Aging and Disability Resource Center of Waukesha County.
  8. Increase the public's education and the awareness of decision makers at the state and local levels about the value of public transit and human services transportation and the importance of having transportation alternatives. Expand education on current transportation services. Consider providing incentives to encourage transit use.
  9. Increase education and awareness about the value of public transit among local decision-makers.
  10. 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.

### ***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.

### **Waukesha County**

- Waukesha County would be responsible for implementing any service improvements to the Waukesha County Transit System

- Waukesha County would be responsible for establishing a county-wide shared-ride taxi open to the general public serving the areas not served by Waukesha Metro Transit

### **City of Waukesha**

- The City would be responsible for implementing any expansion of service or higher frequency of service to Waukesha Metro Transit.

### **Mobility Managers**

- The County's mobility manager would improve access to information on the available transportation services by creating a clearinghouse for information on all transit services and continuing the travel training program
- The County's mobility manager would promote collaboration between advocacy groups to identify and address barriers to service coordination, and evaluate and navigate local, County, State, and Federal government rules

### **All Transportation Providers**

- Transportation providers would improve access to information on the transportation services provided
- 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
- Transit providers should study ways to adopt and enhance technology systems to improve customer experience and efficiency

### **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 interested parties should encourage public discussion of the need for improved public transit and human services transportation options in Waukesha County
- 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, MICA  
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, Kady'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 Wojtasiak..... 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.....Bureau 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-Worachek..... Administrator Division of Budget and Strategic Initiatives,  
Wisconsin Department of Transportation  
Lori Jacobson..... Specialized Transit Program Manger, 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 Shinnars.....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.

