Minutes of the First Meeting

THE WASHINGTON COUNTY TRANSIT DEVELOPMENT PLAN ADVISORY COMMITTEE

Date: January 23, 2013
Time: 9:30 a.m.
Place: Conference Room 249
Washington County Highway Department
900 Lang Street
West Bend, WI

Advisory Committee Members Present

R.J. Bast .............................................................. Director of Operations, GoRiteway Transportation Group
Operator, Washington County Commuter Express
John Bloor ........................................................................................Executive Director, The Threshold, Inc.
Andrew Dresang .......................................................... Manager of Community Relations, Froedtert Health
Justin Drew ..................................................................... Director of Planning and Zoning, City of Hartford
Wes Gaedtke ......................................................................................................... Operator, West Bend Taxi
Debi Genthe .............................................. Executive Director, Interfaith Caregivers of Washington County
Daniel R. Goetz ................................................................................. Supervisor, Washington County Board
Chairperson, Washington County Board of Supervisors Transportation Committee
Richard P. Gundrum ........................................... Chairperson, Washington County Board of Supervisors Transportation Committee
Jim Haggerty ..................................................................................Village Engineer, Village of Slinger
Mike Hermann ................................................................ Director of Parks and Recreation, City of Hartford
Operator, Hartford City Taxi
Lori Hundertmark ................................................. Manager, Aurora Advanced Health Care Hartford Clinic
Steve Johnson................................................................ President, Specialized Transportation Services, Inc.
Operator, Washington County Shared-Ride Taxi
Daniel Ludwig ..................................................................................Director of Public Works, Village of Germantown
Jacob Miller ...................................... Policy & Program Analyst, Wisconsin Department of Transportation
Linda Olson..........................................................Director, Aging and Disability Resource Center of Washington County
Mark Piotrowicz.............................................................. City Planner/Operations Manager,
West Bend Department of Community Development
Deborah Reinbold .......................................................... Programs & Communications Coordinator,
Washington County Economic Development Corporation
Joshua Schoemann ..........................................................Administrator, Village of Richfield
Joseph Steier, III .................................................. Transit Manager, Washington County Highway Department
Daniel W. Stoffel .................................................. Supervisor, Washington County Board
Commissioner, Southeastern Wisconsin Regional Planning Commission
Michelle Wagner..........................................................Consultant, Washington County Highway Department
& Aging and Disability Resource Center of Washington County
Thomas Wondra.................................................Highway Commissioner, Washington County Highway Department
ROLL CALL

Mr. Stoffel called the meeting to order at 9:30 a.m., introduced himself, and asked those present to introduce themselves. He indicated that roll call would be taken through the circulation of a meeting sign-in sheet.

REVIEW OF OUTLINE FOR SEWRPC COMMUNITY ASSISTANCE PLANNING REPORT NO. 317, “WASHINGTON COUNTY TRANSIT SYSTEM DEVELOPMENT PLAN”

Mr. Stoffel drew the Advisory Committee’s attention to the Outline for SEWRPC Community Assistance Planning Report No. 317, “Washington County Transit System Development Plan”, which had been distributed to the Advisory Committee. He asked Mr. Yunker to discuss the document with the Advisory Committee. Mr. Yunker described the scope of the study, emphasizing its short-range nature and highlighting the performance evaluation of the existing system and the analysis of potential alternatives that will be completed in the course of the study. He explained that the Advisory Committee would be asked to review and approve each chapter and that the final advisory recommendations to the County would come from this Committee. He then asked Mr. Muhs to review the Outline with the Committee. Mr. Muhs discussed the Outline, describing what each chapter of the study will contain, and noting that public information meetings will be held once potential service alternatives are approved by the Committee.


Mr. Yunker drew the Advisory Committee’s attention to Chapter I, “Introduction”, of the SEWRPC Community Assistance Planning Report No. 317, “Washington County Transit System Development Plan”, which had been distributed to the Advisory Committee. He asked Mr. Muhs to provide a brief overview of the chapter to the Committee. Mr. Muhs summarized the chapter, describing the County’s request for the study, noting that the chapter places the study within the context of the recommended public transit element of the 2035 Regional Transportation System Plan, and that the chapter contained short descriptions of each of the remaining chapters to be completed as part of the study. There being no further discussion on the chapter, a motion to approve Chapter I was sought by Mr. Stoffel, made by Mr. Schoemann, seconded by Ms. Olson, and approved unanimously by the Advisory Committee.
PRESENTATION OF EXISTING WASHINGTON COUNTY TRANSIT SERVICES

Mr. Muhs presented a summary of the existing transit services in Washington County (see Attachment 1 of these minutes), which included information on the history, service levels, ridership, and operating expenses and revenues of the Washington County Commuter Express, Washington County Shared-Ride Taxi, Hartford City Taxi, and West Bend City Taxi. The presentation also provided information on the private and non-profit human services transportation providers in the County. Mr. Muhs indicated that the materials presented would be the basis of Chapter II of the study, which would be distributed for the Advisory Committee’s consideration at the next meeting. During the presentation of existing transit services in Washington County, the following questions and comments were raised and addressed:

1. Ms. Schmiechen asked if household travel data would be available to study the market for a reverse commute service from Milwaukee County to Washington County. Mr. Yunker noted that household travel survey data and possibly U.S. Census data would be used to analyze travel patterns for the study.

2. Mr. Stoffel requested that data on the percentage of seats filled on each Commuter Express run be included in Chapter II. Mr. Muhs responded that this data would be included in the chapter.

3. Mr. Bast noted that all motorcoaches used to provide the Washington County Commuter Express service are handicap accessible. Mr. Muhs stated that that information would be noted in the chapter.

4. Referring to slide 10, Mr. Yunker noted that the Washington County Commuter Express has been very successful in terms of ridership, with a more than 150 percent increase in revenue passengers since 2003, while the amount of service provided has been fairly constant.

5. Mr. Gundrum noted that following the reconstruction of STH 60, a park & ride lot is proposed for the interchange between STH 60 and USH 41. Mr. Muhs commented that an extension of the Washington County Commuter Express to better serve the City of Hartford and the Village of Slinger will be one of the alternatives analyzed in Chapter V.

6. Noting that the percentage of operating expenses paid for by passenger fares was discussed for the Washington County Commuter Express service, Mr. Wondra requested that the same information be provided for the Washington County Shared-Ride Taxi service. Mr. Yunker responded that it would be included in the chapter.

7. Mr. Goetz discussed the potential for reducing the operating expenses for the Washington County Shared-Ride Taxi service by opening a second taxi vehicle dispatch site in the area between the Villages of Germantown and Richfield. He noted that the distance to the southeastern section of the County from the current operating base in West Bend is significant, and that there may be enough trips within that area to make the investment in a satellite vehicle base worthwhile. Mr. Yunker indicated that this proposal could be considered in the study as part of the alternatives analysis.

8. Ms. Genthe asked how individuals without a private automobile access the Washington County Commuter Express Service. Ms. Wagner stated that the Washington County Shared-Ride Taxi service coordinates with the Commuter Express service to ensure people
can get to and from the park & ride lots served by the Commuter Express, while Mr. Miller noted that a reduced fare is offered for transfers between the taxis and motorcoaches.

9. In response to a question from Mr. Muhs, Mr. Hermann stated that the Hartford City Taxi has a goal of providing service within one half hour of receiving a request.

10. Ms. Hundertmark asked if extra room was saved in the shared-ride taxi systems’ schedules for same-day service of non-emergency medical trips. Mr. Hermann responded that the Hartford City Taxi was a demand-response service, so no special accommodations are made for non-emergency medical trips. Mr. Steier stated that the Washington County Shared-Ride Taxi service tries to accommodate requests for same-day service for non-emergency medical trips, but that same-day service was not guaranteed.

11. Mr. Hermann and Mr. Gaedtke both noted that the Hartford City Taxi and West Bend Taxi services provide curb-to-curb service, not door-to-door service. Mr. Muhs responded that a correction would be made to that information when it is included in Chapter II.

12. Mr. Miller asked how many vehicles F.D.S. Enterprises, Inc. currently uses to provide the West Bend Taxi service. Mr. Gaedtke responded that the service utilizes 14 vehicles.

13. Mr. Gaedtke noted that the fare information shown on slide 18 was incorrect, as the West Bend Taxi implemented a fare increase on January 1, 2013. Mr. Muhs indicated that this information would be corrected for Chapter II.

14. Mr. Muhs requested verification that the financial information for the West Bend Taxi on slide 20 was correct. Mr. Piotrowicz indicated that the West Bend City Council had directed that no property tax levy be expended on the West Bend City Taxi in 2012 or 2013, verifying that the data used in the presentation was correct.

15. Ms. Hundertmark asked if the schedules for the three shared-ride taxi systems in the County were managed by the individual providers. Mr. Muhs responded that there was no formal schedule coordination between the three providers.

16. Ms. Hundertmark asked if there was a central toll-free phone number to call to request service on any of the three shared-ride taxi systems. Mr. Steier stated that the County’s shared-ride taxi service could be reached through a toll-free number, but that there was no single number to call to request service from any of the three taxi systems in the County. Mr. Stoffel requested that a centralized call center be included in the study. Mr. Muhs indicated that it would be considered as part of the alternatives analysis.

17. Mr. Hermann noted that the information in Table 1 was incomplete, as the Hartford City Taxi also provides vehicles and drivers for the Medical Center Foundation of Hartford. Mr. Muhs indicated that this table would be corrected when it was included in Chapter II.

18. Ms. Genthe provided updated vehicle information for the service provided by Interfaith Caregivers of Washington County. Mr. Muhs indicated that this information would be corrected when it was included in Chapter II.
NEXT MEETING OF THE WASHINGTON COUNTY TRANSIT DEVELOPMENT PLAN ADVISORY COMMITTEE

Mr. Yunker stated that Commission staff would present a draft of Chapter II and a presentation on the material in Chapter III to the Advisory Committee for its consideration and review at its next meeting, scheduled for March 6, 2013 at 9:30 a.m.

ADJOURNMENT

There being no further business to come before the Advisory Committee, a motion adjourn the meeting was sought by Mr. Stoffel, made by Mr. Goetz, seconded by Mr. Wondra, and approved unanimously by the Advisory Committee at 10:40 a.m.

Respectfully submitted,

Kenneth R. Yunker
Recording Secretary
WASHINGTON COUNTY TRANSIT DEVELOPMENT PLAN
EXISTING TRANSIT SERVICES

Advisory Committee Meeting #1
Washington County Highway Department
January 23, 2013

OUTLINE

- Washington County Transit System
  - History
  - Administrative Structure
  - Commuter Express Service
  - Shared-Ride Taxi Service
  - Revenues and Expenses
- City of Hartford Taxi System
- City of West Bend Taxi System
- Intercity Services
- Human Services Transportation Providers
TRANSIT SYSTEMS IN THE COUNTY

SEWRPC CAPR Report No. 223
- Published November 1996
- Shared-Ride Taxi Service Initiated in 1998
- Commuter Express Service Initiated in 1999

CMAQ Grant
- Reverse Commute Shuttles
- Germantown Industrial Park Shuttle

Traditional Commute Only Service
- Additional Service to Regional Medical Center
COUNTY TRANSIT SYSTEM - STRUCTURE

- Washington County Board of Supervisors Transportation Committee
  - Washington County Highway Department
    - Service: Operated by GoRiteway Transportation Group
    - Fleet: Owned by GoRiteway Transportation Group
    - Maintenance Facility: Owned by GoRiteway Transportation Group
    - Park & Ride Lots: Owned by WisDOT and Washington County
  - Washington County Shared-Ride Taxi
    - Service: Operated by Specialized Transportation Services, Inc.
    - Fleet: Owned by Washington County
    - Maintenance Facility: Owned by Specialized Transportation Services, Inc.

COMMUTER EXPRESS SERVICE

- Traditional commute service operating from 3 Park & Ride Lots in Washington County
  - West Bend: Paradise Park & Ride on Parkway Drive
  - Richfield: Pioneer Park & Ride on Richfield Parkway
  - Germantown: Park & Ride on Lannon Road
- Fleet: Long-Distance Motor Coaches
- Schedule: Monday - Friday
  - 8 morning trips to downtown Milwaukee, 10 afternoon trips returning to Washington County
  - 4 morning trips to the Milwaukee Regional Medical Center, 4 afternoon trips returning to Washington County
- Fares: $3.75 cash, $32.50 for 10 pre-paid tickets
ATTACHMENT 1 (CONTINUED)
Paradise Park & Ride – West Bend
- Parking (free) for 100 vehicles

Pioneer Park & Ride - Richfield
- Parking (free) for 275 vehicles
- Bike Facilities

Lannon Park & Ride - Germantown
- Parking (free) for 155 vehicles
**SHARED-RIIDE TAXI SERVICE**

- **Shared-Ride Taxi**
  - Advanced Reservation, Door-to-Door
  - Service Area: County-wide service
    - Includes the northern portion of the Village of Menomonee Falls
    - Excludes trips within the Cities of Hartford or West Bend
  - Fleet: Sedans, Accessible Vans, Accessible Small Buses
  - Schedule
    - Monday – Saturday: 5 a.m. to 10 p.m.
    - Sunday: 8 a.m. to 4 p.m.
  - Fares: Distance-based
    - Standard: $4.25 - $9.00
    - Seniors & Disabled: $2.50 – $5.75
    - Student: $3.25 - $8.00
ATTACHMENT 1 (CONTINUED)

**SHARED-RIDE TAXI - RIDERSHIP**

WASHINGTON COUNTY SHARED-RIDE TAXI RIDERSHIP
1998 - 2011

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<td>PASSENGERS (IN THOUSANDS)</td>
<td>13</td>
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**FARE INCREASE**
- $2.25 → $2.50
- $6.25 → $7.00
- $3.00 → $4.00
- $7.75 → $8.75

**SHARED-RIDE TAXI - FINANCES**

WASHINGTON COUNTY SHARED-RIDE TAXI
OPERATING REVENUES AND EXPENSES: 2001 - 2011

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<tr>
<td>REVENUES AND EXPENSES (IN THOUSANDS)</td>
<td>$2,000</td>
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</table>

- OPERATING EXPENSES
- STATE & FEDERAL FUNDING
- COUNTY FUNDING
- FAREBOX REVENUE
HARTFORD CITY TAXI

- Shared-Ride Taxi
  - Demand Response, door-to-door
  - Service Area: Serves the City of Hartford
    - Includes trips within 1 mile of City limits, and up to 10 miles into Dodge County
    - Special trips can be made to air, bus, and train terminals in Milwaukee.
  - Fleet: Accessible Vans

- Schedule
  - Monday – Friday: 6 a.m. to 9 p.m.
  - Saturday: 8 a.m. to 8 p.m.
  - Sunday: 9 a.m. to 4 p.m.

- Fares
  - Standard: $3.00
  - Seniors & Disabled: $2.75
  - $1.25 per mile outside of City limits

HARTFORD CITY TAXI - RIDERSHIP

HARTFORD CITY TAXI RIDERSHIP
1981 - 2011

YEAR
REVENUE PASSENGERS [IN THOUSANDS]
FARE INCREASE
$1.50 → $1.75
FARE INCREASE
$1.75 → $2.00
FARE INCREASE
$2.00 → $2.25
FARE INCREASE
$2.25 → $2.75

ATTACHMENT 1 (CONTINUED)
WEST BEND TAXI SERVICE

- Shared-Ride Taxi
  - Demand Response, door-to-door
  - Service Area: Serves the City of West Bend
    - Includes trips within 2 miles of City limits
  - Fleet: Accessible Vans
  - Schedule
    - Monday – Saturday: 6 a.m. to 10 p.m.
    - Sunday/Holidays: 8 a.m. to 4 p.m.
  - Fares
    - Standard: $3.50
    - Seniors & Disabled: $2.50
    - Students: $3.00
WEST BEND TAXI - RIDERSHIP

WEST BEND TAXI RIDERSHIP
1993 - 2011

FARE INCREASE
$2.00 → $2.25

FARE INCREASE
$2.25 → $2.50

FARE INCREASE
$2.50 → $3.00

FARE INCREASE
$3.00 → $3.50

WEST BEND TAXI - FINANCES

WEST BEND TAXI
OPERATING REVENUES AND EXPENSES: 2001 - 2011

OPERATING EXPENSES

STATE & FEDERAL FUNDING

FAREBOX REVENUE

CITY FUNDING

REVENUES AND EXPENSES (IN THOUSANDS)

$1,200
$1,100
$1,000
$900
$800
$700
$600
$500
$400
$300
$200
$100
$ 0


YEAR

ATTACHMENT 1 (CONTINUED)
### INTERCITY SERVICES

- No Intercity Services with stops in Washington County
- Lamers Bus Lines
  - Service between Wausau and Milwaukee travels on U.S.H. 41
- Greyhound
  - Service between Green Bay and Milwaukee travels on U.S.H. 41

### HUMAN SERVICES TRANSPORTATION

- A list of human services transportation providers in Washington County can be found in Table 1 (attached).
<table>
<thead>
<tr>
<th>Name of Service Provider</th>
<th>Type of Provider</th>
<th>Type of Service</th>
<th>Service Area</th>
<th>Eligible Users</th>
<th>Days and Hours of Operation</th>
<th>Fare Per Trip</th>
<th>Vehicles Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance Inc. (262) 376-0695</td>
<td>Private, non-profit</td>
<td>Scheduled for activities and day trips</td>
<td>Ozaueke and Washington Counties</td>
<td>Participants in Balance Inc. programs</td>
<td>As required</td>
<td>No charge</td>
<td>4 accessible sedans</td>
</tr>
<tr>
<td>Germantown Senior Van Service (262) 250-4712</td>
<td>Public</td>
<td>Advance reservation, curb-to-curb</td>
<td>From 5-mile radius of senior center, to destinations up to 20 miles away</td>
<td>Seniors 55 years and older</td>
<td>Monday-Friday: 9:00 am to 3:00 pm</td>
<td>Distance-based: Germantown Residents: $1.00 to $3.50 Non-residents: $1.25 to $3.75</td>
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</tr>
<tr>
<td>Home Instead Senior Care (262) 546-0226</td>
<td>Private, for-profit</td>
<td>Advanced reservation, door-through-door</td>
<td>Washington, Milwaukee, and Ozaueke Counties</td>
<td>Ambulatory individuals</td>
<td>Seven days a week, 24 hours a day</td>
<td>Private pay: $15/half hour</td>
<td>1 non-accessible van</td>
</tr>
<tr>
<td>Interfaith Caregivers of Washington County (262) 365-0902</td>
<td>Private, non-profit</td>
<td>Advance reservation, door-to-door and door-through-door</td>
<td>Washington County and into Milwaukee county</td>
<td>Residents of Washington County who are 60 years of age or older</td>
<td>Dependent on demand and availability of volunteer drivers</td>
<td>No charge</td>
<td>Volunteers provide their own vehicles.</td>
</tr>
<tr>
<td>Lifestar (262) 338-9798</td>
<td>Private, for-profit</td>
<td>Advance reservation, door-to-door</td>
<td>Washington and surrounding Counties</td>
<td>Seniors &amp; disabled individuals</td>
<td>Seven days a week, 24 hours a day</td>
<td>Private pay and Title 19 Medicaid reimbursement</td>
<td>7 accessible vans</td>
</tr>
<tr>
<td>Medical Center Foundation of Hartford (262) 670-7568</td>
<td>Private, non-profit</td>
<td>Advance reservation, door-to-door, for patients of Aurora clinics in Hartford and Slinger</td>
<td>Washington County</td>
<td>Residents of Washington County who are seniors, disabled, or without other means of transport</td>
<td>Monday-Friday: 7:00 am to 5:00 pm</td>
<td>$2.00</td>
<td>Vehicles and drivers provided by Washington County Shared-Ride Taxi.</td>
</tr>
<tr>
<td>St. Joseph's Hospital/Froedtert Health (262) 334-5533</td>
<td>Private, non-profit</td>
<td>Advance reservation, door-to-door</td>
<td>Washington County</td>
<td>Residents of Washington County who are patients, volunteers, or employees of St. Joseph's Hospital</td>
<td>Monday-Friday: 6:00 am to 10:00 pm Saturday: 6:00 am to 10:00 pm Sunday: 8:00 am to 4:00 pm</td>
<td>$2.00</td>
<td>Vehicles and drivers provided by Washington County Shared-Ride Taxi.</td>
</tr>
<tr>
<td>The Threshold, Inc. (262) 338-1188</td>
<td>Private, non-profit</td>
<td>Fixed-route, fixed-schedule, and door-to-door</td>
<td>Washington County</td>
<td>Seniors or disabled persons who participate in daily program offerings at The Threshold and other agencies.</td>
<td>Monday-Friday: 7:30 am to 4:00 pm Saturday: As needed Sunday: As needed</td>
<td>No charge</td>
<td>10 28-passenger accessible buses</td>
</tr>
<tr>
<td>Transtar Medical Transport (800) 972-8080</td>
<td>Private, for-profit</td>
<td>Advance reservation, door-to-door</td>
<td>Washington and Milwaukee Counties and long distance locations</td>
<td>Seniors &amp; disabled individuals</td>
<td>Monday-Friday: 6:00 am to 6:00 pm Saturday: 6:00 am to 4:00 pm Sunday: As needed</td>
<td>Private pay and Title 19 Medicaid reimbursement</td>
<td>32 Accessible vans</td>
</tr>
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