

PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION COORDINATION PLAN FOR MILWAUKEE COUNTY: 2016



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MEMORANDUM REPORT NO. 229

**PUBLIC TRANSIT-HUMAN SERVICES
TRANSPORTATION COORDINATION PLAN
FOR MILWAUKEE COUNTY: 2016**

Prepared for Milwaukee County by the
Southeastern Wisconsin Regional Planning Commission

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TABLE OF CONTENTS

I. INTRODUCTION	1
Federal and State Coordination Planning Requirements	1
Role of the Southeastern Wisconsin Regional Planning Commission ..	2
II. TRANSPORTATION NEEDS OF SENIORS, PEOPLE WITH DISABILITIES, AND PEOPLE WITH LOW INCOMES	2
General Population Characteristics.....	2
Transit-Dependent Population Characteristics	4
Employment Characteristics	5
Major Activity Centers.....	5
III. CURRENT TRANSPORTATION SERVICES	8
Transit Services for the General Public.....	8
Human Services Transportation.....	14
IV. ASSESSMENT OF TRANSPORTATION SERVICES AND IDENTIFICATION OF UNMET TRANSPORTATION NEEDS	14
Unmet Needs for Travel within Milwaukee County.....	15
Unmet Needs Between Counties.....	16
V. STRATEGIES TO ADDRESS UNMET NEEDS.....	18
Financial Strategies: Federal and State Funding Programs	18
Prioritized Strategies to Address Unmet Needs	18
Strategies for Addressing Unmet Travel Needs within Milwaukee County	18
Strategies for Addressing Unmet Travel Needs Between Counties	21
VI. PLAN IMPLEMENTATION.....	22
LIST OF APPENDICES	
A. AGENCIES AND INDIVIDUALS INVITED TO ATTEND MEETING	27
B. RECORD OF REGIONAL PUBLIC MEETING	35

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I. INTRODUCTION

The Public Transit – Human Services Transportation Coordination Plan for Milwaukee County: 2016, 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 Milwaukee County and the County's connections to the Southeastern Wisconsin Region. The Coordination Plan assesses the existing public transit and human services transportation services and needs in the County, identifies unmet needs or service gaps, and presents a prioritized list of strategies to address those needs. By focusing on coordination strategies that use existing resources, the Coordination Plan aims to improve the access of County residents to transportation in a cost-effective manner.

Federal and State Coordination Planning Requirements

The coordination planning process was first undertaken in 2008 in response to the Federal requirements in the Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). The Coordination Plan was renewed and updated in 2012 under the requirements of the Moving Ahead for Progress in the 21st Century Act (MAP-21), and has now been updated under the requirements of the Fixing America's Surface Transportation Act (FAST Act). All three Federal transportation acts have required that a locally-developed public transit-human services coordination plan be developed every four years. The FAST Act mandates that projects selected for funding under the Enhanced Mobility of Seniors and Individuals with Disabilities program (Section 5310) be included in the coordinated planning process.

Under the provisions of the FAST Act, project eligibility for the Section 5310 program includes the purchase of specialized transit vehicles used to serve seniors and people with disabilities, mobility management, non-vehicle capital purchases, operating expenses for transportation projects that exceed the requirements of the Americans with Disabilities Act of 1990 (ADA), improving access to fixed route transit service to decrease reliance by people with disabilities on complementary paratransit, and providing alternatives to public transportation that assist seniors and people with disabilities. In addition, though not required by the FAST Act, the Wisconsin Department of Transportation utilizes the Coordination Plans to determine project eligibility for Wisconsin Employment Transportation Assistance Program (WETAP) funding.

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

- An assessment of transportation needs for seniors, people with disabilities, and people with low incomes;
- An assessment of available transportation services;
- Strategies to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and
- 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 Milwaukee County Coordination Plan, Commission staff invited a wide range of stakeholders from Milwaukee County and the Region to a meeting to identify the unmet transportation needs in the Region and in each of the seven counties, and develop strategies to address these needs. The invitation list, meeting record, and attendance list for this meeting are documented in Appendices A and B.

In addition to this Coordination Plan, the Commission also periodically prepares the long-range (20-35 year) transportation system plan for the seven-county Southeastern Wisconsin Region and short-range (5 year) transit development plans for each of the Region's public transit systems. The year 2050 regional land use and transportation plan for Southeastern Wisconsin (VISION 2050), adopted in 2016, 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 transit system development plan for the Milwaukee County Transit System (MCTS) was prepared in 2010 and provided a five-year plan for transit service improvement and expansion. The plan evaluated the existing operations of MCTS; identified unmet transit travel needs for Milwaukee County residents, and recommended transit service and capital improvements for the County transit system should funding become available.

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

General Population Characteristics

Milwaukee County is located along Lake Michigan, in southeastern Wisconsin, and is bordered by Waukesha County to the west, Racine County to the south, Lake Michigan to the east, and Ozaukee County to the north. The County is mostly urban but has some rural and undeveloped areas in the southern portion of the County, in the Cities of Oak Creek and Franklin. Milwaukee County's population in 2015 was 957,700, according to the U.S. Census Bureau. Of that total, the population of the City of Milwaukee made up 600,200, or about 63 percent. Map 1 shows the population density in 2010 by U.S. Public Land Survey quarter-section.

Between 1990 and 2000, the Milwaukee County population declined by 2.0 percent from approximately 959,300 to 940,200 persons, respectively. Following that decline, slow growth has occurred since 2000 and is expected to accelerate through 2030. As Figure 1 displays, the Milwaukee County population is projected to grow to 998,900 by the year 2030.

Map 1

Population Density by U.S. Public Land Survey Quarter-Section in Milwaukee County: 2010

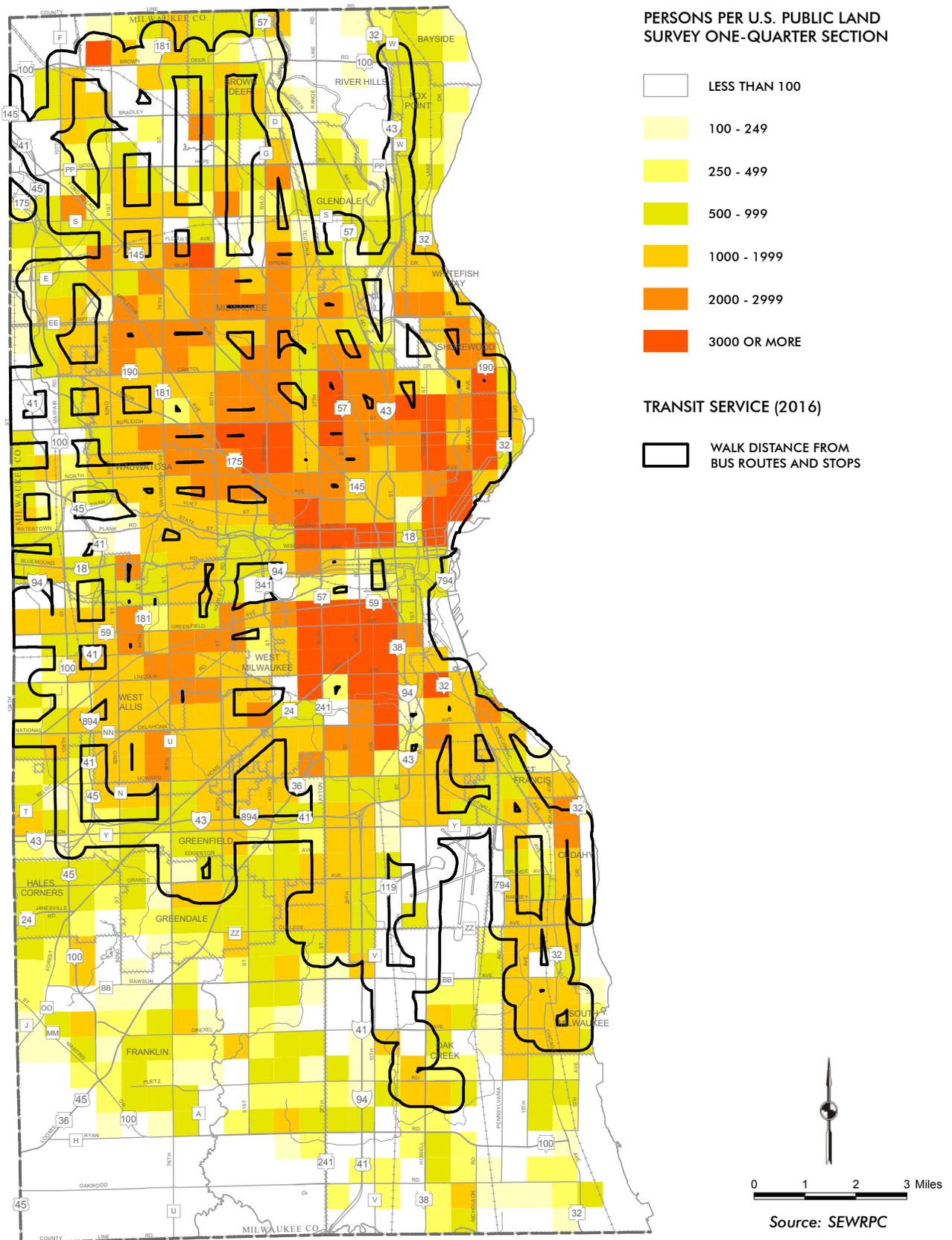
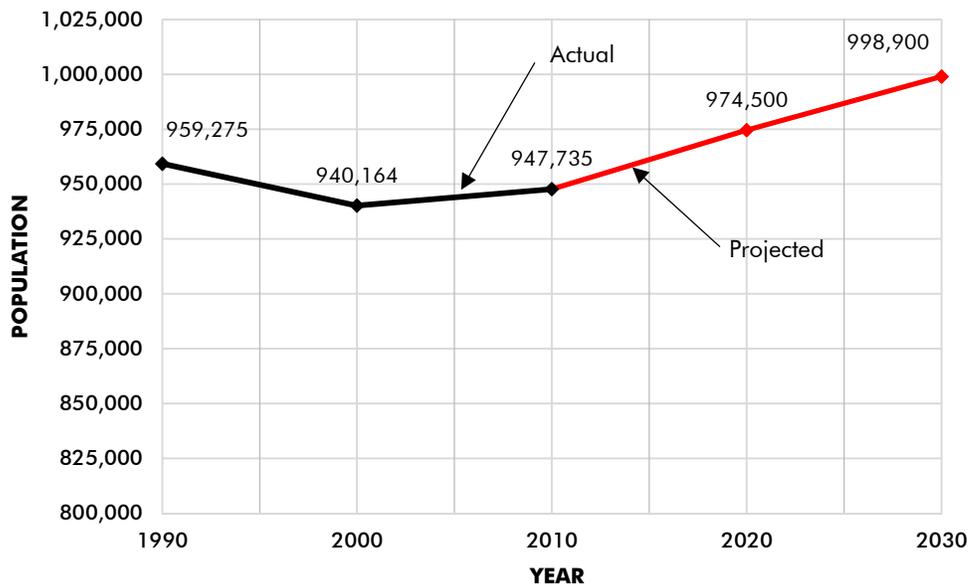


Figure 1
Milwaukee County Actual and Projected Total Population



Source: U.S. Census Bureau and SEWRPC

Transit-Dependent Population Characteristics

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

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

Table 1 displays the historic population of these groups in the study area in 2000, 2010, and 2015. The information in the table leads to the following observations:

- In 2015, persons in low-income households accounted for the largest share of the transit-dependent population in the County at about 40 percent of the total population. People with disabilities also make up a significant portion of the population (12 percent), and households with no vehicle available accounted for about 14 percent of all households in 2015. Seniors are the smallest transit-dependent population group at approximately 6 percent of the County’s population.
- Between 2000 and 2015, people with disabilities and persons in low-income households increased in absolute number and in the share of the total population. Seniors and zero-auto households have decreased both in absolute numbers and in their percent of total population and households, respectively.

Data from the 2011-2014 American Community Survey were used to identify areas in Milwaukee County where transit needs are highest. Map 2 displays Census block groups within the County with the highest concentration of

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

Transit-Dependent Population Group	2000		2010		2015	
	Number ^a	% of Total Population/ Households	Number ^a	% of Total Population/ Households	Number ^a	% of Total Population/ Households
Seniors (75 and older)	61,765	7	57,249	6	53,429	6
Persons in Low-Income Households ^b	297,565	32	396,939	42	379,634	40
People with Disabilities ^c	64,166	7	100,721	11	114,029	12
Households with No Vehicle Available	61,631	16	51,500	13	52,872	14
Total County Population	940,164	--	947,735	--	957,735	--
Total Number of Households	377,729	--	383,591	--	381,917	--

^a An individual, such as someone who is a senior and lives in a low-income household, may be represented in more than one population group.

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

^c The definition of “people with disabilities” used by the U.S. Census Bureau for the 2000 census changed for the 2010 Census and 2015 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 2015 ACS, “people with disabilities” included those persons age 15 or older who had serious difficulty living independently or a serious sensory, cognitive, or ambulatory disability.

Source: U.S. Census Bureau and SEWRPC

transit-dependent populations. These may be considered as potential priority areas for the provision of transit service.

In 2014, residential populations with transit needs were spread through much of the county, with the highest transit-dependent population concentrations in the north-central, south central, and northwest parts of the County.

Employment Characteristics

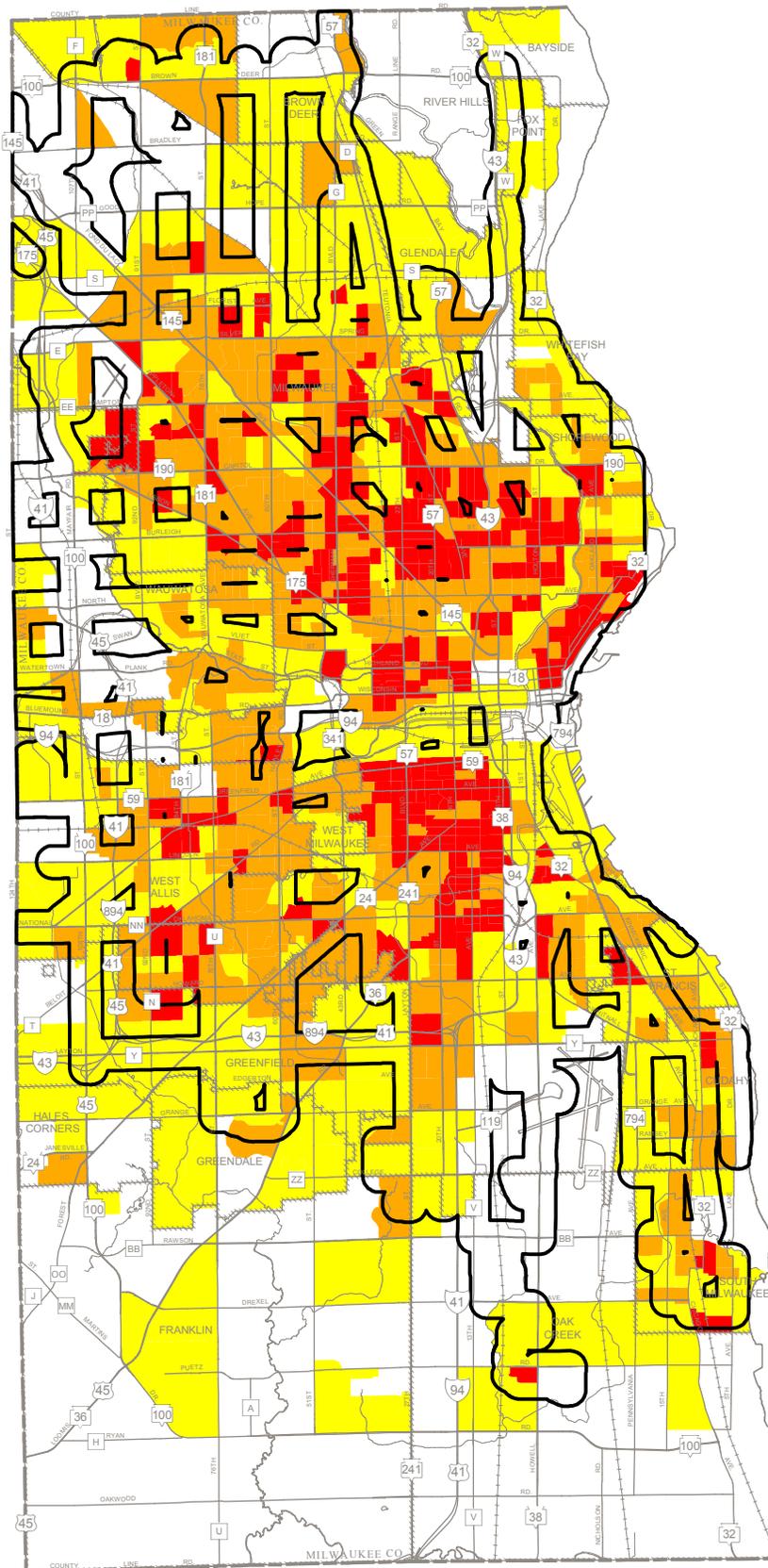
Map 3 displays employment density in 2010 by U. S. Public Land Survey quarter-section. The highest employment concentrations in the County are in the center of the City of Milwaukee, including the central business district. Significant portions of the county have high employment density, with only the southern quarter of the County being sparsely developed.

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

Map 2
Transit Needs Index for Milwaukee County: 2014



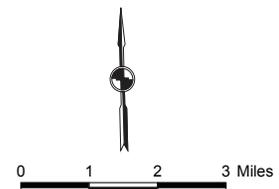
NOTE: THE TRANSIT NEEDS INDEX IS CALCULATED BY RANKING CENSUS BLOCK GROUPS BASED ON THE DENSITY OF POPULATION OR HOUSEHOLDS WITHIN FOUR CATEGORIES: SENIORS (75 AND OLDER), PERSONS IN LOW-INCOME HOUSEHOLDS, PEOPLE WITH DISABILITIES, AND HOUSEHOLDS WITH NO VEHICLE AVAILABLE. EACH RANKED BLOCK GROUP IS ASSIGNED A SCORE FROM 1 TO 4, BASED ON THE QUARTILE THE BLOCK GROUP FALLS WITHIN FOR EACH CATEGORY, WITH A 1 FOR THE LOWEST DENSITIES AND A 4 FOR THE HIGHEST DENSITIES. THE TRANSIT NEEDS INDEX IS EQUAL TO THE SUM OF THE SCORES FOR ALL FOUR CATEGORIES.

TRANSIT NEEDS INDEX LEVEL

- LOW (4)
- MARGINAL (5 TO 8)
- MODERATE (9 TO 12)
- HIGH (13 TO 16)

TRANSIT SERVICE (2016)

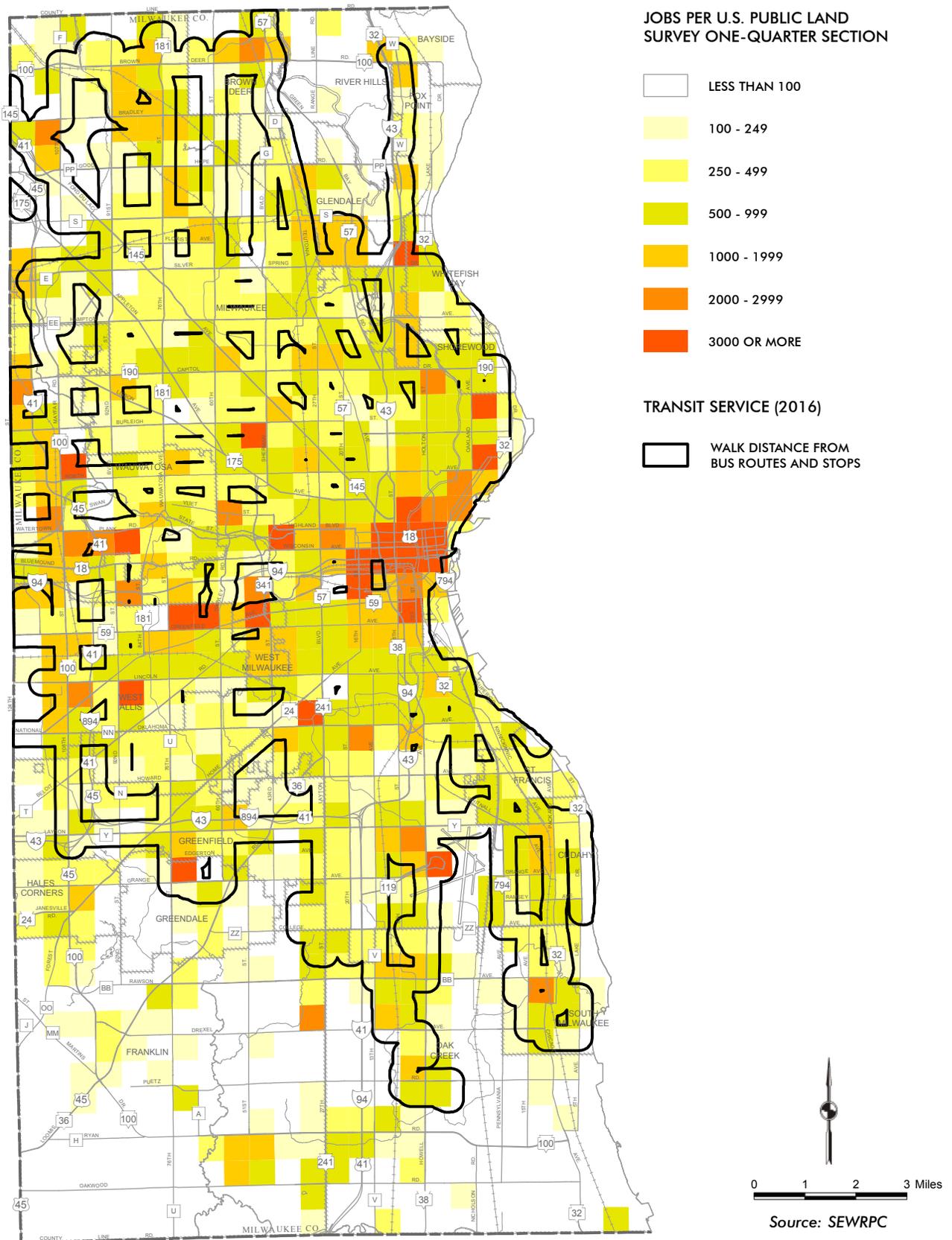
- WALK DISTANCE FROM BUS ROUTES AND STOPS



Source: U.S. Census Bureau and SEWRPC

Map 3

Employment Density by U.S. Public Land Survey Quarter-Section in Milwaukee County: 2010



- Residential Facilities for Seniors, People with Disabilities, and Low-Income Households
- Senior Centers, Senior Meal Sites, and Adult Day Centers

Map 4 shows their locations. There is a high concentration of these facilities in close proximity to the City of Milwaukee central business district, with many major employers, residential facilities, and commercial areas also located throughout the County. It is important to note that people with disabilities reside throughout Milwaukee County and many live independently, not just in special housing facilities.

III. CURRENT TRANSPORTATION SERVICES

Milwaukee County is served by a number of transportation providers, ranging in size from the Milwaukee County Transit System (MCTS), 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.

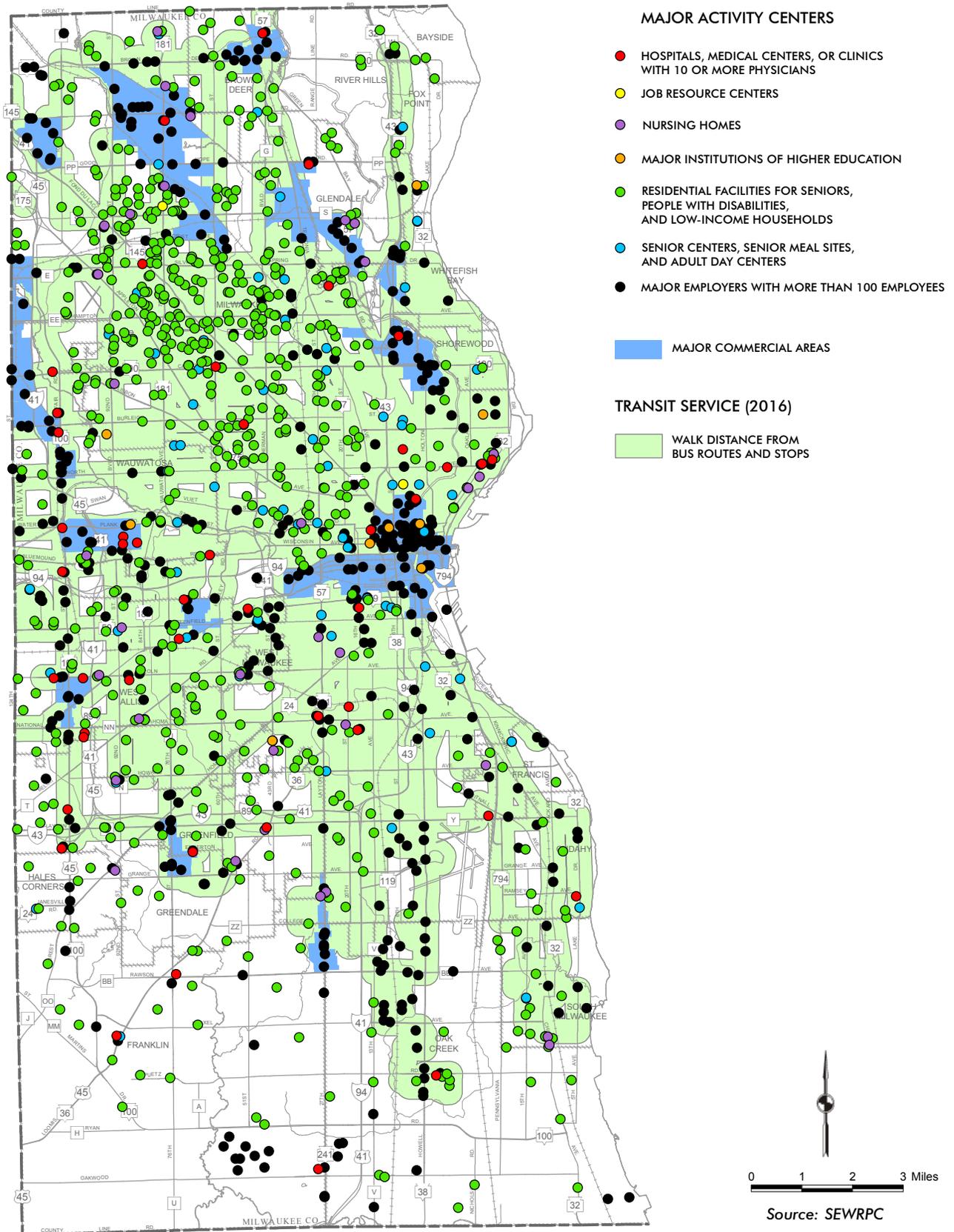
Table 2 lists the major transportation providers currently serving Milwaukee County, and identifies the type of service they provide, their service area, their hours of operation, and their funding sources in addition to passenger fares. The first section of the table lists services that are open to the general public, while the second section lists services intended to serve a particular part of the population including seniors, people with disabilities, low-income persons, or veterans. These services are generally called “human services transportation.”

Transit Services for the General Public

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

- MCTS, operated by Milwaukee County, is a publicly-funded urban bus operation that runs fixed routes serving Milwaukee County and portions of adjacent counties. MCTS also provides paratransit service to serve the travel needs of people with disabilities through the Transit Plus paratransit system.
- The Ozaukee County Express—operated by MCTS, under contract with Ozaukee County—is a publicly-funded bus service that serves Ozaukee County residents commuting to jobs in the Milwaukee Central Business District and Milwaukee County residents commuting to jobs in Ozaukee County.
- The Washington County Commuter Express—operated by a private transit company, Go Riteway Transportation Group, Inc., under contract with Washington County—is a publicly-funded bus service that serves Washington County residents commuting to jobs in the Milwaukee Central Business District.
- Waukesha County Transit System provides a publicly-funded bus service primarily to serve persons commuting between Waukesha and Milwaukee Counties. The County contracts with one public transit operator, MCTS, and one private transit company, Wisconsin Coach Lines, Inc., to operate the bus services connecting Milwaukee County and Waukesha County.

Map 4 Major Activity Centers in Milwaukee County: 2016



Source: SEWRPC

**Table 2
Inventory of Local, Intercity, and Human Services Transit Service Providers in Milwaukee County: 2016**

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
Milwaukee County Transit System Fixed-route Bus Service (414) 344-6711	Public	Fixed-route	Most of Milwaukee County, except parts of Franklin, Hales Corners, Oak Creek, and River Hills Small portions of Waukesha County in Brookfield, Menomonee Falls, and New Berlin are also served under contract with Waukesha County	General public	Regular local: Monday-Friday: 4:00 am to 3:15 am Saturday: 4:00 am to 3:15 am Sunday: 4:30 am to 2:45 am Freeway Flyer: Monday-Friday: 5:30 am to 9:15 am 3:00 pm to 7:00 pm UBUS: Monday-Thursday: 6:30 am to 11:15 pm Friday: 6:00 am to 6:30 pm Every day: 4:30 am to 1:00 am	Adults: \$2.25 cash \$1.75 M-Card \$17.50 weekly pass Child (ages 6-11): \$1.10 cash Seniors/People with Disabilities: \$1.00 1-day pass \$17.50 7-day pass \$64.00 31-day pass Freeway Flyer: \$3.25 cash \$2.35 M-Card \$24.00 7-day pass \$85.00 31-day pass \$3.50 one way	415 buses equipped with wheelchair ramps or lifts, and bike racks	State \$85.20 Federal \$5307 Federal \$5339 Milwaukee County Federal CMAQ
TransitPlus Paratransit Service (414) 343-1700	Public ^a	Advance reservation, door-to-door van service; on-demand, curb-to-curb taxi service	Milwaukee County and small parts of Ozaukee and Waukesha Counties	Qualified people with disabilities			Vehicles and drivers provided by First Transit Services, Inc.; Transit Express, Inc.; and American United Taxicab Services	State \$85.20 State \$85.21 Federal \$5307 Milwaukee County State Family Care (through partial ride subsidy by Department on Aging) Title 19 Medicaid reimbursement
Kenosha-Racine-Milwaukee Commuter Bus (262) 542-8861 (Coach USA number)	Public ^b	Fixed-route	Service between the Cities of Kenosha, Racine, and Milwaukee	General public	Monday-Friday: 5:15 am to 10:30 pm Saturday-Sunday: 8:15 am to 10:20 pm	Distance-based. Adults: \$2.25 - \$4.25	Vehicles and drivers provided by Wisconsin Coach Lines, Inc.	State \$85.20
Ozaukee County Express (414) 344-6711	Public ^c	Fixed-route	Stops in Grafton, Port Washington, Saukville, into Milwaukee County	General public	Monday-Friday: 5:26 am to 9:15 am 1:41 pm to 6:53 pm	Adults: \$3.50 cash \$27.00 per week Seniors/People with Disabilities: \$1.60 cash	Vehicles and drivers provided by Milwaukee Transport Services, Inc.	State \$85.20 Federal \$5307 Federal \$5339 Ozaukee County

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
Washington County Commuter Express (262) 677-3445	Public ^d	Fixed-route	Service from park-and-ride lots in Richfield, West Bend, and Germantown into Milwaukee County.	General public	Monday-Friday: 5:16 am to 9:43 am 11:55 am to 7:12 pm	\$3.75 one way \$32.50/10 tickets	Vehicles and drivers provided by Go RiteWay Transportation Group, Inc.	State \$85.20 Federal \$5307 Federal \$5339 Washington County
Waukesha County Transit System (262) 524-3636	Public ^e	Fixed-route freeway flyer service on four routes between Waukesha County and Milwaukee County	Oconomowoc- Milwaukee Mukwonago- Milwaukee Waukesha-Milwaukee	General public	Menomonee Falls-Milwaukee Monday-Friday: 5:46 am to 8:49 am 3:42 pm to 6:22 pm Oconomowoc- & Mukwonago- Milwaukee Monday-Friday: 6:00 am to 9:17 am 3:35 pm to 7:38 pm Waukesha-Milwaukee Monday-Friday: 5:15 am to 7:18 pm	Menomonee Falls- Milwaukee: MCTS fare plus \$0.35 Oconomowoc-, Waukesha-, and Mukwonago- Milwaukee Adults: \$3.25-\$4.00 Students: \$2.25-\$3.00 Seniors/People with Disabilities: \$1.60-\$2.00	Vehicles and drivers provided by Milwaukee Transport Services, Inc. Vehicles and drivers for other Waukesha County freeway flyers provided by Wisconsin Coach Lines, Inc.	State \$85.20 Federal \$5307 Federal \$5339 Waukesha County
American Cancer Society (800) 227-2345	Private, non-profit	Advance reservation, door- to-door	Throughout Southeastern Wisconsin	Cancer patients	Monday-Thursday: 8:00 a.m. to 5:30 p.m. Friday: 8:00 a.m. to 4:30 p.m.	No fare within service area	Volunteers	- -
Community Care (414) 385-6600	Private, non-profit	Advance reservation, door- to-door van service;	Southeastern Wisconsin	Family Care eligible persons, partnered with P.A.C.E.	Every day, 24 hours a day	No fare	Vehicles and drivers provided by private vendors contracted for service	State Family Care (through partial ride subsidy by Department on Aging CMO) Title 19 Medicaid reimbursement
Goodwill Industries (414) 847-4200	Private, non-profit	Transportation for clients	Milwaukee and Waukesha Counties	Participants in Day/Work Programs	Monday-Saturday: 8:00 a.m. to 4:30 p.m.	No fare	6 Accessible mini- bus 2 Accessible mini- vans	Federal \$5310 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
Interfaith Older Adult Programs (414) 291-7500	Private, non-profit	Advance reservation, door-to-door and door-through-door	Milwaukee county	Residents of Milwaukee County who are 60 years and older or people with disabilities	Dependent on demand and availability of volunteer drivers	No charge	Volunteers provide their own vehicles	Federal Older Americans Act Private donations United Way Community Development Block Grant
Jewish Community Center (414) 964-4444	Private non-profit	Transportation for clients	Milwaukee County	Adults with developmental disabilities who are clients of JCC programs	Monday-Friday: 5:00 am to 10:00 pm Sunday: As required	No fare	4 14-passenger buses 3 10-passenger accessible buses	Federal \$5310 Private donations United Way
Milwaukee Area JobRide Collaborative (414) 937-8260 x33	Private non-profit	Subscription employment transportation	Southeastern Wisconsin	Employees of participating employers	Every day: As needed by employers	From \$0 to \$2.50 one way	4 17-passenger vans 8 14-passenger vans; additional vehicles and drivers provided by contracted vendors	WETAP Private Donations Foundation grants WIA, W-2, TJ, and WP
Milwaukee County Department on Aging (414) 289-6874				Milwaukee County residents who are age 60 years and older, ambulatory, unable to provide their own transportation, ineligible for Transit Plus, and unable to use MCTS				Federal Older Americans Act, Title III B Federal Older Americans Act, Title III C-1 State \$85.21
Group Transportation Services	Public ¹	1-3 days' advance reservation, door-to-door	Milwaukee County		Monday-Friday: 8:00 am to 5:00 pm	\$1.00 donation one way	Vehicles and drivers provided by Transit Express, Inc.	
Individualized Transportation Services	Public ²	3-5 days' advance reservation, door-to-door	Milwaukee County		Monday-Friday: 7:30 am to 5:30 pm	\$3.00 one way for non-Title 19 medical appointments; \$1.00 donation each way for all other trips	Vehicles and drivers provided by Transit Express, Inc.	
My Choice Family Care (414) 287-7600	Private non-profit	Advance reservation, door-to-door van service;	Milwaukee, Racine, Kenosha	Family Care eligible persons	Every day, 24 hours a day	No fare	Vehicles and drivers provided by private vendors contracted for service	State Family Care (through partial ride subsidy by Department on Aging CMO) Title 19 Medicaid reimbursement

Table continued on next page.

¹Service provided by First Transit, Inc.; Transit Express, Inc.; and American United Taxicab Services.

²Service provided by Wisconsin Coach Lines, Inc.

³Service provided by Milwaukee County Transit System

⁴Service provided by Go RiteWay Transportation Group, Inc.

⁵Service provided by Milwaukee County Transit System and Wisconsin Coach Lines, Inc.

⁶Service provided by Transit Express, Inc.

Table 2 (Continued)

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

Able Access Transportation		
American United Transportation		
Bell Therapy, Inc		
Blessed & Qualified Transportation		
Countryview Transport, Inc		
Dependable Express Inc		
Go-Kay Care Transport		
Hollmans Elite Express		
Hope Transport		
JW Transportation		
Lavell's Transportation		
Let it Ride Transport, Inc		
Lyff Inc		
Med Group Transportation LLC		
Nash Transportation, LLC		
Our Destiny LLC		
Oxford Care Transport		
Personalized Transport Services		
Phoenix Transportation LLC		
Quality of Life Services, Inc		
S J Transportation		
The Only Way Transport		
Transtar Medical Transport		
Trumed Transport Services		
Uber Technologies Inc		
Unity Transportation		

Source: SEWRPC

- Wisconsin Coach Lines, Inc. operates one publicly-funded route which provides commuter-oriented express bus service between downtown Milwaukee and the Cities of Racine and Kenosha. The City of Racine contracts for the service and acts as the public applicant and grantee for the State urban transit operating assistance funds used to subsidize the service.

Several private-for-profit companies serve the general public in Milwaukee County, including taxicab service and airport shuttle or limousine service provided by several private companies, and transportation network companies such as Uber or Lyft. In addition, several transportation companies provide intercity rail or bus services to the general public, including Amtrak, Coach USA, and Greyhound Lines.

Human Services Transportation

Other transportation services in the County are primarily aimed at serving the human services 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:

- The Milwaukee Area JobRide Collaborative provides transportation to and from jobs on a subscription basis for the employees of participating employers.
- The Milwaukee County Department on Aging provides three types of door-to-door transportation services – group transportation services, meal site transportation services, and individualized transportation services – for ambulatory seniors who are unable to provide their own transportation, or use the County’s TransitPlus paratransit or fixed-route bus services.
- 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 are private-for-profit services that mostly focus on providing transportation for medical appointments within Milwaukee County and to surrounding counties.

IV. 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 direct dialogue and communication from agencies and individuals that provide or rely on transportation services. A wide range of individuals and agencies with an interest in transportation in the Region and County were invited to participate in a meeting to assist in the development of the Coordination Plan (see Appendices A and B). At the meeting, Commission staff presented maps and data similar to those presented in the first three sections of this Coordination Plan. The meeting included participants from across the Region who were divided into sixteen small groups of six to eight people each. Groups were initially assigned so that participants sat at a table with other attendees from the same county. Participants were then assigned to a new group that had members from multiple counties in the Region.

The small groups went through an evaluation exercise in which they assessed how well current transportation services meet the need of residents to travel within Milwaukee 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. Following this task, they were asked to use the results of their assessment to guide the development of a list of unmet transportation needs. A summary of the key findings of the assessment and the identification of unmet transportation needs for traveling within Milwaukee County appears below in no particular order.

Unmet Needs for Travel within Milwaukee County

- There is a need for State approval of dedicated local funding for transit and increased funding for transit from the State. In recent years, there has been a lack of a dedicated funding source separate from the property tax levy to provide the level of financial assistance necessary to address existing and future public transportation needs in the County. Additionally, State and Federal funding, which provides the majority of subsidy for transit services, has been decreasing. All of these funding limitations have placed significant pressure on the County transit system.
- Need for improving coordination and communications.
 - o Lack of communication among transportation providers.
 - o Lack of coordination in the distribution of information on the available transportation services. There is no directory or single point of contact that can provide the public with comprehensive information on all available transportation options.
 - o Need more convenient ways for users to obtain information on available transportation services.
 - o Lack of public education on the available transportation options, including how to use them.
 - o Need an increased focus on communication with the clients who use transit services to identify opportunities for improving these services.
- Need for improving the availability, convenience, safety, and security of using existing public transit services. Areas of need include:
 - o Higher frequency of service for MCTS routes and human service providers to reduce wait times.
 - o Reducing reservation times for human services providers to be less than 48 hours.
 - o More signage in braille at bus stops for travel information and passenger announcements.
 - o More accessible bus stops (e.g. curb cuts, sidewalks) and more transit amenities (e.g. shelters and benches at bus stops).
 - o Clearing snow and ice from MCTS bus stops and sidewalks.
 - o Expanding the service areas of transit and human services providers, especially to the Cities of Franklin and Oak Creek.
 - o Ensuring services provided by public transit, human services providers, Amtrak, and transportation network companies such as Uber and Lyft are all wheelchair accessible.

- o Improving transportation accommodations for bariatric clients.
- o Improving customer service and driver education relating to awareness of people with disabilities.
- There is a need for better transit connections between where low-income residents live and jobs in the County. Transit routes should be established that decrease the amount of travel time to reach employment opportunities.
- Lack of robust transportation services at all times in the County.
 - o Need for a higher speed transit service in the County. Transit travel times are generally two to four times longer than automobile travel times.
 - o Need more transportation services during weekday evenings and nights.
 - o Weekend service frequency needs to be improved.
 - o Need more routes to be available 24 hours per day, seven days a week.
 - o Need more transit options for underserved areas.
 - o Need more transportation services to senior living facilities and for non-medical activities.
- Need for more Title 19 medical transportation service providers that serve the entire county and higher reimbursement rates to encourage more service to be provided.
- Need for more advocacy for making improvements in transportation policy.
- Need to increase the affordability of transit and human services providers for low-income individuals and families.

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.

Unmet Needs for Travel between Counties

- Lack of a regional transit authority to provide and coordinate transit and paratransit services across county borders.
- Transportation Options
 - o Limited transportation options between counties—especially for seniors, people with disabilities, low-income residents, and households with no vehicle available—for travel to jobs, medical facilities, veterans services, and social and recreational activities.
 - o Need to enable more transportation services to provide inter-county and interstate transit options in the Region.
 - o Lack of transportation services for travel from suburb to suburb.
- Coordination and Communication
 - o Lack of coordination in the distribution of information related to existing services throughout the Region.

- o Lack of coordination between transit agencies on fares, service hours, and days of operation, which causes inconveniences for transit users.
- o Lack of coordination between paratransit services in the Region.
- o Lack of coordination among county leaders on providing public transit and human services transportation across the Region.
- o Lack of transit operations that provide bilingual services.
- o Need for identifying additional opportunities for gathering citizen input on regional transportation.
- o Need to include grassroots efforts in decision-making processes relating to transit communications that cross county lines.
- Transit and Job Access
 - o Need to increase public transit and other transit services that connect workers to jobs between counties.
 - o Need for job seekers to be informed about job-ride programs that would connect them to jobs in other counties.
- Convenience of Transit
 - o Need to make transit services between counties more affordable by reducing fares.
 - o Need to make transit services more convenient by increasing the frequency of transit services or reducing the amount of time needed for making reservations.
 - o Lack of regional partnerships among healthcare providers to reduce fares for rides to medical facilities in the Region.
 - o Lack of transit services during evening and weekend hours.
 - o Need for all transportation services, including Uber and Lyft, to be accessible to people with disabilities.
- Additional Needs
 - o There is a need to broaden the categories of individuals who are eligible to use human services transportation.
 - o There is a need to remove stipulations that make it difficult for transit providers to obtain liability insurance for trips that cross county borders.

V. STRATEGIES TO ADDRESS UNMET NEEDS

This Coordination Plan presents two types of strategies for Milwaukee County to consider in addressing the identified transportation needs in the County. The first section is a list of Federal and State funding programs that support public transportation services. The second section includes strategies that were identified by participants at the meeting 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 Milwaukee County are illustrated in Tables 3 and 4. More information on Federal and State funding programs can be found on WisDOT's website (<http://wisconsin.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/default.aspx>). In addition to the Federal and State programs shown in Tables 3 and 4, which are aimed primarily at providing transportation services, various human-service funding programs and block grant programs can be used for transportation services.

Prioritized Strategies to Address Unmet Needs

Attendees of the Coordination Planning meeting were asked to develop strategies to address the unmet needs that they had already identified. At the meeting, Commission staff provided information on strategies proposed in the 2012 Coordination Plans to illustrate potential strategies to improve transportation service.

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 Milwaukee County.

Strategies for Addressing Unmet Travel Needs within Milwaukee County

1. Create new or expand upon existing partnerships with municipal governments and human services providers to provide more transit options to currently underserved areas in the County.
2. Pursue dedicated and sustainable sources of funding for public transportation services from all levels of government. Promote increases for public transportation services to make improvements to service availability, convenience, safety, and lower fares. Continue to develop strategies to obtain funding for projects that would improve or increase the transportation services available in the County.
3. Improve access to information on the available transportation services. Some ways to improve the dissemination of information and determination of eligibility requirements include:
 - a. Support and expand travel training programs for potential users of transportation services relating to available services and information on free or reduced fares.
 - b. Develop a coordinated call center that provides information on all transportation services within the County. This centralized source for information could also include 211 community information or 511 traveler information services.
 - c. Create an online directory of transportation providers.

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

Program	Type	Target rider	Eligible Applicants	Local Share (approx.)	Statewide Funding Level (approx.)	Application Cycle	Notes
Section 5307	Operating & Capital	Public in urbanized areas (>50,000)	Local public bodies	20% for capital projects 50% of deficit for operating projects	\$49.3 million	Annual (application released in summer)	Combined with State aid (s. 85.20) to cover approximately 55% 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% 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% for capital projects 50% of deficit for operating projects	\$4.7 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 & Capital	Public in areas <50,000 in population	Local public bodies	<u>Operating</u> – 50% of project deficit <u>Capital</u> - 20% of total costs	\$16.0 million	Annual (application released in early fall)	Combined with State aid (s. 85.20), to cover approximately 60% of operating expenses in non-urbanized areas. Job Access and Reverse Commute activities are eligible projects.
Section 5337	Capital	Public	Local Public Bodies	20% of total costs	\$1.4 million	Annual (application released in early fall)	Capital funds for the maintenance of fixed guideway transit and transit that operates in HOV lanes
Section 5339	Capital	Public	Local Public Bodies	20% of total costs	\$6.3 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

4. Pursue a greater reimbursement rate for medical transportation services from State and Federal governments.
5. Support community planning by local governments within the County that integrates public transit routes and stops into new residential and commercial developments.
6. Improve the availability, convenience, safety, and security of transportation services. Some of the improvements that were identified include:
 - a. Extend the service area and days and hours of operation for transportation services.
 - b. Provide more frequent service on MCTS bus routes.
 - c. Provide customer service training to bus drivers, human services providers, and taxi cab drivers to better meet the needs of users of these services.
 - d. Improve the accessibility of transportation services to seniors and people with disabilities by using more accessible vehicles, removing physical barriers that impede access to transportation, and making accessibility improvements at bus stops.
 - e. Support bus rapid transit and other express transit services that reduce transit travel time.

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

Program	Type	Target rider	Eligible Applicants	Local Share (approx.)	Annual Statewide Funding Level (approx.)	Application Cycle	Notes
§.85.20	Operating	Public in areas with at least 2,500 in population	Local public bodies	Rural 35% of total cost Urban 42% of total cost	\$113.5 million	Annual (application due in fall)	Combined with Federal transit operating assistance funds (5311 & 5307)
§.85.205	Operating	People with Disabilities	Local public bodies	Varies (no explicit matching requirement)	\$2.75 million	Annual	Provided as supplement to §.85.20 urban mass transit aids for systems that provide paratransit service
§.85.21	Operating & Capital	Seniors and People with Disabilities	Counties	20% of project costs	\$13.8 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% of total costs	\$0.9 million	Annual (application released in summer)	Blended with Federal Section 5310 funds
TEAM (Trans. Employment and Mobility)	Operating & Capital	Low-income workers	Local public bodies, non-profits, metropolitan planning organizations	25% of project costs under WETAP	\$333,000 (WisDOT)	Annual (WETAP application released in early fall)	Combined with ETA (State) under the WETAP program
ETA (Employment Transit Aids)	Operating & Capital	Low-income workers	Local public bodies, non-profits, metropolitan planning organizations	25% of project costs under WETAP	\$465,000 (WisDOT and DWD)	Annual (WETAP application released in early fall)	Combined with TEAM (State) under the WETAP program

Source: Wisconsin Department of Transportation and SEWRPC

- f. Improve snow removal at bus stops and at nearby sidewalks and pedestrian crossings. Establish 'adopt-a-stop' programs for maintenance and snow removal at bus stops.
 - g. Support the implementation of 'complete streets' concepts into road design and construction related to infrastructure that provides safe and convenient travel for all roadway users, including transit users, bicyclists, and pedestrians.
 - h. Support and maintain an automated bus stop announcement system.
 - i. Include signage in braille at bus stops for travel information and passenger announcements.
7. Analyze transit routes to identify current gaps in transit service and areas not served by public bus routes. Transit agencies should implement new routes or modify existing routes to address these gaps and underserved areas. Transit agencies should also identify changes to routes that would improve connections for seniors and other transit users to medical facilities, jobs, and other essential services.
 8. Prioritize investment in new or expanded routes and in service improvements to provide seniors, people with disabilities, and low-

income residents of the County with better access to employment opportunities, medical facilities, and social activities.

9. Expand reverse commute bus services for connecting low-income people within the County to jobs in other counties.
10. Continue to fund a mobility manager position with MCTS or the County whose duties could include, but would not be limited to:
 - a. Assisting in coordinating transportation services.
 - b. Promoting the availability of transportation services.
 - c. Gathering and analyzing data to evaluate a variety of transportation options for seniors, people with disabilities, and low-income residents.
11. Engage local businesses to develop funding partnerships for transit services.
12. 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.
13. Provide transportation services for low-income and disabled job seekers enrolled in job skills training or transitional jobs programs.
14. Promote and expand childcare transportation services within the County to enable parents in low-income families to obtain and retain employment.

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. As each group presented, other participants were asked to indicate if their group had also identified that strategy by a show of hands. The following prioritized list of strategies summarizes the preferred strategies to address the Region's unmet transportation needs.

Strategies for Addressing Unmet Travel Needs between Counties

1. Establish a regional transit authority with a dedicated funding source.
2. Encourage transit agencies to create memorandums of agreement or understanding that create transit connections between counties and establish procedures for funding these services. These agreements could also encourage municipalities not involved in providing transit to participate in these services and could create a coalition or task force that implements a partnership plan among transit providers. Local municipalities should research additional funding opportunities, such as private funding options, to increase transportation options for employment and medical trips.
3. Create a staffed call center for information about all public transit and human services transportation in the Region. This call center could be built from the existing Southeast Wisconsin Transit Systems marketing partnership. 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 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.

4. Until a regional transit authority is established, 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 connecting areas of high unemployment to large companies within the Region who are unable to meet their workforce needs. 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.
5. Purchase new accessible vehicles, vans, and buses for all transportation services, including Uber and Lyft.
6. 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.
7. 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 liaison responsible for coordinating with all mobility managers in the Region should also be considered.
8. Establish consistent fare structures, eligibility requirements, and service hours for similar types of service in all counties. A standard fee structure should be considered for travel between counties. A regionally recognized transportation pass for transit dependent populations should be considered that is accepted by all transit providers. 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.
9. Increase non-urgent medical transportation options for individuals not eligible for Medicaid.
10. Increase the availability of demand response services outside of Milwaukee, Ozaukee, and Washington Counties.

VI. PLAN IMPLEMENTATION

Attendees of the Coordination Planning meeting were also asked to consider who should be responsible for implementing each of the identified strategies. Some of the potential responsible parties that the Milwaukee County participants identified are listed below.

Milwaukee County

- Milwaukee County would be responsible for improving the availability, convenience, safety, and security of the fixed-route and paratransit services offered by MCTS or the services provided by the Department on Aging.
- Milwaukee County would implement new routes or modify existing

routes to address gaps in transit service and areas not served by transit.

- A transportation coordinating committee could be established to guide the implementation of the proposed coordination strategies.

Mobility Managers

- The County's mobility managers could facilitate the communication and coordination necessary to consider how transportation providers and agencies in Milwaukee County and the Region might share resources.
- The County's mobility managers would coordinate with the community and other MCTS staff to identify changes to bus routes that address existing gaps in service.
- The County's mobility managers would help develop a common eligibility determination for services or reciprocity agreement for transportation services both within Milwaukee County and between the County and surrounding counties.
- The County's mobility managers would improve access to information on the available transportation services and continue work on a travel training program.

All Transportation Providers

- Transportation providers would improve access to information on the transportation services provided.
- Transportation providers would work to create new or expand upon partnerships that provide more transit options to underserved areas.

All Parties

- All interested parties, including the County and its municipalities, should advocate for increased transit funding, including additional State funding and the establishment of dedicated local funding for public transportation.

APPENDICES

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 meeting.

KENOSHA COUNTY

- Bryan Albrecht President, Gateway Technical College
- Doug Bartz..... Job Center Manager, Kenosha County Job Center
- Ed Block..... Citizen
- Starr Burke..... Mobility Manager, Kenosha County Aging and Disability Resource Center
- Doris Carnahan Citizen
- Rachel DeWildt..... Information and Assistance Coordinator,
Kenosha County Aging and Disability Resource Center
- Bobby Dyson.....Fulfilling a Need
- Kim Egan Social Services, Claridge House
- Arneetrice Ellerman..... State of Wisconsin Office for the Blind and Visually Impaired
- Bill Erickson..... Special Projects Manager, Kenosha County Job Center
- Carolyn Feldt Manager, Elder & Disability Services,
Kenosha County Aging and Disability Resource Center
- Julie Ferraro..... WDA Supervisor, Division of Vocational Rehabilitation
- Chris Finkel..... Director, Village of Pleasant Prairie RecPlex
- Marla Fischer Social Worker, St. Catherine’s Kidney Center
- Adelene Greene..... Director of Workforce Development,
Kenosha County Department of Workforce Development
- Elizabeth Gridley..... Disability Support Specialist, Disability Support Services,
Gateway Technical College
- Terry Helton LJH Ambulance
- Mark Hinrichs..... Transportation Manager, Kenosha Achievement Center, Inc.
- Ron Iwen..... Director of Transportation, Kenosha Area Transit System
- Denise Jacob..... Director, Kenosha Senior Citizens Center
- Donna Jamieson Chief Nursing Officer, Aurora Medical Center
- John Jansen Director, Kenosha County Department of Human Services
- LaVerne Jaros..... Director, Kenosha County Aging and Disability Resource Center
- Ed Jenkins..... Citizen
- Kurt Kowalski Director, Recovery Medical Transport
- Joann Kuehl..... Supervisor, Community Care, Inc.
- Debbie Lamb Administrator, Kindred Nursing and Rehab Center - North
- Jaymie Laurent..... Director, United Hospital System
- Diana Mengo..... Coordinator, Day Break Program - Bristol
- Joyce Mitchell..... Admissions Coordinator, St Joseph’s Adult Day Care
- Mike Nardi..... Owner, Southport Transportation, Inc.
- Ali Nelson..... Director, Veterans Service Office
- Diane Nichols Administrator, Kindred Healthcare South (Sheridan Medical Complex)
- Katie Oatsvall Executive Director, Kenosha Area Family and Aging Services, Inc.
- Karen Olufs Director of Independent Living, Society’s Assets, Inc.
- Lynda Orsburn Owner, Ktown Transportation, Inc.
- Shanon Page..... Director, Westosha Community Center
- Joyce Pavlina..... Congregations United to Save Humanity
- Fran Petrick..... Director, Brookside Care Center
- Bob Prudon Owner, Southport Transportation
- Cheryl Roberts..... Director of Nursing, Claridge House
- Sue Roknic Disability Benefit Specialist,
Mental Health and Substance Abuse Resource Center
- Colleen Sandt Administrator, Grande Prairie Health and Rehabilitation Center
- Helen Schultz Resident Manager, Silvercrest Apartments
- Barbara Tenuta Volunteer Transportation Coordinator,
Kenosha Area Family and Aging Services, Inc.

**APPENDIX A
AGENCIES AND INDIVIDUALS INVITED TO ATTEND THE 2016
COORDINATION PLANNING MEETING IN SOUTHEASTERN WISCONSIN**

KENOSHA COUNTY (continued)

Lisa Thompson Citizen
Jim Truchan..... Kenosha County Department of Disability Services
Gayle Vershowke Kenosha Coordinator, Day Break Program
Christine Weyker..... Chief Executive Officer, Kenosha Achievement Center, Inc.
Lauren Zielsdorf ... Mobility Manager, Kenosha County Aging and Disability Resource Center
Representative Senior Administrator, Washington Manor
Representative Property Manager, Windsong Village Apartments

MILWAUKEE COUNTY

Hal Ackerman WDA Supervisor, Division of Vocational Rehabilitation
Kristen Adelmund..... Executive Assistant, Hatch Staffing
Joe Alaka Phase II Care Transport, Inc.
Rhulene Artis..... All Care Transportation, LLC
RJ Bast Go Riteway Transportation Group
Barbara Beckert Office Director, Disability Rights of Wisconsin
Kelly Blaschke-Treharne..... Senior Vice President, Maximus
Dan Boehm..... Managing Director, Milwaukee County Transit System
Chakaris Buckley-Marshall Executive Assistant, Center for Veterans Issues
Earl Buford..... President and CEO, Milwaukee Area Workforce Investment Board
Lea Collins-Worachek..... WDA Director,
Workforce Development Area 1 Division of Vocational Rehabilitation,
Hector Colon Director, Milwaukee County Health and Human Services
Randall Daut..... Community Representative, Wauwatosa Senior Commission
Holly Davis..... Director, Milwaukee County Department on Aging
Terri Davis..... Executive Director, Vision Forward Association
Ricardo Diaz..... Executive Director, United Community Center
John Doherty Transit Express, Inc.
Brian Dranzik ... Director of Transportation, Milwaukee County Department of Transportation
Peg DuBord..... CEO and President, Transitional Living Services, Inc.
Jim Duff Director, Veterans Service Office
Ella Dunbar..... Program Services Manager, Social Development Commission
Patricia Fabian Director of Adult Day Operations, Curative Transportation Services
Patty Flowers..... Chief Executive Officer,
American Red Cross - Greater Milwaukee Chapter
Teresa Freund Grant Writer, Vision Forward Association
Dawn Gelle..... Vice President, Policy Studies-Job Center Northwest
George Gerharz..... Allied Community Solutions
Kim Grove American Cancer Society- Milwaukee Division
Jackie Hallberg President and CEO, Goodwill Industry of Southeastern Wisconsin
Daniel Haney..... Transportation Manager, Community Care, Inc.
Tracy Harrington Director of Paratransit Services, Milwaukee County Transit System
Hector Hernandez..... Elderly Program Director, United Community Center
Tom Hlavacek..... Executive Director, Alzheimer's Association
Christine Holmes..... President, Penfield Children's Center
LaPricia Hooks Kadyn's Transportation, Inc.
Paula Houston..... President, Choice Care Transport
Dorothy Jackson..... E & D Transportation, Inc.
Marlena Jackson Patient Relations, Froedtert Healthcare
Thomas Kearney Chief of Operations, Third District Community Justice Center
Linda Marie Kelly Citizen
Kathy Kemnitz Transportation Coordinator, Children's Hospital of
Wisconsin - Family Services
Tom Kenney Mobility Manager, Milwaukee County Transit System
Mark Kessenich Executive Director, Wisconsin Regional Training Partnership

MILWAUKEE COUNTY (continued)

Maudwella Kirkendoll..... Chief Operating Officer, Community Advocates
Walter Laux..... Executive Director, Bell Therapy, Inc
Geri Lyday..... Disability Services Division Administrator,
Milwaukee County Health and Human Services
James Martin Director of Administration,
Milwaukee County Department of Transportation
Lupe Martinez Director, United Migrant Opportunity Service
Tanya Mazor-Posner President, Milwaukee Center for Independence
Gary Mikolajczyk..... Interim Chairperson, Milwaukee County Commission on Aging
Jennifer Mims-Howell..... Director of Specialized Services,
Milwaukee Public Schools - Division of Special Needs
Dan Misch..... Supervisor, Curative Care Network
Matthew Mueller Director of Government Funding, Ways to Work
Chris Mulloy..... Executive Director, Meda-Care Ambulance Service
Dawn Mumaw..... Regional Director,
Wisconsin Department of Health and Human Services – Milwaukee Office
Kenneth Munson Chief Executive Officer, Community Care, Inc.
Katherine Murphy Aurora Healthcare - Transportation Services
Don Natzke..... Mobility Manager, Milwaukee County Transit System
Kristin Neitzel..... Director, Children’s Hospital of Wisconsin - Family Services
Ubaldo Nieves Transportation Manager, Milwaukee Center for Independence
Steven Nigh Grants Development Manager, Milwaukee County
Department of Transportation
Tim Ochnikowski.... Executive Director, Milwaukee County Office for Persons with Disabilities
Eileen Olen..... Chair, Wauwatosa Senior Commission
Paula Penebaker President & CEO, YWCA of Greater Milwaukee
Manuel Perez General Manager, Esperanza Unida, Inc.
Gary Portenier..... Program Planning Coordinator, Milwaukee County Department on Aging
John Possell Fiscal Director, Milwaukee Careers Cooperative
Linda Ragland..... DCS Transport, Inc.
Mazen Rezk..... Manager, City Wide Transit Cooperative
Toni Rivera-Joachin Director, Council for the Spanish Speaking
Richard Robbins Audio Services Coordinator, Audio & Braille Literary Enhancement
John Rodgers Senior Manager Grants Compliance,
Milwaukee County Department of Transportation
Paul Sanfelippo..... General Manager, American United Taxi Company, Inc.
Bob Sayner Executive Director, Justice 2000
Krista Scheel Program Director, Alzheimer’s Association -
Southeastern Wisconsin Chapter
Mary Schinkowitch Director of Administration, Broadscope
Bekki Schmidt..... Interfaith Older Adult Programs, Inc.
Lee Schulz..... Executive Director, Independence First
Mark Shapiro President, Jewish Community Center
Robert Simi Executive Director, Milwaukee Regional Medical Center
Mary Smarelli..... President, Transit Express, Inc.
Bill Solberg Community Services, Columbia - St. Mary’s Hospital
Meg Steimle..... Outreach Specialist, Children’s Hospital of Wisconsin
Yvonne Steuber..... Executive Director, Broadscope
Rocco Vento First Call Medical Staffing
Vicki Wachniak..... Executive Director, Life Navigators, Inc.
Johnny Walker J.W. Transport, LLC
Andrea Weddle-Henning..... Transportation Engineering Manager,
Milwaukee County Department of Transportation
Scott Wilder CEO, Mt. Castle Corporation

MILWAUKEE COUNTY (continued)

Douglas Woods Dean of the Graduate School,
Marquette University Graduate School

Ricardo Ybarra Director of Adult Services, Employ Milwaukee

Mary Lou Young President & CEO, United Way of Greater Milwaukee & Waukesha County

Nichole Yunk Director, Center for Driver’s License Recovery & Employability,
Milwaukee Area Technical College

Representative Able Access Transportation

Representative Able Care Transport, Inc.

Representative Action Transport Service, Inc.

Representative Adams Transportation, Inc.

Representative Always In Motion, Inc.

Representative Amera-Care Transport, Inc

Representative Blessed & Qualified Transportation, LLC

Representative CB and SS Transport

Representative Countryview Transport, Inc.

Representative Dependable Express, LLC

Representative Destiny Transport Service, Inc.

Representative Disabled American Veterans

Representative Dungarvin Wisconsin, Inc.

Representative Director, Easter Seals Workforce Training Center

Representative FH & C Supportive Living Care, Inc.

Representative First Transit

Representative Go-Kay Care Transport, Inc.

Representative Hope Transport, Inc.

Representative Lavell’s Transportation, Inc.

Representative Let it Ride Transport, Inc.

Representative Service Coordinator, Lutheran Social Services of Wisconsin

Representative M Transport, Inc.

Representative Paratech Ambulance Service, Inc.

Representative Quality of Life Services, Inc.

Representative S J Transportation, Inc.

Representative The Only Way Transport, Inc.

Representative Three Wheel Scooter Care, Inc.

Representative Todd Transit, Inc.

Representative Trumed Transport Service, Inc.

Representative VA Transportation, Inc.

Representative Wheaton Franciscan Healthcare

Representative Your Transportation Company, Inc.

OZAUKEE COUNTY

Liza Drake Interim Director, Ozaukee County Human Services

Cecile Duhnke Cope Services

Jon Edgren Highway Commissioner, Ozaukee County Highway Department

Mary Ferrell Ozaukee County Aging and Disability Resource Center

Barbara Fischer Executive Director, Advocates of Ozaukee

John Hackett Chief Executive Officer, Balance, Inc.

Shea Halula Executive Director, Starting Point of Ozaukee (Ozaukee Council)

Cindy Helm President, Ozaukee County Arc, Inc.

Lisa Holtebeck Executive Director, Ozaukee Family Services

Julie Hoover Executive Director, Family Sharing of Ozaukee County

Kevin Johnson Veterans Service Office

Catherine Kiener Director, Port Washington Senior Center

Amber Koehler Manager, Ozaukee County Shared Ride Taxi

Carol LaFontaine Senior Supervisor, Cedarburg Senior Center

OZAUKEE COUNTY (continued)

Mike Lappen Behavioral Health Manager, Ozaukee County Human Services
Rachel Pantaleo Economic Support, Ozaukee County Social Services
Stephanie Phillips President, Community Comfort Transport
Michelle Pike Director, Ozaukee County Aging and Disability Resource Center
Renie Rathke Executive Director, Ozaukee County Family Enrichment Center
Maureen Squire Executive Director, Interfaith Caregivers of Ozaukee County
Boyd Stoffell Owner, Transtar Medical Transport, Inc.
Carol Stuebe Director, Portal Industries, Inc.
Jason Wittek Transit Superintendent, Ozaukee County Transit Services
Chris Witzlib President, Away We Go Transport, Inc.
Representative ASAP Transportation, Inc.
Representative L & W Transportation, Inc.
Representative Med Group Transportation, Inc.
Representative Adult Services Supervisor, Ozaukee County Human Services
Representative TNJ Transport

RACINE COUNTY

Reid Aaron Commandant, Wisconsin Veteran's Home - Union Grove
Julie Anderson Director, Racine County Department of Public Works
Michael Boticki Executive Director, National Alliance on Mental Illness--Racine
Mary Therese Boyle Chief of Staff, Office of County Executive
Sarah Brossard-Street Mobility Manager, Racine County Human Services
Susan Chandek WDA Director,
Workforce Development Area 1, Division of Vocational Rehabilitation
Anna Clementi Operations Supervisor, Racine Association of
Manufacturers and Commerce
Jennifer Ditscheit Executive Director, Greater Union Grove Area Chamber of Commerce
Peggy Foreman Executive Director, The ARC of Racine County
Ninna Frank Assistant Director, Racine County Aging and Disabilities Resource Center
Marty Garb General Manager, First Transit, Inc.
Michelle Goggins Director, Racine County Aging and Disabilities Resource Center
Sheryl Hamilton Racine County Opportunity Center
Debra Harris Citizen
Sherry Hartog Women's Resource Center
James Henkes Director, Southern Wisconsin Center for the Developmentally Disabled
Barbara Howard Executive Director, Love, Inc.
Dawn Jardee Transportation Coordinator,
Waterford Special Education Consortium
Tom Knitter President, Racine County TRIAD
Jan Ludtke Executive Director, Burlington Chamber of Commerce
Michael Maierle Transit Manager, City of Racine Belle Urban System
Susanne Malestic Senior Resource Coordinator, Aurora Burlington Clinic
Dave Martin Leadership Racine/QPS Companies
Bruce Nelson CEO, Society's Assets, Inc.
Janet Nixon Veterans Center
Alice Oliver Manager, Workforce Development Center
Hope Otto Human Services Director, Racine County Human Services
Greg Petro President, Racine Interfaith Coalition
Sally Pieske K & S Medical Transport, Inc.
Steven Rogstad Owner, Kenson's Enterprises Senior Shuttle
Mike Schmidt Director of Operations, Medix, Inc.
Heather Smith Adult Day Services Leader, Lincoln Lutheran Adult Day Services
Mary Jean Smith Adult Services Division Manager, Racine County Human Services
Laura Spalding Rehabilitation Director, Careers Industries, Inc.

RACINE COUNTY (continued)

Patrick Starken Transportation Supervisor, Racine Unified School District
Sarah Street Transportation Coordinator, Racine County
Lyle Tietel Tietels Transport, Inc.
Albert Volmut Director, Retired and Senior Volunteer Program of Racine County (RSVP)
Representative Community Care, Inc.
Representative Curtis Ambulance Service
Representative Erickson Ambulance
Representative Goodwill Industries of SE Wisconsin
Representative iTN Racine County
Representative Racine County Human Services, Burlington Office
Representative Supervisor of Hospital Social Services,
Wheaton Franciscan Healthcare – All Saints

WALWORTH COUNTY

Elizabeth Aldred Director, Walworth County Health and Human Services
David Bretl County Administrator, Walworth County Administration
Karen Burns Walworth County Job Center/Kaiser Group
Cameron Clapper City Manager, City of Whitewater
Michael Cotter Director, Walworth County Land Use & Resource Management
Laverne Duncan Chairperson, ADRC Governing Board
Jerry Grant Chairperson, Health & Human Services Board
Patricia Heitz LaVigne Transportation, Inc.
Bernadette Janiszewski Nursing Home Administrator, Lakeland Health Care Center
Jennifer Johnson Aurora Lakeland Medical Center
Christine Jordan Veterans Officer, Veterans Service Office
Colleen Lesniak Volunteer Organizer, Walworth County Volunteer Resource Center
Lori Muzatko ADRC Director, Aging and Disability Center of Walworth County
Patti O'Brien Volunteer Connections, Inc.
Patti Pagel Senior Care Project Coordinator, Aurora Health Center
Donna Piccolo Disability Support Specialist, Disability Support Services,
Gateway Technical College Elkhorn Campus
Sheldon D. Rock Delavan Taxi Services, Lakes Area Taxi, & Cab-Care Transportation
Terry Schuerman Walworth County Job Center
Jennifer Selz ADRC Supervisor, Aging and Disability Center of Walworth County
Cynthia Simonsen Executive Director, VIP Services, Inc.
Eppy Smith Society's Assets, Inc.
Elisabeth Watson Director, Center for Students with Disabilities,
University of Wisconsin - Whitewater
Robert Williams Deputy Director, Walworth County Health and Human Services
Representative Brown's Cab Service, Inc.
Representative Cardinal Transport Service, Inc.
Representative City of Whitewater Taxi Service
Representative Lake Geneva Limousine & Luxury Taxi, Inc.
Representative Lake Geneva Senior Cab
Representative Transportation Supervisor, Walworth County Health and Human Services

WASHINGTON COUNTY

Lisa Alves Hartford City Taxi
Tammy Anderson Director, Washington County Aging and Disability Resource Center
John Beisber ARC of Washington County
John Bloor Executive Director, The Threshold, Inc.
Janean Brudvig Executive Director, Interfaith Caregivers of Washington County
Mark Brunner Chairman, Citizen Advocacy of Washington County, Inc.

WASHINGTON COUNTY (continued)

Dan Cooper Personalized Transportation Services
Phillip Corona Independence First
Eric Diamond Washington County Human Services
Andrew Dresang Director of Community Engagement, Froedert Health - St. Joseph's
Mary Fiegel Germantown Senior Center
Wes Gaedtke West Bend Taxi
Mike Hermann Director of Parks and Recreation, Hartford City Taxi
Deb Holtan Executive Director, Medical Center Foundation of Hartford
Jenny Kertscher Washington County Social Services
Maria Kikstra ADS Director, The Threshold, Inc.
Edward Kohl Chief Program Officer, Community Care, Inc.
Mike Krueger President, Life Star Medical Transport
Amy Maurer Program Specialist, Froedert Health - St. Joseph's
Autumn Misko Lead Resource Specialist, Independence First
Lynn Nettesheim Director, Hartford Senior Center
Lynn Olson Cedar Community
Jenny Patterson Care Wisconsin, Inc.
Nicole Pretre Cedar Ridge Retirement Campus
Monica Rakowski Administrator, Wellington Place at Hartford
Kurt Rusch Veterans Service Office
Scott Schmidt Highway Commissioner, Washington County Highway Department
Lisa Schweitzer Care Wisconsin
Jay Shambeau City Administrator, West Bend Department of Community Development
Mary Sherman Advocate, Independence First
Joseph Steier III Transit Manager, Washington County Highway Department
Faye Talatzko Consultant, Washington County Transportation - PMSI
Joy Tarkowski Manager, Washington County Shared Ride Taxi,
Specialized Transportation Services, Inc.
Tonya Villwock Independent Living Coordinator, Independence First
Michelle Wagner Consultant, Washington County Transportation - PMSI
Bruce Wilk Associate Director, The Threshold, Inc.

WAUKESHA COUNTY

Jennifer Aldrich Disability Resource Coordinator, WOW Workforce Development, Inc.
Beatrice Alexander Coordinator, New Berlin Senior Taxi
Kris Androsky Executive Director, Hebron House
Jane Batha Manager, Arbor Education & Training, Inc.
Sandi Bednarski Homes for Independent Living
Shawna Burr Director, Paragon Community Services, Inc.
Heather Byron Program Specialist, Transportation & Lodging,
American Cancer Society - Midwest Division
Laura Catherman President, WOW Workforce Development Board
Tom Dieckelman Wisconsin Coach Lines, Inc.
John Doherty CEO, Meda Care Vans of Waukesha
Andrew Dresang Community Outreach Coordinator, Community Memorial Hospital
Brian Engelking Manager, Waukesha Metro Transit
Kathy Fargo American Red Cross
Kathy Gale Executive Director, Interfaith Senior Programs, Inc.
Michael Glasgow Transportation Services Supervisor,
Aging and Disability Resource Center of Waukesha County
James Hannig Assistant Bicycle and Pedestrian Coordinator,
Southeast Region, Wisconsin Department of Transportation
Lori Hayes Executive Director, Volunteer Center of Waukesha County
Candace Hennessy Curative Care Network (Ranch Community Services)

WAUKESHA COUNTY (continued)

Laurie Hintz Creative Community Living Services, Inc.
 Jennifer Horth ARCh Waukesha
 Michael Johannes Veterans Service Office
 Carol Ann Kay Executive Director, Adaptive Community Approach Program
 Judith Kearns Citizen
 Jane Kirchhoff Director, Day Services, Goodwill Industries of SE Wisconsin
 Laura Kleber Director, Aging and Disability Resource Center of Waukesha County
 Deanna Krell WDA Director,
 Workforce Development Area 3, Division of Vocational Rehabilitation
 Roger Lemke Oconomowoc Silver Streak
 Beth Lohmann Easter Seals Waukesha
 Dick Manke President, Lake Country Cares Cab
 Sarah Matson Catholic Charities
 Ruth McDowell Phoenix Transportation, Inc.
 Rick Meier ProHealth Care Special Transportation
 Kara A. Moore Program Coordinator, Waukesha County Health & Human Services
 Volunteer Transportation Service
 Karin Nickel Executive Director, Muskego Senior Taxi
 Michael Pjevach President, Wisconsin Coach Lines, Inc.
 Susan Rady Manager, Menomonee Falls Senior Shuttle
 Pam Reetz Owner, Best Cab of Waukesha, Inc.
 Antwayne Robertson Director, Waukesha County Health & Human Services
 Libby Rowe Interim Executive Director, Community Action Coalition of
 Southcentral Wisconsin
 Tom Rust Waukesha Cab, Inc.
 Nora Sale Executive Vice President,
 ProHealth Care Special Transportation Prepaid Voucher Program
 Karen Schmiechen Member, SOPHIA of Waukesha County
 John Schnabl Executive Director, Southeastern Wisconsin Area Agency on Aging
 Margaux Shields Mobility Manager, Interfaith Senior Programs, Inc.
 Dawn Smith Program Manager, Care Wisconsin, Inc.
 Jimmy Stephens Best Cab of Waukesha, Inc.
 Steve Visocky X-PerT Placement Inc.
 Phyllis Wesolowski Coordinator, Elmbrook Senior Taxi
 Jack Wieber Program Director, Mukwonago Seniors on the Go
 Ralph Zick Executive Director, The Hope Center in Waukesha
 Representative Transportation Manager, Elmbrook Memorial Hospital Representative
 Lifestyles Medical & Leisure Transportation, Inc.
 Representative Procure Plus, LLC

AGENCIES IN THE CITY OF MADISON

Michael Bachhuber Executive Director, Independent Living Council of Wisconsin
 Steve Hirshfeld Public Transit Manager, Wisconsin Department of Transportation
 Scott Jansen Administrator, Wisconsin Department of Workforce Development
 Patrick Missall Division of Long Term Care,
 Wisconsin Department of Health and Human Services
 John Swisler Program Manager, Wisconsin Department of Transportation
 Rebecca Thompson Specialized Transit Program Manager,
 Wisconsin Department of Transportation
 Ben Vondra Program Manager, Wisconsin Department of Transportatio

DATE: November 29, 2016
 TIME: 9:30 a.m.
 PLACE: Zoofari Conference Center
 Milwaukee County Zoo
 Milwaukee, WI

PARTICIPANTS

Jennifer Aldrich Vocational Service Provider, WOW Workforce Development, Inc.
 Huda Alkaff..... Director, Wisconsin Green Muslims
 Tammy Anderson Director, Aging and Disability Resource Center, Washington County
 RJ Bast Director of Operations, GoRiteway Transportation Group
 James Bennett..... Past President, Senior Friends of Hartford
 Bethany Berning..... Therapeutic Recreation Specialist,
 Village of Pleasant Prairie RecPlex
 John Bloor Executive Director, The Threshold, Inc.
 Janean Brudvig Executive Director, Interfaith Caregivers of Washington County
 Lisa Bucheger..... Assistant Director, Adaptive Community Approach Program
 Jenni Chap Transportation Manager, Volunteer Center of Racine
 Mona Cohen..... Adult Programs Director, Jewish Community Center
 Randall Daut..... Community Representative, Wauwatosa Senior Commission
 Courtney Day..... Nursing Supervisor, Health Department, City of Wauwatosa
 Paul Decker..... Chairman, Waukesha County Board of Supervisors
 John Engelhardt Board Member, Muskego Senior Taxi,
 Alderman, City of Muskego
 Brian Engelking..... Transit Manager, Waukesha Metro Transit
 Patricia Fabian Director of Adult Day Operations, Curative Care Milwaukee
 Deb Falk-Palec Case Manager, Curative Care Network
 Carolyn Feldt Manager, Elder and Disability Services,
 Aging and Disability Resource Center, Kenosha County
 Chris Fox..... Transportation Analyst, Milwaukee County Transit System
 Ninna Frank..... Assistant Director, Aging and Disability Resource Center, Racine County
 Kathy Gale..... Executive Director, Interfaith Senior Programs, Inc.
 Mark Geronime..... Vice President of Operations, Milwaukee Regional Medical Center
 Michael Glasgow Transportation Services Supervisor,
 Aging and Disability Resource Center, Waukesha County
 Raymond Grosch..... Treasurer, Lake Country Cares Cab
 John Hackett..... Chief Executive Officer, Balance, Inc.
 Dan Haney Transportation Manager, Community Care, Inc.
 James Hannig..... Assistant Bicycle and Pedestrian Coordinator,
 Southeast Region, Wisconsin Department of Transportation
 Deb Heim Nurse Consultant, Division of Public Health – Southeast Region,
 Wisconsin Department of Health Services
 Troy Hergert..... IT Manager, Vision Forward Association
 Mike Hermann Director of Parks and Recreation, City of Hartford, Hartford City Taxi
 Hector Hernandez..... Program Director, United Community Center
 Steve Hirshfeld..... Public Transit Manager, Wisconsin Department of Transportation
 Paula Houston..... President, Choice Care Transport
 Karen Infalt..... Member, Adaptive Community Approach Program
 Ron Iwen..... Director, Kenosha Area Transit System
 Kevin Johnson..... Veterans Services Officer, Ozaukee County Veterans Services Office
 David Jordan..... Chairman, Aging and Disability Resource Center, Walworth County
 Judith Kearns Citizen
 Tom Kenney Mobility Manager, Milwaukee County Transit System
 Rhonda Klein Member, Adaptive Community Approach Program
 Amber Koehler..... Shared-Ride Taxi Manager, Ozaukee County Transit Services

Krystina Kohler.....Income Portfolio Manager,
United Way of Greater Milwaukee & Waukesha County

Jeff Kohlhapp.....Production Manager, QuadGraphics

Sari Laboutski.....Member, Adaptive Community Approach Program

Deb Langham.....Vice President of Independent Living, IndependenceFirst

Donald Lawrence.....Citizen

Dawn Lingo.....Organizer, Congregations to Save Humanity

Hannah Loppnow.....Program Supervisor, Interfaith Senior Programs

Michael Maierle.....Transit Manager, Belle Urban System, City of Racine

Tonya Mazor-Posner.....President, Milwaukee Center for Independence

Willie McDonald.....General Manager, Belle Urban System, City of Racine

Jill McGuire.....Public Health Nurse, Health Department, City of Wauwatosa

Patrick Missall.....Division of Long Term Care, Wisconsin Department of Health Services

Ali Nelson.....Director, Kenosha County Veterans Services Office

Karin Nickel.....Executive Director, Muskego Senior Taxi

Nina O'Brian.....Citizen

Eileen Olen.....Chairman, Wauwatosa Senior Commission

Carmen Pangilinan.....Program and Policy Coordinator,
Milwaukee County Department on Aging

Tiffany Payne.....IndependenceFirst

Barbara Pfarr.....Chair, Transit Task Force, SOPHIA of Waukesha County

Michelle Pike.....Director, Aging and Disability Resource Center, Ozaukee County

John Possell.....Transportation Manager, Milwaukee Careers Cooperative

Joe Povkovich.....Financial Administrator, Volunteer Center of Racine

Tim Pritzlaff.....Logistics Manager, Mukwonago Seniors on the Go!

Colin Radcliffe.....Graduate Student, Disability Rights Wisconsin

Sheldon Rock.....Delavan Taxi Services

John Rodgers.....Senior Manager Grants Compliance,
Milwaukee County Department of Transportation

Kurt Roskopf.....Vice Chair, Wisconsin Council on Physical Disabilities

Mary Russell.....Director, Senior Citizens Activities, Inc.

Paul Sanfelippo.....General Manager, American United Transportation Group

Isaac Sanyaolu.....Choice Care Transport

Laury Schwartz.....Chairman, Interfaith Caregivers of Washington County

Robert Simi.....Executive Director, Milwaukee Regional Medical Center

Cynthia Simonsen.....Executive Director, VIP Services, Inc.

Dawn Smith.....Program Manager, Care Wisconsin

Mary Check Smith.....Manager, Aging and Disability Resource Center, Waukesha County

Maureen Squire.....Executive Director, Interfaith Caregivers of Ozaukee County

Joseph Steier.....Transit Manager, Washington County Highway Department

Joy Tarkowski.....Shared-Ride Taxi Manager, Washington County Shared-Ride Taxi

Rebecca Thompson.....Specialized Transit Programs Manager,
Wisconsin Department of Transportation

Andy Tillman.....Transit Planner, Milwaukee County Transit System

Fiona Weeks.....Health Department, City of Milwaukee

Phyllis Wesolowski.....Coordinator, Elmbrook Senior Taxi

Jack Wieber.....Program Director, Mukwonago Seniors on the Go!

Robert Williams.....Deputy Director,
Department of Health and Human Services, Walworth County

Erin Winch.....Director of Therapeutic Recreation,
Village of Pleasant Prairie RecPlex

Jason Wittek.....Transit Superintendent, Ozaukee County Transit Services

Chris Witzlib.....President, Away We Go Transport

Sandy Wolff.....Board President, Elmbrook Senior Taxi

Ricardo Ybarra.....Adult Services Director, Employ Milwaukee

Claire Zautke.....Director of Community Relations, Milwaukee County Executive's Office

Lauren Zielsdorf...Mobility Manager, Aging and Disability Resource Center, Kenosha County

FACILITATORS

Kevin Muhs Assistant Director, SEWRPC
Joseph Delmagori Senior Transportation Planner, SEWRPC
Gabriel Rosenwald Engineering Technician, SEWRPC

WELCOME AND INTRODUCTIONS

Mr. Muhs welcomed participants and asked attendees to introduce themselves and the agency they represented to their fellow attendees at their table. The participants had been assigned to one of sixteen small groups of six to eight 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. Mr. Muhs 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 including the selection of regional prioritized strategies

OVERVIEW OF THE COORDINATION PROCESS

Mr. Muhs 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. He described the Federal requirements for the coordination plans and for project funding. He also described the Wisconsin Department of Transportation (WisDOT) coordinated planning process, the role of the Commission within this process, and the need for a regional planning approach.

INFORMATION ON FUNDING PROGRAMS

Ms. Thompson, Specialized Transit Program Manager, and Mr. Hirshfeld, Public Transit Manager, outlined the various opportunities for funding assistance from the Federal and State governments for public and non-profit operators. They presented on the public transit funding programs and the grant programs for specialized transit managed by WisDOT. They described current funding opportunities available through the Federal Transit Administration's Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) Program, the State of Wisconsin's County Elderly and Disabled Transportation Assistance Program (s. 85.21, Wisconsin Statutes), the Tribal Transportation for Elders Program (s. 85.215, Wisconsin Statutes), and the Wisconsin Employment Transportation Assistance Program (WETAP). Ms. Thompson and Mr. Hirshfeld provided examples of projects for these programs and described program requirements and eligible recipients.

SMALL GROUP DISCUSSION ADDRESSING TRANSPORTATION WITHIN EACH COUNTY

Mr. Muhs 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 information regarding population growth within each county and changes in the number of residents and households falling in transit dependent population groups; maps of existing public transit and shared-ride taxi service areas overlaid onto population density, employment density, and major activity centers; and lists of previous unmet needs and strategies from the 2012 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. Mr. Muhs 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 an inventory of principal transportation providers that cross county borders, consisting of public, private, and non-profit providers of human services transportation and providers of transit services for the general public; a regional transit service map that displayed public transit and shared-ride taxi service areas; regional population trends and statistics on transit dependent population groups for the Region; and lists of previous unmet needs and strategies for the Region from the 2012 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. After each strategy was shared with the full group, each of the other small groups was asked to indicate if they had also identified that strategy by a show of hands. This process was intended to show the participants how regional strategies would be prioritized within the final document. Mr. Muhs indicated that this list 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, Mr. Muhs thanked all attendees for their participation and input into the development of the coordination plans. He 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. He said it was anticipated that the finalized Public Transit-Human Services Transportation Coordination Plan for each county would be submitted to WisDOT and made available to those in attendance in early 2017.

