

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



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MEMORANDUM REPORT NO. 234

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

Prepared for Waukesha County by the
Southeastern Wisconsin Regional Planning Commission

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April 2017



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U.S. Department of Transportation
Federal Transit Administration



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I. INTRODUCTION

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

Federal and State Coordination Planning Requirements

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 Waukesha 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 Waukesha County Coordination Plan, Commission staff invited a wide range of stakeholders from Waukesha County and the Region to a meeting to identify the unmet transportation needs in the Region and in each of the seven counties, and develop strategies to address these needs. The invitation list, meeting record, and attendance list for this meeting are documented in Appendices A and B.

In addition to this Coordination Plan, the Commission also periodically prepares the long-range (20-35 year) transportation plan for the seven-county Southeastern Wisconsin Region and short-range (5 year) transit development plans for each of the Region's public transit systems. The year 2050 regional land use and transportation plan for Southeastern Wisconsin (VISION 2050), adopted in 2016, 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 countywide public transit service plan for Waukesha County was last prepared by the Commission in 2001 and recommended service alternatives for 2002-2006. A transit service development plan for the City of Waukesha was completed in 2012 that evaluated existing transit services, developed service objectives and standards, identified and evaluated alternative service plans, and proposed a recommended service plan for implementation for years 2013-2017. The unmet transit service needs identified for the 2016 Waukesha County Coordination Plan will be considered during the preparation of any upcoming Waukesha County transit service plan.

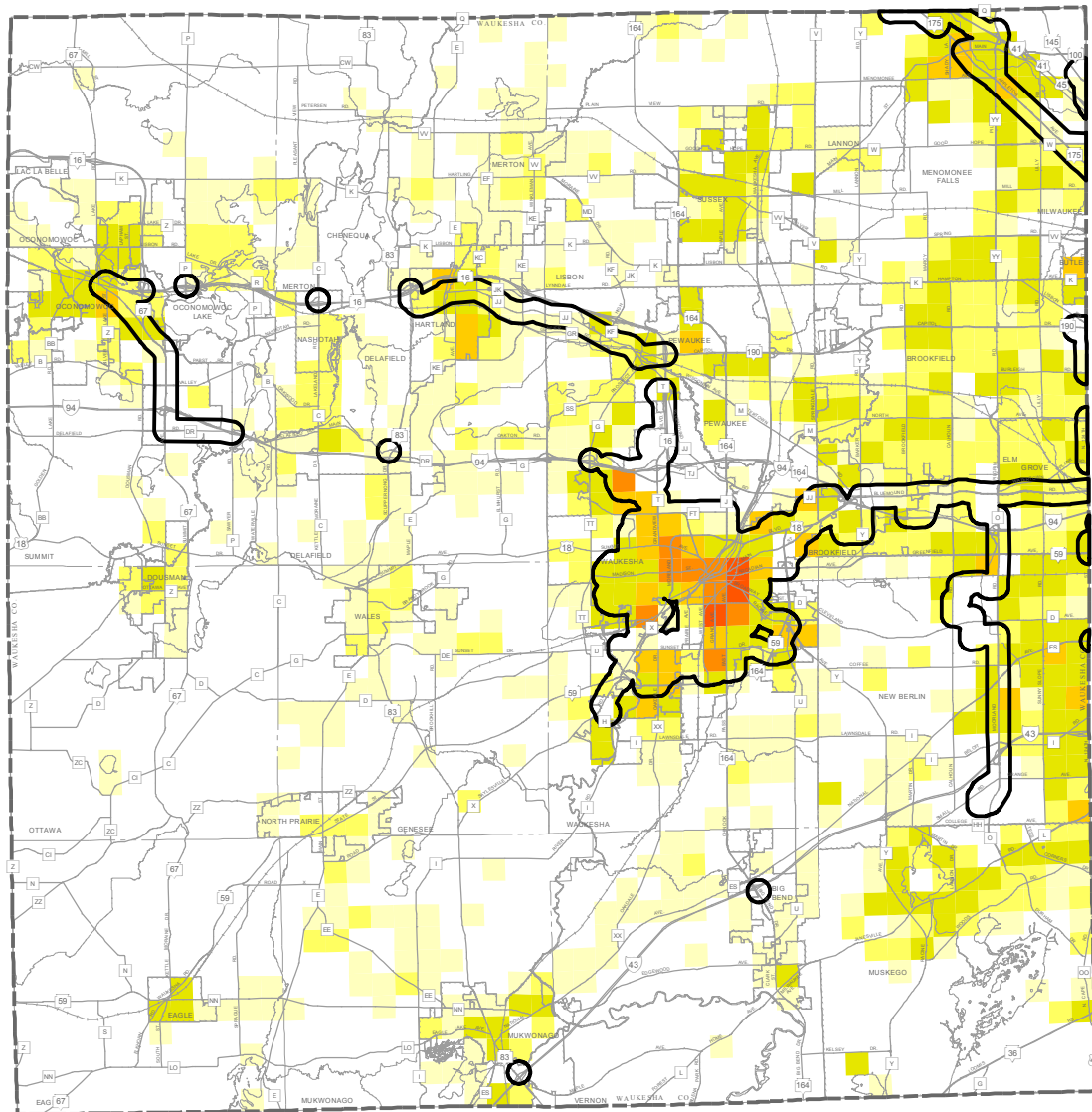
II. TRANSPORTATION NEEDS OF SENIORS, PEOPLE WITH DISABILITIES, AND PEOPLE WITH LOW INCOMES

General Population Characteristics

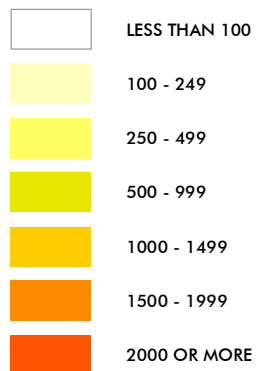
Waukesha County is located in southeastern Wisconsin, bordered by Jefferson County to the west, Dodge and Washington Counties to the north, Milwaukee County to the east, and Racine and Walworth Counties to the south. The County's urban area includes the municipalities on the eastern edge that border Milwaukee County, and stretches westward to the City of Oconomowoc along Interstate Highway 94 and State Highway 16, including the City of Waukesha. The remainder of the County is predominantly rural. Waukesha County's population in 2015 was 396,500 persons, according to the U.S. Census Bureau. Of that total, the combined population of the Cities of Brookfield, Muskego, New Berlin, and Waukesha, and the Village of Menomonee Falls made up 210,700 persons, or about 53 percent. In the rest of Waukesha County, smaller concentrations of population exist in the Cities of Delafield, Oconomowoc, and Pewaukee and the Villages of Hartland, Pewaukee, and Sussex. Map 1 shows the population density in 2010 by U.S. Public Land Survey quarter-section.

Waukesha County's population has grown rapidly since 1990. Between 2000 and 2015, the County's population grew an additional 10 percent from approximately 360,800 to 396,500 persons, respectively. The rapid growth is expected to continue through 2030. As Figure 1 displays, the Waukesha County population is projected to reach 442,500 persons by the year 2030.

Map 1 Population Density by U.S. Public Land Survey Quarter-Section in Waukesha County: 2010



PERSONS PER U.S. PUBLIC LAND SURVEY ONE-QUARTER SECTION



TRANSIT SERVICE (2016)

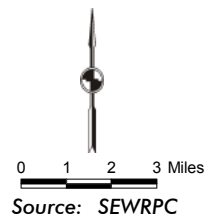
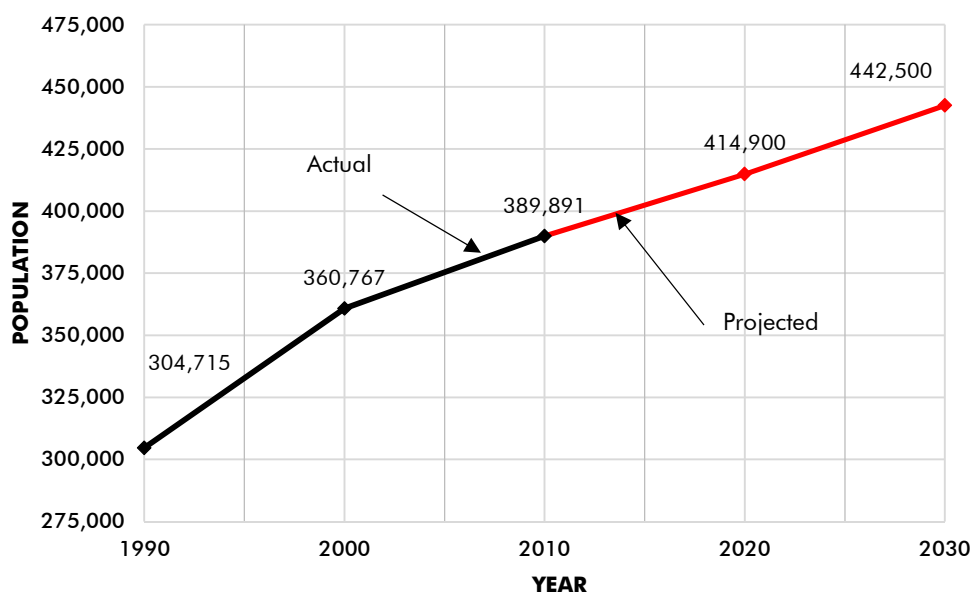


Figure 1
Waukesha County Actual and Projected Total Population



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 account for the largest share of the transit-dependent population in the County at about 13 percent of the total population. People with disabilities are the next largest transit-dependent population group at about 10 percent of the County’s residents. 8 percent of the population is at least 75 years of age, and about 4 percent of households have no vehicle available.
- Between 2000 and 2015, all 4 transit-dependent population groups increased in absolute numbers, while only the zero-vehicle households’ share of all County households held constant.

Data from the 2011-2014 American Community Survey were used to identify areas in Waukesha County where transit needs are highest. Map 2 displays Census block groups within the County with the highest concentration of transit-dependent populations. These may be considered as potential priority areas for the provision of transit service.

Table 1
Trends in Transit-Dependent Population Groups in Waukesha 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)	19,980	6	26,934	7	29,744	8
Persons in Low-Income Households ^b	32,997	9	56,534	15	52,473	13
People with Disabilities ^c	12,978	4	31,915	8	38,654	10
Households with No Vehicle Available	5,689	4	7,422	5	6,673	4
Total County Population	360,767	--	389,891	--	396,488	--
Total Number of Households	135,229	--	152,663	--	157,143	--

^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

In 2014, the highest concentrations of transit-dependent persons lived in the Cities of Brookfield, New Berlin, and Waukesha, as well as the Village of Menomonee Falls. Isolated areas of high transit need are also located within the Cities of Muskego and Oconomowoc and the Villages of Dousman, Hartland, Mukwonago, and Sussex. Transit needs in the rest of Waukesha County were low to moderate.

Employment Characteristics

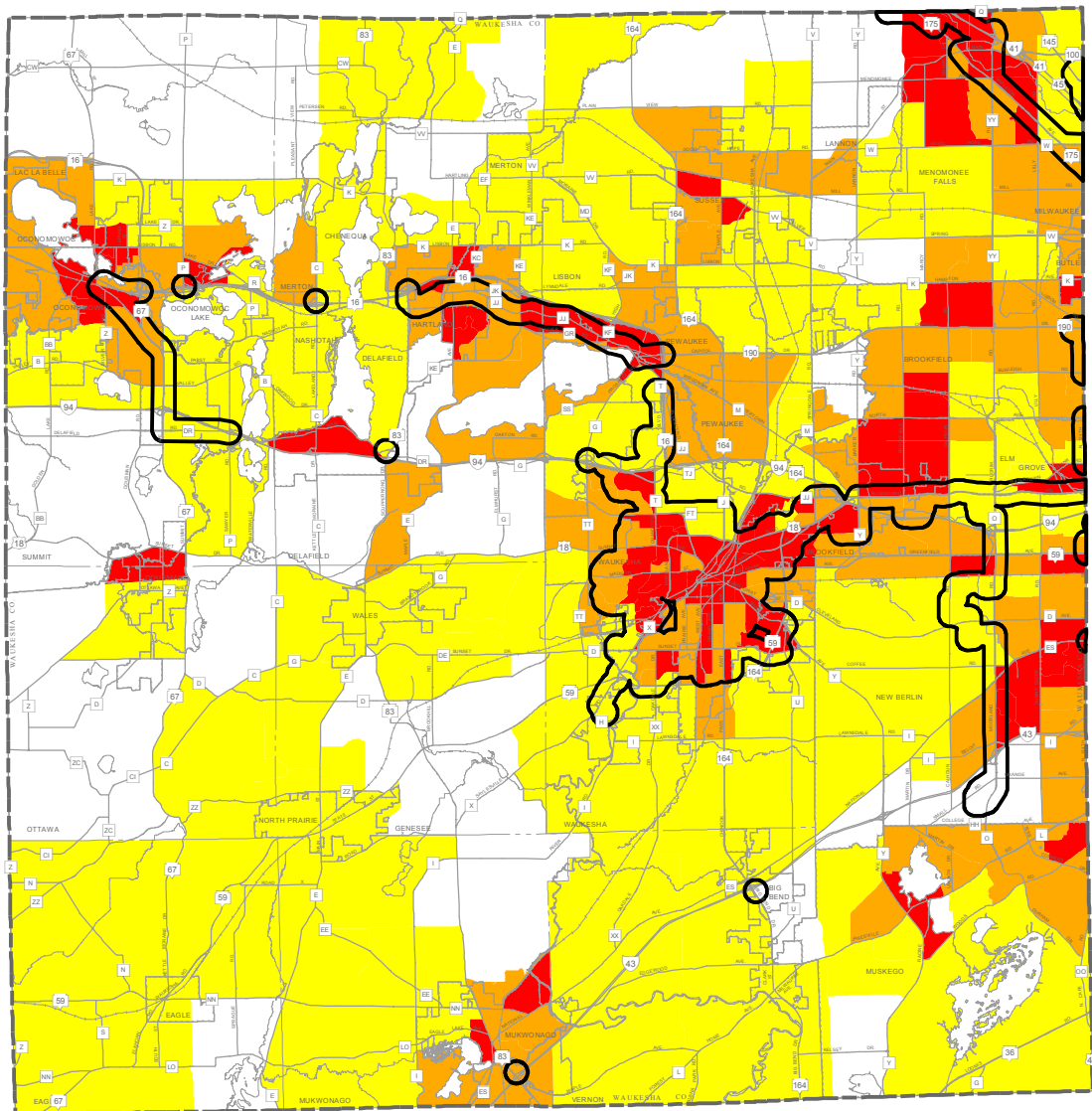
Map 3 displays employment density in 2010 by U. S. Public Land Survey quarter-section. The highest employment concentrations in the County are in the Cities of Brookfield, New Berlin, and Waukesha, and the Villages of Butler, Menomonee Falls, and Sussex. Other areas in and around the Cities of Delafield, Oconomowoc, and Pewaukee also have some moderate to high employment concentrations.

Major Activity Centers

Transportation needs must also consider the local travel demand generated by major activity centers. Major activity centers can be land uses or facilities that currently attract, or have the potential to attract, significant total person or transit person trips. Eight types of major activity centers were considered for this Coordination Plan:

- Hospitals, Medical Centers, or Clinics with 10 or more physicians
- Job Resource Centers
- Major Commercial Areas (areas with more than 3,500 jobs in the office or service sectors, or more than 2,000 jobs in the retail trade sector)
- Major Employers with 100 or More Employees
- Major Institutions of Higher Education (the main campus of all traditional four-year colleges and universities, and the main location of public technical colleges)
- Nursing Homes

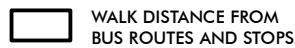
Map 2 Transit Needs Index for Waukesha County: 2014



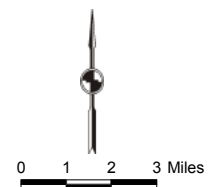
TRANSIT NEEDS INDEX LEVEL



TRANSIT SERVICE (2016)



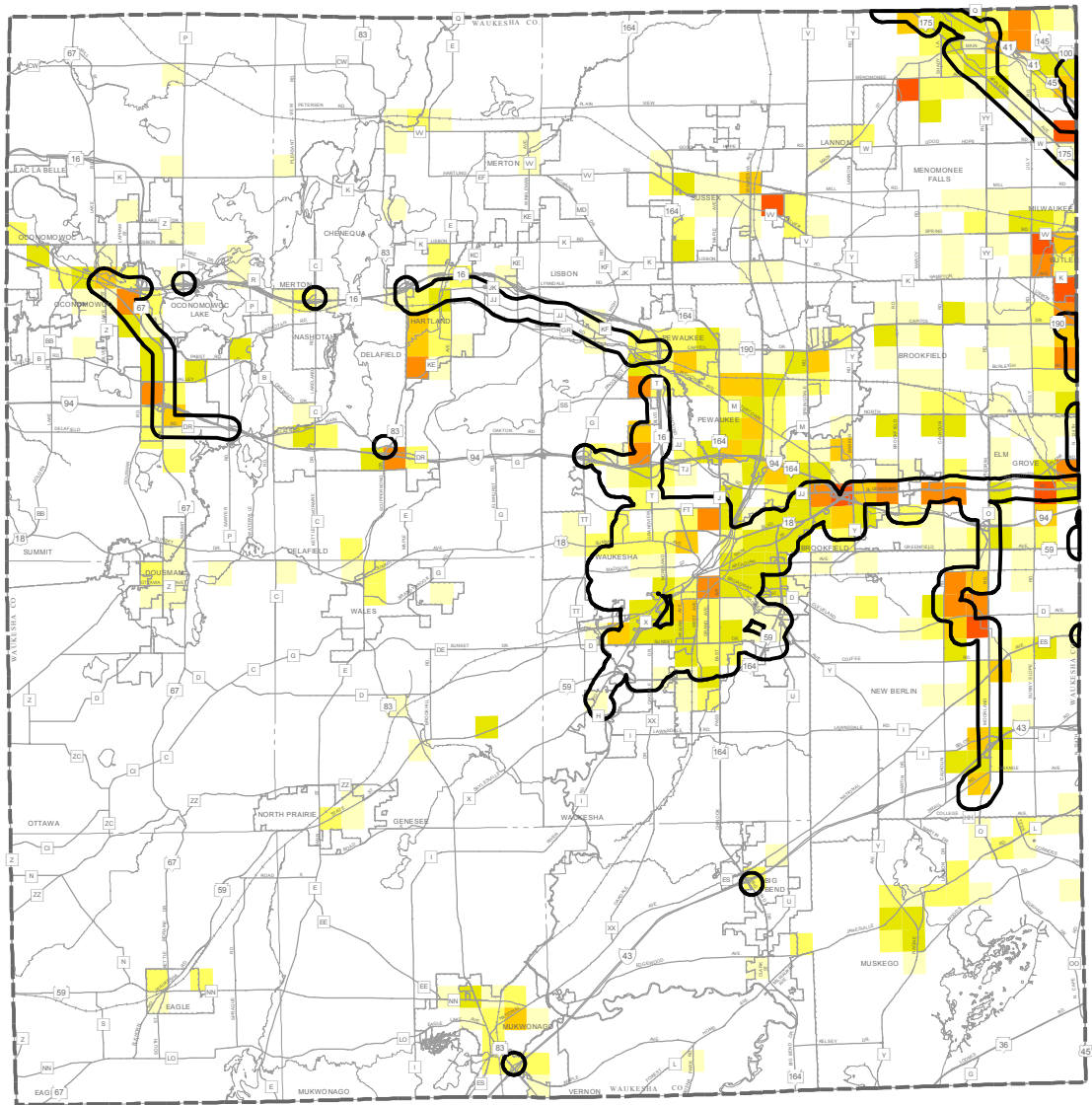
NOTE: THE TRANSIT NEEDS INDEX IS CALCULATED BY RANKING CENSUS BLOCK GROUPS BASED ON THE DENSITY OF POPULATION OR HOUSEHOLDS WITHIN FOUR CATEGORIES: SENIORS (75 AND OLDER), PERSONS IN LOW-INCOME HOUSEHOLDS, PEOPLE WITH DISABILITIES, AND HOUSEHOLDS WITH NO VEHICLE AVAILABLE. EACH RANKED BLOCK GROUP IS 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.



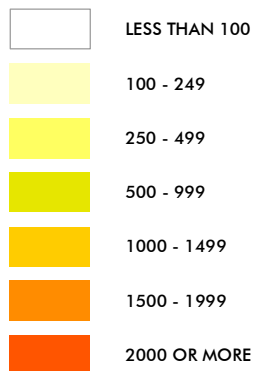
Source: U.S. Census Bureau and SEWRPC

Map 3

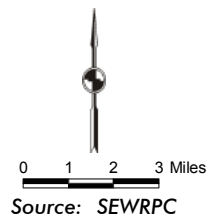
Employment Density by U.S. Public Land Survey Quarter-Section in Waukesha County: 2010



JOBS PER U.S. PUBLIC LAND SURVEY ONE-QUARTER SECTION



TRANSIT SERVICE (2016)



- 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. Most of these activity centers are located in the City of Waukesha and the eastern portion of the County. Areas in and around the City of Oconomowoc and the Village of Mukwonago also have a number of activity centers.

III. CURRENT TRANSPORTATION SERVICES

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

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

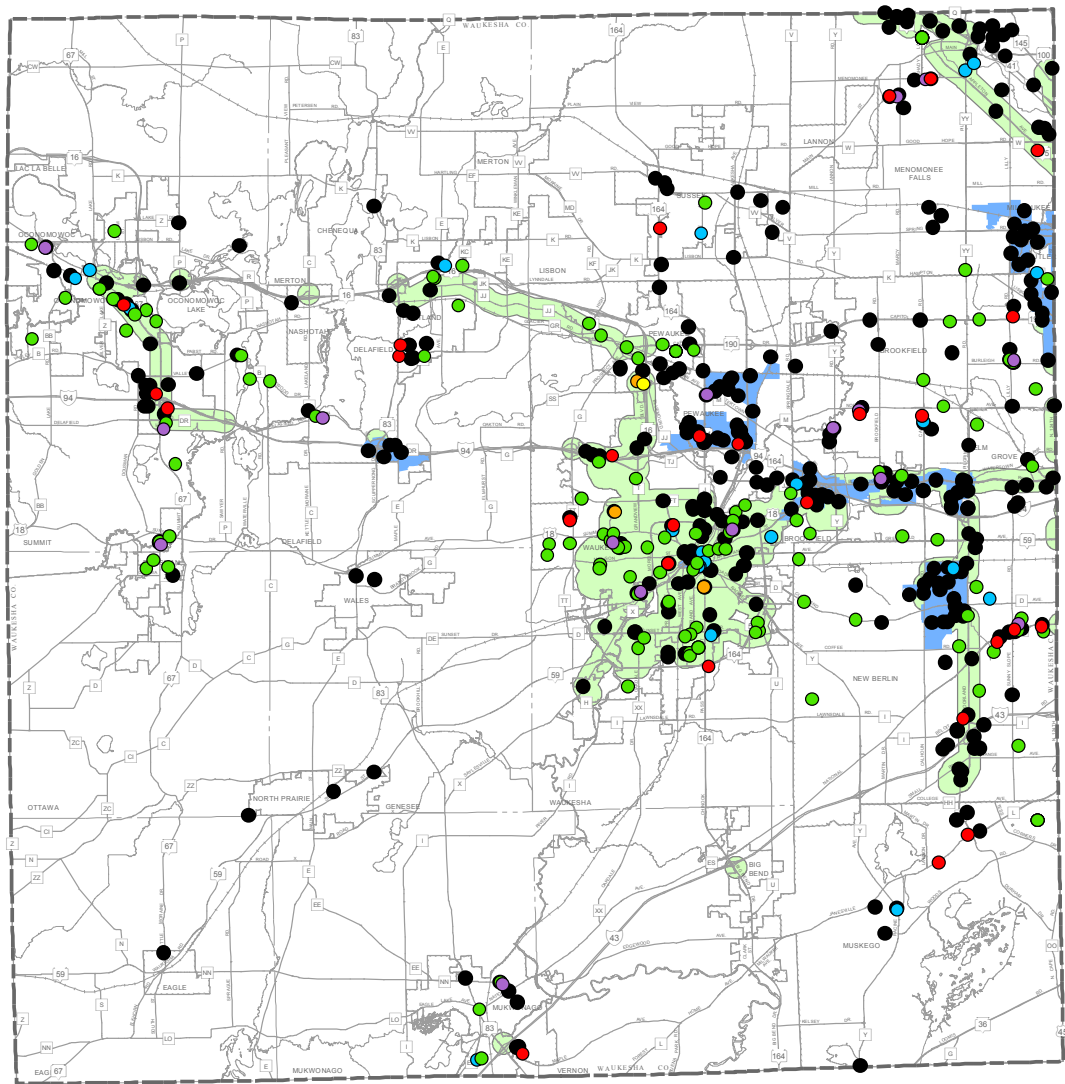
Transit Services for the General Public

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

- Waukesha Metro Transit, operated by the City of Waukesha, is a publicly-funded urban bus operation that runs fixed routes serving the City of Waukesha and portions of adjacent communities. Waukesha Metro Transit also provides paratransit service to serve the travel needs of people with disabilities through the Metrolift paratransit system for trips made within $\frac{3}{4}$ mile of Waukesha Metro Transit fixed-route bus service.
- Waukesha County Transit System provides a publicly-funded bus service primarily to serve persons commuting between Waukesha and Milwaukee Counties. The County contracts with two public transit operators, the Milwaukee County Transit System and Waukesha Metro Transit, and one private transit company, Wisconsin Coach Lines, Inc, to operate the bus services. Paratransit service is operated by Transit Express to serve trips made within one mile of Waukesha County Route 901.

Several private for-profit transportation companies also provide services to the general public, including the intercity bus service provided by Coach USA, taxicab service provided by several private companies in Waukesha County, and transportation network companies such as Uber or Lyft.

Map 4 Major Activity Centers in Waukesha County: 2016



MAJOR ACTIVITY CENTERS

- HOSPITALS, MEDICAL CENTERS, OR CLINICS WITH 10 OR MORE PHYSICIANS
- JOB RESOURCE CENTERS
- NURSING HOMES
- MAJOR INSTITUTIONS OF HIGHER EDUCATION
- RESIDENTIAL FACILITIES FOR SENIORS, PEOPLE WITH DISABILITIES, AND LOW-INCOME HOUSEHOLDS
- SENIOR CENTERS, SENIOR MEAL SITES, AND ADULT DAY CENTERS
- MAJOR EMPLOYERS WITH MORE THAN 100 EMPLOYEES

MAJOR COMMERCIAL AREAS

TRANSIT SERVICE (2016)

WALK DISTANCE FROM
BUS ROUTES AND STOPS

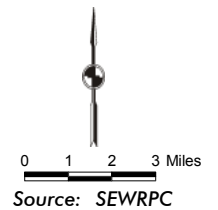


Table 2

Inventory of Local, Intercity, and Human Services Transit Service Providers in Waukesha 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
Waukesha Metro Transit (262) 524-3636	Public	Fixed route	City of Waukesha and portions of adjacent communities	General Public	Monday-Friday: 5:30 am to 10:40 pm Saturday: 8:15 am to 10:15 pm Sunday: 9:15 am to 7:15 pm	Adults: \$2.00 cash \$18.00/10 Ride Cards Youth: \$1.25 cash \$12.00/10 Ride Cards Seniors/people with disabilities: \$1.00 cash \$10.00/10 Ride Cards	30 32-passenger accessible buses	State \$85.20 Federal §5307 Federal §5339 Federal CMAQ City of Waukesha
Waukesha Metro Transit System – Metrolift (262) 524-3636	Public	Advance reservation, curb-to-curb	Service to locations within ¾ mile of Waukesha Metro Transit fixed-route bus service	People with disabilities who are unable to use fixed-route bus service	Monday-Friday: 5:30 am to 10:45 pm Saturday: 8:00 am to 10:20 pm Sunday: 9:00 am to 7:30 pm	\$4.00 one way \$8.00 for 2 Ride Cards Agency fare varies	7 13-passenger accessible buses	State \$85.20 Federal §5307

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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
Waukesha County Transit System (262) 524-3636 Freeway flyer commuter routes	Public ^a	Fixed route freeway flyer	Waukesha and Milwaukee Counties	General public	Waukesha-Milwaukee Counties: Monday-Friday: 5:15 am to 7:30 pm	Adults: \$3.25-\$4.00 cash Students: \$2.25-\$3.00 cash Seniors/people with disabilities: \$1.60-\$2.00 cash	Vehicles and drivers for routes 901-906 provided by Wisconsin Coach Lines, Inc.	State \$85.20 Federal \$5307 Federal \$5337 Federal \$5339 Waukesha County
Local bus routes	Public ^b	Local bus routes	Menomonee Falls and Milwaukee County Route 1 in Waukesha County; Gold Line between Brookfield Square Mall and Milwaukee County	General public	Menomonee Falls-Milwaukee County: Monday-Friday: 5:45 am to 8:50 am 3:40 pm to 6:20 pm Route 1: (see Waukesha Metro) Gold Line: Monday-Friday: 4:15 am to 2:30 am Saturday 4:45 am to 3:00 am Sunday: 5:20 am to 2:00 am	Adults: \$3.60 cash Seniors/people with disabilities: \$1.10 cash Route 1: (see Waukesha Metro) Gold Line: Adults: \$2.25 cash Seniors/people with disabilities: No charge	Vehicles and drivers for route 79 provided by MCTS Vehicles and drivers for Route 1 and Gold Line provided by Waukesha Metro and MCTS	
Waukesha County Paratransit (262) 524-3636	Public ^c	Advance reservation, door-to-door	Area within 1 mile on either side of Waukesha County route 901	People with disabilities who are unable to use fixed-route bus service	Monday-Friday: 5:15 am to 7:20 pm	\$6.50 plus \$2.00 to extend into Waukesha Metro Transit Metrolift service area	7 10-passenger accessible buses	State \$85.20 Federal \$5307 Waukesha County

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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
American Cancer Society (800) 227-2345	Private, non-profit	Advance reservation, door-to-door	Throughout Southeastern Wisconsin	Cancer patients	Monday-Friday: 9:00 am to 5:00 pm	No fare within service area	Volunteers	
Best Cab of Waukesha (262) 549-6622	Private for-profit	Demand response, curb-to-curb	City and Town of Waukesha	General public; for user-side subsidy, must be county resident, non-driving, 65 years or older, or people with disabilities	7 days a week, 24 hours a day	User-side subsidy: \$4.00, plus any amount over \$9.50 gross cost	3 5-passenger sedans	Contract with County for State \$85.21
Comfort Transportation, LLC (262) 446-9810	Private for-profit	Advance reservation	Waukesha and Washington counties	Elderly and people with disabilities	Monday-Friday: 6:00 am to 5:00 pm or by appointment	Ambulatory: \$14.50 one way Non-ambulatory: \$22.00 on way Both include first 5 miles	5 Ford transit vans 4 minivans, 2 accessible 12 vans, 8 accessible	Private pay Medicaid P.A.C.E. I.R.I.S.
Froedtert Health Community Memorial Hospital (262) 251-1000	Private for-profit	Advance reservation, door-to-door, to and from Community Memorial Hospital sites only	Hospital service area: Northwest Milwaukee, Washington, Waukesha, Ozaukee Counties	Hospital patients and their families	7 days a week, 24 hours a day	\$3-\$6 per trip; fee waived in hardship situations	Vehicles and drivers provided through contract with Specialized Transport Services	Community Memorial Hospital
Disabled American Veterans (414) 384-2000	Private non-profit	Advance reservation, door-through-door	Waukesha, Milwaukee, Racine, and Kenosha Counties	Veterans with appointments at Zablocki Medical Center	Monday-Friday: 9:00 am to 2:00 pm	No Fare	Accessible vehicles	Private Donations
Elmbrook Senior Taxi (262) 785-1200	Private non-profit	Demand response, door-to-door	City and Town of Brookfield, Villages of Butler and Elm Grove, and Mayfair Mall	General public; for user-side subsidy, must be county resident, non-driving, 65 years or older, or people with disabilities	Monday-Friday: 8:30 am to 5:00 pm or by appointment	\$10.50 each way (\$5.00 with Shared Fare Card) in service area \$11.50 each way (\$6.00 with Shared Fare Card) in extended service area	3 5-passenger sedans	Contract with County for State \$85.21

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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
Goodwill Industries (262) 970-6002	Private non-profit	Subscription transportation to and from adult day centers; also, scheduled for day trips	Waukesha County	Waukesha County residents with disabilities who attend Goodwill adult day centers	Monday-Friday: 6:30 am-10:30 am 1:30 pm-5:30 pm Scheduled for day trips as required	No fare if enrolled in Family Care; otherwise, private pay.	Contract with Exact Transport for vehicles and drivers for subscription service; also, 5 accessible vans for day trips	State Family Care Federal §5310
Interfaith Senior Programs, Inc. (262) 549-3348	Private, non-profit	Advance reservation, door-to-door and door-through-door	Waukesha County and into Milwaukee County	Residents of Waukesha County who are 60 years and older or people with disabilities	Monday-Friday: 9:00 am-4:00 pm 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
Lake Country Cares Cab (262) 695-2670	Private non-profit	Demand response, door-to-door	City and Town of Delafield, City and Village of Pewaukee, Villages of Hartland and Nashotah, and Town of Merton	General public; for user-side subsidy, must be county resident, non-driving, 65 years or older, or people with disabilities	Monday-Friday: 8:30 am to 4:30 pm or by appointment	User-side subsidy: \$3.50, plus any amount over \$9.00 gross cost	3 5-passenger sedans	Contract with County for State §85.21
Meda-Care Vans of Waukesha, Inc. (262) 650-1000	Private for-profit	Advance reservation, door-through-door	Waukesha and parts of Milwaukee County	Title 19 Medical Assistance for qualified nursing home residents; also private pay and chartered services	Monday-Friday: 6:00 am to 6:00 pm	Distance based; also varies with program	20 8-passenger accessible vans	Contract with County for State §85.21 Private chartered services
Menomonee Falls Senior Shuttle (262) 251-4230	Public ^d	Advance reservation, door-to-door	Village of Menomonee Falls, with limited service to Brookfield Square Shopping Center	Ambulatory Menomonee Falls residents 60 years or older	Monday-Thursday: 9:00 am to 2:00 pm 4:00 to 5:00 pm Friday: 9:00 am to 2:00 pm Sunday: 8:30 am to 1:00 pm To Brookfield Square, first Thursday of each month: 9:00 am to 2:00 pm	\$2.00 one way	1 23-passenger bus	Menomonee Falls Recreation Department Village of Menomonee Falls Contract with County for State §85.21

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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
Mukwonago Seniors on the Go (262) 363-5700	Private non-profit	Demand response, door-to-door	City and Town of Mukwonago, Vernon, Big Bend, Waukesha and Eagle	General public; for user-side subsidy, must be county resident, non-driving, 65 years or older, or people with disabilities	Monday-Friday: 8:00 am to 5:00 pm off hours at an additional charge	User-side subsidy: \$4.50 - \$10.00	5 5-passenger sedans 4 4-passenger sedans 3 2-chair accessible vans	Contract with County for State \$85.21
Muskego Senior Taxi (262) 679-4754	Private non-profit	Demand response, door-to-door	Muskego, Big Bend, Vernon, and outlying hospitals	General public; for user-side subsidy, must be county resident, non-driving, 65 years or older, or people with disabilities	Monday-Friday: 8:00 am to 4:00 pm	User-side subsidy: \$3.50, plus any amount over \$9.00 gross cost	3 5-passenger sedans	Contract with County for State \$85.21
New Berlin Senior Taxi (262) 814-1611	Private non-profit	Demand response, door-to-door	City of New Berlin, Brookfield Square, Mayfair Mall, Milwaukee Regional Medical Center, and Froedtert	General public; for user-side subsidy, must be county resident, non-driving, 65 years or older, or people with disabilities	Monday-Friday: 9:00 am to 4:30 pm or by appointment	User-side subsidy: \$3.50, plus any amount over \$9.00 gross cost	3 5-passenger sedans	Contract with County for State \$85.21
Oconomowoc Silver Streak (262) 567-6404	Private non-profit	Demand response, door-to-door	City and Town of Oconomowoc and Town of Summit	General public; for user-side subsidy, must be county resident, non-driving, 65 years or older, or people with disabilities	Monday-Friday: 8:30 am to 5:00 pm or by appointment	User-side subsidy: \$3.50, plus any amount over \$9.00 gross cost	3 5-passenger sedans	Contract with County for State \$85.21
ProHealth Care Transportation (262) 928-7618	Private non-profit	Advance reservation, door-through-door; in ProHealth Care service area	ProHealth Care service area: all of Waukesha County and parts of Dodge, Jefferson, Ozaukee, and Walworth Counties	Qualified ProHealth Care patients and their families, for medical appointments only	Monday-Friday: for appointments scheduled between 7:30 am and 3:30 pm	\$40.00 one-way	4 7-passenger accessible vans 20 12-passenger accessible vans	ProHealth Care Private donations

Table continued on next page.

Table 2 (Continued)

Name of Service Provider	Type of Provider	Type of Service	Service Area	Eligible Users	Days and Hours of Operation	Fare Per Trip	Vehicles Used	Funding Sources in Addition to Fares
Waukesha Cab, LLC (262) 613-8595	Private for-profit	Demand response, door-to-door	City of Waukesha, City of Milwaukee, and surrounding communities	General public; for user-side subsidy, must be county resident, non-driving, 65 years or older, or people with disabilities	7 days a week, 24 hours a day	Distance-based or zone-based User-side subsidy: \$3.50, plus any amount over \$9.00 gross cost	3 5-passenger sedans Only one available for evening and night rides	Contract with County for State \$85.21
Waukesha County Aging and Disability Resource Center – RideLine (262) 650-1000 (262) 548-7848	Public ^a	Advance reservation, door-to-door	Waukesha County. Out-of-county trips are available only for medical purposes that cannot be served in Waukesha County.	County residents, age 65 years or older, or people with disabilities, or residing in a nursing home and able to sit upright	Monday-Friday: 6:00 am to 6:00 pm	Fare ranges based on income: \$3.60 to \$8.30 within municipality \$4.65 to \$10.90 between municipalities \$7.25-\$17.65 out-of-county	Vehicles and drivers provided by Meda-Care Vans of Waukesha, Inc.	State \$85.21 Waukesha County
Waukesha County Department of Health and Human Services – Volunteer Transportation Service (262) 548-7284	Public	Advance Reservation door-to-door	Waukesha County	Clients of Department of Health and Human Services	Monday-Friday: 7:30 am to 8:00 pm	No charge	Volunteers provide their own vehicles	Waukesha County

^aService provided by Wisconsin Coach Lines, Inc. and Milwaukee County Transit System

^bService provided by Wisconsin Coach Lines, Inc., Milwaukee County Transit System, and Waukesha Metro Transit

^cService provided by Transit Express, Inc

^dService provided by Johnson School Bus Service, Inc

^eService provided by Meda-Care Vans of Waukesha, Inc.

Source: SEWRPC

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:

- Waukesha County Aging and Disability Resource Center provides the RideLine Program, a door-to-door transportation service for seniors or disabled individuals. Vehicles and drivers are provided by Meda-Care Vans of Waukesha, Inc.
- Waukesha County Aging and Disability Resource Center also sponsors a shared-fare taxi program that subsidizes the fares for eligible seniors and people with disabilities. Nine taxi providers operating in communities throughout the County participate in this program.
- Waukesha County Department of Health and Human Services provides advance reservation transportation service for clients of their services. Volunteers provide their own vehicles.
- There are several other private-non-profit organizations that provide transportation to individuals that participate in their programs or attend activities or appointments at their centers.
- The remaining transportation services operated within the County provide transportation for a variety of purposes, including medical appointments, within Waukesha County and to surrounding counties.

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 Waukesha County. This evaluation of existing services was based on: area served; days and hours of operation; fares; eligibility requirements for the service; vehicle accessibility for wheelchairs; customer service; reservation wait time; and ease of finding information on services. 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 Waukesha County appears below in no particular order.

Unmet Needs for Travel within Waukesha County

- Need for an expanded service area for transit that serves the general public in communities within the County with little to no existing transit service, especially in southern and western Waukesha County. More transit services and human services providers need to cross county lines.
- Lack of public education on the available transportation options in the County and a lack of understanding on how to use or navigate the existing transit systems. There is a need for making it easier for users of public transit systems and human services providers to find information on these transportation systems.
- Need to increase collaboration between public transit and human services providers to identify additional connections between their services.
- Need for more transportation services during weekday evenings and nights and on weekends to serve second- and third-shift employees and retail employees. Need to expand transportation services that connect residents from outside the County to jobs within the County.
- Need for improving the availability, convenience, safety, and security of existing public transit services. Areas of need include:
 - o Expansion of the areas served by and higher frequency of service on the routes of Waukesha Metro Transit and Waukesha County Transit System.
 - o More affordable fares for County and City bus services.
 - o Expanding eligibility for subsidized taxi services within the County.
 - o CPR and first aid training for bus drivers and human services providers to aid seniors and people with disabilities in emergency situations.
 - o Self-defense training for bus drivers and human services providers to improve the safety and security of those using these services.
 - o Ensuring taxi cabs and vehicles used by human services providers are wheelchair accessible.
 - o Having taxi cabs with available space to get full shopping bags into their vehicle when assisting clients with trips from the grocery store.
 - o Clearing snow and ice from bus stops.
- There is a need for overlapping service boundaries between and among human service providers within the County.
- Lack of understanding by the public of the value of transit and the need for various transportation alternatives.
- Lack of transportation for non-priority medical trips for non-drivers.
- There is a need for fares to be more affordable for transit trips that go beyond the County and City bus service areas.
- There is a need to accommodate the 'last mile' when jobs are located beyond the vicinity of transit service.
- There is a need for family care members who use transit and human services transportation to receive discounted rates when using these services.

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
 - 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.
 - Need to enable more transportation services to provide inter-county and interstate transit options in the Region.
 - Lack of transportation services for travel from suburb to suburb.
- Coordination and Communication
 - Lack of coordination in the distribution of information related to existing services throughout the Region.
 - Lack of coordination between transit agencies on fares, service hours, and days of operation, which causes inconveniences for transit users.
 - Lack of coordination between paratransit services in the Region.
 - Lack of coordination among county leaders on providing public transit and human services transportation across the Region.
 - Lack of transit operations that provide bilingual services.
 - Need for identifying additional opportunities for gathering citizen input on regional transportation.
 - Need to include grassroots efforts in decision-making processes relating to transit communications that cross county lines.
- Transit and Job Access
 - Need to increase public transit and other transit services that connect workers to jobs between counties.
 - Need for job seekers to be informed about job-ride programs that would connect them to jobs in other counties.
- Convenience of Transit
 - Need to make transit services between counties more affordable by reducing fares.
 - Need to make transit services more convenient by increasing the frequency of transit services or reducing the amount of time needed for making reservations.
 - Lack of regional partnerships among healthcare providers to reduce fares for rides to medical facilities in the Region.
 - 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 Waukesha County to consider in addressing the identified transportation needs in the County. The first section is a list of Federal and State funding programs that support public transportation services. The second section includes strategies that were identified 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 Waukesha County are illustrated in Tables 3 and 4. More information on Federal and State funding programs can be found on WisDOT's website (<http://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/default.aspx>). In addition to the Federal and State programs shown in Tables 3 and 4, which are aimed primarily at providing transportation services, various human-service funding programs and block grant programs 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 Waukesha County.

Strategies for Addressing Unmet Travel Needs within Waukesha County

1. Improve coordination among transportation providers:
 - a. Coordinate rides for transit and human services transportation users through a single public information or call center.
 - b. Develop a flat fee system to ensure all transportation services within the County are provided at an equal rate.
 - c. Establish a system in which the County purchases and maintains vehicles but contracts with companies for drivers to provide transportation services to the general public.

Table 3
Federal Transit Administration Funding Programs Administered by the Wisconsin
Department of Transportation Which Could Be Used in Waukesha 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 (\$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 (\$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 (\$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

2. Continue to fund a mobility manager position with the County whose duties could include, but would not be limited to:
 - a. Increasing communication and collaboration between transportation providers and users of these services.
 - b. Assisting in coordinating transportation services.
 - c. Promoting the availability of transportation services.
 - d. Gathering and analyzing data to evaluate a variety of transportation options for seniors, people with disabilities, and low-income individuals.
 - e. Creating and promoting collaboration between advocacy groups to identify and address barriers to service coordination, and evaluate and navigate local, County, State, and Federal government rules.
3. 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.
4. Promote increases in funding for public transportation services to foster improved service availability, convenience, safety, and lower fares. Also, develop strategies to obtain funding for projects that would improve or increase the transportation services available in the County.

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

5. Improve access to information on the available transportation services and on how to use public transit. Some ways to improve the dissemination of information include:
 - a. Continue a travel training program for potential users of the fixed-route transit services.
 - b. Create a clearinghouse or centralized information source for information on all transit services that improves access to information on the availability of transportation services. Examples could include 211 community information, 511 traveler information services, and the Aging and Disability Resource Center of Waukesha County.
6. Increase public education about the value of public transit and human services transportation and the importance of having transportation alternatives. Expand education on current transportation services. Consider providing incentives to encourage transit use.
7. Improve the availability, convenience, safety, and security of transportation services. Some of the improvements that were identified include:
 - a. Provide more frequent service on Waukesha Metro Transit and Waukesha County Transit System bus routes.

- b. Expand the service area and hours of operation of public transit services.
 - c. Expand the fleet and staff capacities of non-profit providers.
 - d. Expand Bus Buddies programs that train volunteers to assist seniors and people with disabilities in becoming familiar and comfortable with taking public transit.
8. Establish or expand transportation services. Examples include:
- a. Shuttle bus routes.
 - b. Flexible transit services.
 - c. Volunteer driver programs.
 - d. Subsidized shared-ride taxi services to provide demand-responsive transit service where feasible.

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 Waukesha County participants identified are listed below.

Waukesha County

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

City of Waukesha

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

Mobility Managers

- The County's mobility manager would improve access to information on the available transportation services by creating a clearinghouse

for information on all transit services and continuing the travel training program.

- The County's mobility manager would promote collaboration between advocacy groups to identify and address barriers to service coordination, and evaluate and navigate local, County, State, and Federal government rules.

All Transportation Providers

- Transportation providers would improve access to information on the transportation services provided.

All Parties

- All interested parties, including the City, County, and other municipalities, should advocate for increased transit funding, including additional State funding and the establishment of dedicated local funding for public transportation.
- All interested parties should encourage public discussion of the need for improved public transit and human services transportation options in Waukesha County.

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 Kady'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

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 Willk 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-Perit 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 Swissler	Program Manager, Wisconsin Department of Transportation
Rebecca Thompson	Specialized Transit Program Manager,
	Wisconsin Department of Transportation
Ben Vondra	Program Manager, Wisconsin Department of Transportation

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

APPENDIX B RECORD OF REGIONAL PUBLIC MEETING 2016 COORDINATION PLANNING IN SOUTHEASTERN WISCONSIN

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.

