1. December 2, 2019 Transportation Coordinating Committee Agenda
   Documents:
   DEC. 2, 2019 TCC AGENDA.PDF

2. December 2, 2019 Transportation Coordinating Committee Packet
   Documents:
   DECEMBER 2, 2019 TCC PACKET.PDF
Transportation Coordinating Committee
MEETING NOTICE
Monday, December 2, 2019
[2:30 p.m. (Note time change)]
County Board Room 114
Walworth County Government Center
100 W. Walworth St., Elkhorn, Wisconsin

Nancy Russell, Chair                  Andrew Kerwin, Vice-Chair
Ken Monroe, HHS Board Chair          Lisa Kadlec, HHS Representative
Citizen Member Jeni Hallatt          Citizen Member Eric Russow
Citizen Member Michael McKay

(Posted in compliance with Sec. 19.84, Wis. Stats.)

It is possible that a quorum of the County Board or any of its committees could be in attendance at this meeting.

Agenda enclosures are available upon request from the County Administrator’s Office or on the County’s web page (www.co.walworth.wi.us). The agenda packet, including supporting documents, may be large, depending upon the number of enclosures. Downloading it will require ample computer memory and may take significant time.

A G E N D A

Note: all agenda items are subject to discussion and/or action

1. Call to order
2. Roll call
3. Withdrawals from the agenda, if any
4. Agenda Approval
5. Approval of Minutes
   a) October 7, 2019 TCC Meeting (encl. pp. 1-3)
6. Public Comment
7. Public Hearing and Authorization to Submit 2020 85.21 Specialized Transportation Assistance Program Grant Application (encl. pp. 4-22)
8. Unfinished Business
   a) Agency Fare Voucher Program (encl. pp. 23-25)
   b) Correspondence from the Alternative High School requesting the same fare for students regardless of age (encl. p. 26)
9. New Business
   b) Authorization to Submit 2020 Public Transit Assistance Program (PTAP) Grant Application (encl. pp. 63-74)
   c) 2019 and 2020 Transportation Budget Summaries (encl. p. 75)
   d) 2020 TCC Meeting Schedule (encl. p. 76)
   e) December 5, 2019 Lake Geneva Senior Resource Fair (encl. p. 77)
10. Transportation Financial Summaries (encl. pp. 78-79)
11. Monthly Ridership (encl. p. 80)
12. VIP Services report of any “turn down” requests for service
13. Announcements
14. Set/confirm next meeting date and time – February 3, 2020 at 1:30 p.m.
15. Adjournment

Submitted by: Nancy Russell, Committee Chair
Nicole Hill, Office Supervisor/Mobility Manager

Posted: November 25, 2019
Memorandum

To: Transportation Coordinating Committee Members

From: Nicole Hill, Office Supervisor/Mobility Manager

Date: November 25, 2019

Re: December 2, 2019 TCC Meeting

Please note that our December 2 meeting will start at 2:30 p.m. rather than the normal start time of 1:30 p.m.

Public Hearing and Authorization to Submit 2020 85.21 Specialized Transportation Assistance Program Grant Application. A requirement of the 85.21 grant application is to hold a public hearing for public input. A notice of public hearing was appropriately advertised. A copy of the grant application is included in your packet. The application is due Monday, December 16, 2019.

Unfinished Business

Agency Fare Voucher Program. Recall from our October meeting that we received a request from a member of the public to offer punch cards for riders. Since we have experienced forgery and an increase in demand for our current voucher program, the committee directed staff to evaluate the current voucher program and study further options. Included in your packet is a voucher usage report for 2018 and 2019 (through September).

Since our meeting in October, the Wisconsin Department of Transportation (WisDOT) has raised a number of issues with our voucher program for school districts. As you can see in the enclosed report, school districts are our biggest users of vouchers. WisDOT is firm that public transit cannot be used as a school bus service. WisDOT instructed me to reach out to the school districts to obtain further information regarding what situations/reasons the school districts are using the vouchers for. Enclosed in your packet is the information obtained from the school districts that responded to my inquiry.

Correspondence from the Alternative High School requesting the same for students regardless of age. Recall from our October meeting that we received a request from the Alternative High School to charge the same fare for students regardless of their age. Committee consensus at the October meeting was to obtain further information about the structure of the Alternative High School and if transportation is funded by the school districts. I reached out to the Alternative High School and they indicated that it is the student’s choice to attend the Alternative High School and they are required to find their own transportation to
school. The school districts do not provide transportation. If a school district sends a student to the Alternative High School, the school district pays for teaching staff only. The Alternative High School indicated that they are not in a position to purchase vouchers for students.

New Business
Review Public Transit-Human Services Transportation Coordination Plan for Walworth County: 2016. Another requirement of the 85.21 grant application is to review the County’s transportation coordination plan. A copy of the plan is included in your packet.

Authorization to Submit 2020 Public Transit Assistance Program (PTAP) Grant Application. Copies of the 2020 operating and capital grant applications are included in your packet. The deadline for submission is December 13, 2019 at noon.

2019 and 2020 Transportation Budget Summaries. Enclosed in your packet are the budget summaries for 2019 and 2020.

2020 TCC Meeting Schedule. I thought it would be a good idea to come up with a meeting schedule for next year to provide some consistency. A copy of the proposed meeting schedule is included in your packet.

December 5, 2019 Lake Geneva Senior Resource Fair. A reminder that we will have a table at the senior resource fair at Horticultural Hall in Lake Geneva on Thursday, December 5, 2019 from 8 a.m. to 12 p.m. The event is sponsored by the Silver Screen Movie Club and the Walworth County Aging Network (WCAN).

Transportation Financial Summary. The September and October financial summaries are included in your packet.

Monthly Ridership. Included in your packet is a graph showing the average weekday demand for all programs.

Please call with any questions you may have.
The meeting was called to order by Chair Nancy Russell at 1:02 p.m.

Roll call was conducted, and all members were present: Chair Nancy Russell, Vice Chair Andrew Kerwin, Health and Human Services (HHS) Board Chair Ken Monroe, Health and Human Services (HHS) Administrative Analyst Lisa Kadlec, and Citizen Members Michael McKay, Eric Russow, and Jeni Hallatt (arrived at 1:15 p.m.)

Others in Attendance
County Staff: County Administrator David Bretl; Office Supervisor/Mobility Manager Nicole Hill; Health and Human Services Manager – Long Term Care Randy Kohl; Senior Accountant Natasha Gantenbein
Members of the Public: Cynthia Simonsen, Executive Director of VIP Services; Shawn Davenport, Walworth, WI

Administrator David Bretl introduced Shawn Davenport who will be taking over for Jeni Hallatt. He will be appointed at the October 8, 2019 County Board meeting.

Supervisor Monroe made a motion, seconded by Vice Chair Andrew Kerwin, to approve the agenda as presented. Motion carried by voice vote.

On motion by Supervisor Monroe, seconded by Chair Nancy Russell, the June 3, 2019 meeting minutes were approved by voice vote.

Public Comment – HHS Manager – Long Term Care Randy Kohl spoke as an advocate for citizens and said he has received feedback expressing concern over the bag policy limiting passengers to two bags. Kohl spoke with Cindy Simonsen with VIP Services about a possible solution. Chair Russell said the policy will be taken into consideration.

New Business
• Set/confirm public hearing for 85.21 grant application and review of transportation coordinated plan
Office Supervisor/Mobility Manager Nicole Hill said there is a requirement from the Wisconsin Department of Transportation to hold a public hearing, with a statutory deadline of December 31st and a courtesy deadline of December 13th. Hill said holding the next TCC meeting on December 2nd would make it possible to submit the grant application by December 16th. She proposed the public hearing be held on December 2, 2019 at 2:30 p.m. **Vice Chair Andrew Kerwin made a motion, seconded by Supervisor Monroe, to hold a public hearing on December 2, 2019 at 2:30 p.m. Motion carried 7-0.**

• Approval of Wal-to-Wal-DIAL-a-RIDE Social Media Policy and Procedure
Citizen Member Eric Russow asked Hill if there is a policy regarding the sharing of other links on the Dial-a-Ride Facebook page. Hill said this could be included in the policy and asked Russow for ideas. Hill has been working with IT and she said the Facebook page should be live by the end of this month. **Citizen Member Russow made a motion, seconded by Citizen Member McKay to approve the Wal-to-Wal-DIAL-a-RIDE Social Media Policy and Procedure. Motion carried 7-0.**

• Punch cards for DIAL-a-RIDE
Hill said an email from a member of the public requesting punch cards was included in the agenda packet. She said there are currently only agency fare vouchers available, as there have been issues with fraud in
the past. Administrator Bretl said he and Hill will reevaluate the voucher program before considering a punch card system so everything is done properly. Bretl advised against a punch card system though, as there are some fraud risks. **Supervisor Monroe made a motion, seconded by Lisa Kadlec, to direct staff to put together an evaluation of the current system and study further options. Motion carried 7-0.**

- Mobility Assistant position
Hill said the Mobility Assistant would help with marketing, social media, customer service etc. The position is in the preliminary 2020 budget but will need to be approved by the County Board. She added if the budget is approved she will be able to provide more details.

- Correspondence from the Alternative High School requesting the same fare for students, regardless of age
Bretl explained the program currently charges students under the age of 18 less than those who are over 18, and the letter requests the Committee consider changing this to accommodate alternative high school students who are over 18 but still struggling financially. Bretl noted there could be issues as to where the line would be drawn. Citizen Member Hallat asked if there are other programs in place to assist those affected and Bretl and Hill said it may be possible for students to get funding from their school districts. Bretl said this will need to be looked into further.

**Transportation financial summaries**
Chair Russell said everything looks positive and it is clear Dial-A-Ride is where the majority of ridership comes from. She thanked Senior Accountant Natasha Gantenbein for the information provided in the packet. Gantenbein said the program is up 2,200 trips total from last year, and it is looking like there will be over 40,000 trips by the end of this year. October is usually the highest utilization month so next meeting’s report will show if that is the case this year. With the number of rides increasing, costs and revenue have also been increasing and she will monitor the numbers. She stated 69.3% of the budget has been used so far this year. It was noted the budget will increase next year.

**Monthly ridership**
Hill reported the average weekday transportation demand has increased and is now between 140-150 riders.

**VIP Services report of any “turn down” requests for service**
Executive Director of VIP Services Cynthia Simonson reported there were 16 turn downs: 11 because they were requested after the scheduling deadline; 1 was an emergency transport and the rider was medically unstable; 2 were requested for the 4th of July and there was no service that day; and 1 wanted out-of-county, non-medical transport. She then spoke on the matter of the punch cards and said in the future, VIP will hopefully move towards an electronic system to avoid the possibility of forgeries. She added they are currently looking to furnish drivers with tablets to improve communication across further distances.

**Announcements** – Hill said the Walworth County Aging Network will hold its annual Resource Fair at the Horticultural Hall in Lake Geneva on December 5th from 8:00 a.m. until noon, and she will be manning a table. She will send out an email requesting assistance. She also announced this meeting will be Jeni Hallat’s last meeting as her term is ending. She thanked her for her service on the committee. Chair Russell thanked Hallat her for her contributions.
Citizen Member Russow presented Nancy Russell and David Bretl with certificates to recognize them for their support and assistance in promoting Dementia Friendly Training throughout the County. He added Walworth County is the first county in Wisconsin to be certified as dementia friendly and he is very appreciative for their assistance in making this possible.

**Confirmation of next meeting date and time**: November 4, 2019 at 1:30 p.m.

**Adjournment**

On motion and second by Supervisor Monroe and Vice Chair Kerwin, Chair Russell adjourned the meeting at 1:32 p.m.

Submitted by Betsy Stanek, Administrative Assistant. Meeting minutes are not considered final until approved by the Committee at the next regularly scheduled meeting.
**2020 APPLICANT INFORMATION FORM**

For additional information on this Application Workbook, please refer to the §85.21 Application Guidelines for CY2020

<table>
<thead>
<tr>
<th>County of</th>
<th>Walworth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Contact for this grant program</td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>Nicole Hill</td>
</tr>
<tr>
<td>Telephone Number</td>
<td>262-741-4352</td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:nhill@co.walworth.wi.us">nhill@co.walworth.wi.us</a></td>
</tr>
</tbody>
</table>

| Application Preparer (if different than primary contact) |                                       |
| Name                                                |                                       |
| Organization                                       |                                       |
| Telephone Number                                   | Extension                             |
| Email Address                                      |                                       |

<table>
<thead>
<tr>
<th>Applicant Status</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Place your initials in box to the right to certify your eligibility - You are certifying that the applicant is a county government, or an agency of the county department. Private non-profits or Aging Units organized as a non-profit under Wis. Stat. 46.82(1)(a)3, are not eligible to apply for this grant.</td>
<td>NRH</td>
</tr>
</tbody>
</table>

| Organization Info |                                       |
| Place your initials in box certifying all organization information, including, contacts and titles, have been updated in the BlackCat Online Grant Management System (GMS) and are true and correct to the best of your ability. | NRH |

| Federal Grant Match |                                       |
| Place an "X" next to any federal grant that will be using §85.21 funds as local match. | 5311 |

| Coordination |                                       |
| Title of Coordinated Plan: | Public Transit-Human Services Transportation Coordination Plan for Walworth County: 2016 (SEWRPC Memorandum Report #232) |
| The goal(s) and/or strategies from which your project is included: | Continue to fund mobility manager position; improve the convenience of using transportation services within Walworth County and between Walworth County and adjacent counties; study ways to expand the eligibility of the County Health and Human Services Department's transportation services to serve more residents and trip purposes; purchase new vehicles to accommodate demand for transportation services and maintain or improve level of service offered.; establish automobile purchase and repair programs directed at low-income workers who cannot use public transportation to get to jobs. |
| Page number(s) of the Coordinated plan in which the goals may be referenced: | 14-15 |

| Assessibility |                                       |
| Please indicate whether or not §85.21 state aid be used for the transportation of persons you cannot walk or who walk with assistance during the calendar year. | YES |

(If no, please explain how the Americans with Disabilities Act (ADA) requirements for equivalency of service between ambulatory and non-ambulatory passengers will be met.)
## APPLICANT CHECKLIST

**County of:** Walworth

<table>
<thead>
<tr>
<th>Required Components</th>
<th>Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update Contact Information in BlackCat Online GMS</td>
<td>X</td>
</tr>
<tr>
<td>Upload completed application workbook:</td>
<td></td>
</tr>
<tr>
<td>application Information Form</td>
<td></td>
</tr>
<tr>
<td>Complete Vehicle Inventory <em>(regardless of funding source)</em></td>
<td></td>
</tr>
<tr>
<td>Trust Fund Plan <em>(for counties with a signed board resolution)</em></td>
<td></td>
</tr>
<tr>
<td>Third Party Contracts</td>
<td></td>
</tr>
<tr>
<td>Project Descriptions &amp; Budgets</td>
<td></td>
</tr>
<tr>
<td>Review Summary tab</td>
<td></td>
</tr>
<tr>
<td>Upload Transmittal Letter</td>
<td></td>
</tr>
<tr>
<td>Upload Public Hearing and Notice</td>
<td></td>
</tr>
<tr>
<td>Upload Local Review Form</td>
<td></td>
</tr>
<tr>
<td><strong>If applicable:</strong> Upload Third Party Contracts &amp;/or Leases to the &quot;Resources&quot; tab</td>
<td></td>
</tr>
</tbody>
</table>
### Vehicle Inventory

**Instructions:** Please provide your entire specialized transit vehicle inventory (Include all vehicles used to transport elders or individuals with disabilities).

- If you have more vehicles than can fit onto one sheet, please add a copy of this sheet.
- *Right click on tab, select “Move or Copy”, select “Vehicle Inventory”, check the box to “Create a copy”, click “OK”.

<table>
<thead>
<tr>
<th>Vehicle Type</th>
<th>Model Year</th>
<th>Current Mileage</th>
<th>No. of Ambulatory / Wheelchair Positions</th>
<th>Funding Source (mark with X)</th>
<th>Place &quot;X&quot; in box to indicate if vehicle is leased to another party.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medium bus</td>
<td>2011</td>
<td>121,916</td>
<td>12/0</td>
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<td></td>
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<tr>
<td>Medium bus</td>
<td>2011</td>
<td>201,917</td>
<td>12/2</td>
<td>x</td>
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</tr>
<tr>
<td>Mini van</td>
<td>2012</td>
<td>251,419</td>
<td>3/1</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Mini van</td>
<td>2012</td>
<td>250,141</td>
<td>3/1</td>
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</tr>
<tr>
<td>Mini van</td>
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<td>177,388</td>
<td>10/2</td>
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<td></td>
</tr>
<tr>
<td>Mini van</td>
<td>2014</td>
<td>172,872</td>
<td>3/0</td>
<td>x</td>
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<tr>
<td>Mini van</td>
<td>2014</td>
<td>191,275</td>
<td>3/1</td>
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<td>2014</td>
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<td>3/1</td>
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<td>190,006</td>
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<tr>
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<td>2014</td>
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<td>3/1</td>
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</tr>
<tr>
<td>Medium bus</td>
<td>2015</td>
<td>139,309</td>
<td>10/2</td>
<td></td>
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</tr>
<tr>
<td>Medium bus</td>
<td>2015</td>
<td>158,752</td>
<td>10/2</td>
<td></td>
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<tr>
<td>Medium bus</td>
<td>2015</td>
<td>228,087</td>
<td>12/2</td>
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<tr>
<td>Medium bus</td>
<td>2016</td>
<td>152,039</td>
<td>12/2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mini bus</td>
<td>2016</td>
<td>111,882</td>
<td>7/1</td>
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<tr>
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<td>2015</td>
<td>168,619</td>
<td>3/1</td>
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<tr>
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<td>2015</td>
<td>186,467</td>
<td>3/1</td>
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<tr>
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<td>2015</td>
<td>204,664</td>
<td>3/1</td>
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<tr>
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<td>184,221</td>
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<tr>
<td>Medium bus</td>
<td>2017</td>
<td>78,166</td>
<td>10/2</td>
<td></td>
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<tr>
<td>Medium bus</td>
<td>2017</td>
<td>87,876</td>
<td>10/2</td>
<td>x</td>
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</tr>
<tr>
<td>Mini van</td>
<td>2017</td>
<td>129,131</td>
<td>3/1</td>
<td>x</td>
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<tr>
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<td>2017</td>
<td>105,469</td>
<td>3/1</td>
<td>x</td>
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<tr>
<td>Mini van</td>
<td>2017</td>
<td>64,419</td>
<td>3/1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mini van</td>
<td>2017</td>
<td>81,039</td>
<td>3/1</td>
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<tr>
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<td>73,103</td>
<td>6/2</td>
<td></td>
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<tr>
<td>Mini bus</td>
<td>2017</td>
<td>64,350</td>
<td>6/2</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Mini bus</td>
<td>2017</td>
<td>54,872</td>
<td>6/2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**VEHICLE INVENTORY**

County of **Walworth**

**Instructions:** Please provide your entire specialized transit vehicle inventory  
(Include all vehicles used to transport elders or individuals with disabilities)

<table>
<thead>
<tr>
<th>Vehicle Type</th>
<th>Model Year</th>
<th>Current Mileage</th>
<th>No. of Ambulatory / Wheelchair Positions</th>
<th>Funding Source (mark with X)</th>
<th>Place &quot;X&quot; in box to indicate if vehicle is leased to another party.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medium bus</td>
<td>2017</td>
<td>49,679</td>
<td>6/2</td>
<td>x</td>
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<tr>
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<td>2018</td>
<td>16,518</td>
<td>5/1</td>
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<td>Mini van</td>
<td>2018</td>
<td>16,777</td>
<td>5/1</td>
<td>x</td>
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</tr>
</tbody>
</table>

*Right click on tab, select “Move or Copy”, select “Vehicle Inventory”, check the box to “Create a copy”, click “OK”.*
## THIRD PARTY PROVIDERS

**County of:**  
Walworth

**Instructions:** Please complete the table below for any existing or anticipated third party contracts for your specialized transportation services. Upload a copy of the lease or contract to a folder in the "Resources" tab. 

*(If there are no projects or vehicles that are contracted or leased out, please put "None" in the first grey box.)*

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Anticipated or Known Contractor Name</th>
<th>Type of Agreement (<em>Lease</em> or <em>Contract</em>)</th>
<th>Bidding Required (<em>Yes</em> or <em>No</em>)</th>
<th>Start Date (MM/DD/YY)</th>
<th>Expiration Date (MM/DD/YY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialized Transportation</td>
<td>VIP Services, Inc.</td>
<td>Contract</td>
<td>Yes</td>
<td>02/01/19</td>
<td>01/31/24</td>
</tr>
<tr>
<td>Shared-Ride Transit</td>
<td>VIP Services, Inc.</td>
<td>Contract</td>
<td>Yes</td>
<td>05/01/18</td>
<td>04/30/23</td>
</tr>
</tbody>
</table>


If you have more vehicles than can fit onto one sheet, please add a copy of this sheet.

*Right click on tab, select "Move or Copy", select "Vehicle Inventory", check the box to "Create a copy", click "OK".*
# TRUST FUND SPENDING PLAN

**County of:** Walworth

**Instructions:** Please record your plan on how your county will spend down their trust fund over the **next three years.** Be as specific as possible. Do **NOT** include 2019 purchases made with trust funds.

<table>
<thead>
<tr>
<th>Expenditure Item</th>
<th>Planned year of purchase (YYYY)</th>
<th>Project Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Estimated amount state aid to be held in trust on 12/31/2019**

<table>
<thead>
<tr>
<th>Spending plan for 2020 =</th>
<th>Funds added for 2020 =</th>
<th>Est. balance on 12/31/20 =</th>
</tr>
</thead>
<tbody>
<tr>
<td>$ -</td>
<td></td>
<td>$ -</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Spending plan for 2021 =</th>
<th>Funds added for 2021 =</th>
<th>Est. balance on 12/31/21 =</th>
</tr>
</thead>
<tbody>
<tr>
<td>$ -</td>
<td></td>
<td>$ -</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Spending plan for 2022 =</th>
<th>Funds added for 2022 =</th>
<th>Est. balance on 12/31/21 =</th>
</tr>
</thead>
<tbody>
<tr>
<td>$ -</td>
<td></td>
<td>$ -</td>
</tr>
</tbody>
</table>

**Date complete**

**Prepared by**

**Narrative for non-vehicle equipment purchases.** *Please explain why you are requesting WisDOT approval for an exception. If already received WisDOT approval, please list date approval received. (Hint: Use “ALT” and “Enter” to start a new paragraph.)*
Narrative for non-vehicle equipment purchases continued.

(Hint: Use "ALT" and "Enter" to start a new paragraph.)
Project Name: Elderly and Disabled Specialized Transportation Services

Third Party Provider: VIP Services, Inc.
Date contract last updated: 02/01/19

Type of Service:
- Volunteer Driver
- Voucher Program
- Vehicle Purchase
- Management Study
- Planning Study
- Brief description of Study
- Operations/Purchased Transportation Service
- Other (provide explanation)

General Project Summary:
Walworth County will contract with VIP Services, Inc. to offer transportation services to seniors (60 and older), persons with disabilities and qualified veterans. The service will utilize vans and buses operated by paid drivers and offer residents rides within Walworth County and to out-of-county medical facilities. Reservations will be made by contacting VIP Services, Inc. at least two business days prior to the day the service is needed. Trips with less notice will be provided whenever possible, but are not guaranteed.
**Geography of Service**
(List the counties, as well as cities/areas that are serviced through this project. Use "ALT" and "Enter" to start a new line.)

All areas of Walworth County will be served by this project; including: Cities - Delavan, Elkhorn, Lake Geneva and Whitewater; Villages - Bloomfield, Darien, East Troy, Fontana, Genoa City, Mukwonago, Sharon, Walworth and Williams Bay; Towns - Bloomfield, Darien, Delavan, East Troy, Geneva, Lafayette, LaGrange, Linn, Lyons, Richmond, Sharon, Spring Prairie, Sugar Creek, Troy, Walworth and Whitewater. Out-of-county destinations are also served for qualified veterans and other medical needs.

**Service Hours**  
*(Indicate your general hours of service for this project.)*

<table>
<thead>
<tr>
<th></th>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Start Time</strong></td>
<td>6:00 AM</td>
<td>6:00 AM</td>
<td>6:00 AM</td>
<td>6:00 AM</td>
<td>6:00 AM</td>
<td>7:00 AM</td>
<td></td>
</tr>
<tr>
<td><strong>End Time</strong></td>
<td>7:00 PM</td>
<td>7:00 PM</td>
<td>7:00 PM</td>
<td>7:00 PM</td>
<td>7:00 PM</td>
<td>5:30 PM</td>
<td></td>
</tr>
</tbody>
</table>

Additional description  
*(if applicable)*
The above hours can be extended when possible for individuals who cannot complete their medical needs within the established timeframe.

**Service Requests**  
*(Briefly describe how your service is requested for this project)*

Reservations are made by contacting VIP Services, Inc. at least two business days in advance prior to the day the transportation is needed. VIP Services' phones are answered Monday-Friday 6:00 a.m. to 5:00 p.m.

**Passenger Eligibility**  
*(Briefly indicate passenger eligibility requirements for this project)*

The service is open to Walworth County residents age 60 and over and any Walworth County resident with a disability as well as low income qualified veterans.

**Passenger Revenue**  
*(Briefly describe passenger revenue requirements for this project)*

Co-payments range from $3.00 one-way for in-town trips to nutrition site to $4.00 one-way for other in-town trips. And up to $75 or more for long distance medical trips.
## Annual Expenditures

Enter the amount of **total** expenditures for this project:

<table>
<thead>
<tr>
<th>Section Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$293,749</strong></td>
</tr>
</tbody>
</table>

*Please note: Breakdown of expenses is not required at this time. You will provide the breakdown of actual expenses in the Annual Financial Report that you will submit at the end of the calendar year.*

## Annual Revenue

Enter the amount for **each** funding source that will be used to for this project:

*When complete, please scroll to bottom of this page to ensure the Expenditures minus Revenue equals $0.*

<table>
<thead>
<tr>
<th>Section Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. §85.21 funds from annual allocation</td>
<td><strong>$218,919</strong></td>
</tr>
<tr>
<td>B. §85.21 funds from trust fund</td>
<td><strong>$0</strong></td>
</tr>
<tr>
<td>C. County Match Funds</td>
<td><strong>$54,730</strong></td>
</tr>
<tr>
<td>D. Passenger Revenue</td>
<td><strong>$19,600</strong></td>
</tr>
<tr>
<td>E. Older American Act (OAA) funding</td>
<td><strong>$0</strong></td>
</tr>
<tr>
<td>F. §5310 Operating or Mobility Management funds</td>
<td><strong>$0</strong></td>
</tr>
<tr>
<td>G. Other funds</td>
<td><strong>$500</strong></td>
</tr>
</tbody>
</table>

(Provide name and/or description and record total amount in the box to the right of the description. Include sources such as other grants and/or programs.)

<table>
<thead>
<tr>
<th>Section Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. WDVA Transportation Grant</td>
<td><strong>$500</strong></td>
</tr>
<tr>
<td>2.</td>
<td><strong>$0</strong></td>
</tr>
<tr>
<td>3.</td>
<td><strong>$0</strong></td>
</tr>
<tr>
<td>4.</td>
<td><strong>$0</strong></td>
</tr>
<tr>
<td>5.</td>
<td><strong>$0</strong></td>
</tr>
<tr>
<td>6.</td>
<td><strong>$0</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue Total</strong></td>
<td><strong>$293,749</strong></td>
</tr>
</tbody>
</table>

Expenditures should equal revenue | **$0**
County of Walworth

**PROJECT 2 DESCRIPTION**

**Instructions**
- Use this section to describe a specific project that will use s.85.21 funds.
- Hint: "Alt" + "Enter" will all out to break to the next line.
- Be sure to complete all 3 pages for each project.

**Project Name**  
Shared-Ride Transit

**Third Party Provider**  
VIP Services, Inc.

**Date contract last updated**  
05/01/18

**Type of Service**  
(Place an "x" next to the type of service you will be providing for this project)

- Volunteer Driver
- Vehicle Purchase
- Planning Study
- Other (provide explanation)  
Operations and replacement of wheelchair-accessible rear-loading mini-van

**General Project Summary**  
(Provide a brief description of this project. Use "ALT" and "Enter" to start a new paragraph.)

Countywide shared-ride transit service operating six days per week. Service is open to the general public for any trip purpose. Service is only within Walworth County with the exception of the Walworth County portion of the City of Whitewater. Previous day (by 4:00 p.m.) advanced reservation is required.
Geography of Service
(List the counties, as well as cities/areas that are serviced though this project. Use "ALT" and "Enter" to start a new line.)
Walworth County with the exception of trips with both an origin and destination in the City of Whitewater, which has a separate shared-ride system.

Service Hours  (Indicate your general hours of service for this project.)

<table>
<thead>
<tr>
<th></th>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start</td>
<td>6:00 AM</td>
<td>6:00 AM</td>
<td>6:00 AM</td>
<td>6:00 AM</td>
<td>6:00 AM</td>
<td>7:00 AM</td>
<td></td>
</tr>
<tr>
<td>End</td>
<td>7:00 PM</td>
<td>7:00 PM</td>
<td>7:00 PM</td>
<td>7:00 PM</td>
<td>7:00 PM</td>
<td>5:30 PM</td>
<td></td>
</tr>
</tbody>
</table>

Additional description (if applicable) Occasionally, these hours can be extended for individuals requiring medical treatment or for appointments that run late.

Service Requests  (Briefly describe how your service is requested for this project)

Reservations are made by contacting VIP Services, Inc. by 4:00 p.m. the previous day.

Passenger Eligibility  (Briefly indicate passenger eligibility requirements for this project)

This service is open to the general public for any trip purpose. Children under the age of eight ride free with an accompanying paid adult passenger. Individuals needing assistance may have an aide travel with them at no charge.

Passenger Revenue  (Briefly describe passenger revenue requirements for this project)
<table>
<thead>
<tr>
<th>One-Way Fares are:</th>
</tr>
</thead>
<tbody>
<tr>
<td>$2.50 for Seniors (60 and older), individuals with disabilities and children under 18;</td>
</tr>
<tr>
<td>$3.50 Adult (18 and older) travelling within one community's corporate limits;</td>
</tr>
<tr>
<td>$5.00 all other adult trips;</td>
</tr>
<tr>
<td>$8.00 public or private agency fare.</td>
</tr>
</tbody>
</table>
### PROJECT BUDGET

#### Section Description

<table>
<thead>
<tr>
<th>Annual Expenditures</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Expenses</strong></td>
<td>$974,582</td>
</tr>
</tbody>
</table>

*Please note: Breakdown of expenses is not required at this time. You will provide the breakdown of actual expenses in the Annual Financial Report that you will submit at the end of the calendar year.*

#### Annual Revenue

Enter the amount for each funding source that will be used to for this project.

*When complete, please scroll to bottom of this page to ensure the Expenditures minus Revenue equals $0.*

<table>
<thead>
<tr>
<th>Funding Source Description</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. §85.21 funds from annual allocation</td>
<td>$61,236</td>
</tr>
<tr>
<td>B. §85.21 funds from trust fund</td>
<td>$0</td>
</tr>
<tr>
<td>C. County Match Funds</td>
<td>$345,503</td>
</tr>
<tr>
<td>D. Passenger Revenue</td>
<td>$85,680</td>
</tr>
<tr>
<td>E. Older American Act (OAA) funding</td>
<td>$0</td>
</tr>
<tr>
<td>F. §5310 Operating or Mobility Management funds</td>
<td>$0</td>
</tr>
<tr>
<td>G. Other funds (provide name and/or description and record total amount in the box to the right of the description. Include sources such as other grants and/or programs.)</td>
<td>$482,163</td>
</tr>
</tbody>
</table>

1. 5311 Operating Funds | Total $396,752 |
2. 85.20 Operating Fund | Total $85,411 |
3. | Total |
4. | Total |
5. | Total |
6. | Total |

**Revenue Total** $974,582
| Expenditures should equal revenue | $0 |
### Project Name

Walworth

#### Project Expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>Total Project Expenses</th>
<th>$293,749.00</th>
<th>$974,582.00</th>
<th>$0.00</th>
<th>$0.00</th>
<th>$0.00</th>
<th>$0.00</th>
<th>$0.00</th>
<th>$1,268,331.00</th>
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</table>

#### Project Revenue by Funding Source

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Total from other funds</th>
<th>$482,663.00</th>
<th>$500.00</th>
<th>$482,163.00</th>
<th>$0.00</th>
<th>$0.00</th>
<th>$0.00</th>
<th>$0.00</th>
<th>$482,663.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>$85.21 Annual Allocation</td>
<td></td>
<td>$218,919.00</td>
<td>$61,236.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$280,155.00</td>
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<tr>
<td>$85.21 Trust Fund</td>
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<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
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<tr>
<td>County funds</td>
<td></td>
<td>$54,730.00</td>
<td>$345,503.00</td>
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<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$400,233.00</td>
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<tr>
<td>Passenger Revenue</td>
<td></td>
<td>$19,600.00</td>
<td>$85,680.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$105,280.00</td>
</tr>
<tr>
<td>Older American Act (OAA)</td>
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<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>$5310 grant funds</td>
<td></td>
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<td>$0.00</td>
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<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
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#### Expenses - revenue =

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<tr>
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<th>Total</th>
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<th>$0.00</th>
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<th>$0.00</th>
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</thead>
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85.21 County Elderly and Disabled Transportation Assistance
### 2018 Voucher Usage
Jan - Dec 2018

<table>
<thead>
<tr>
<th></th>
<th>RAA</th>
<th>RAD</th>
<th>RAE</th>
<th>RAL</th>
<th>RAO</th>
<th>RAT</th>
<th>RAV</th>
<th>RAW</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
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<td>Jan</td>
<td>4</td>
<td>29</td>
<td>1</td>
<td>18</td>
<td></td>
<td></td>
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<td>15</td>
<td>24</td>
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</tr>
<tr>
<td>Mar</td>
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<td></td>
<td>8</td>
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<td></td>
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<td>May</td>
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<td>88</td>
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<td>16</td>
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<td>Jul</td>
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<td>2</td>
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<tr>
<td>Aug</td>
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<tr>
<td>Dec</td>
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<td>2</td>
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<tr>
<td>Grand Total</td>
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<td>653</td>
<td>194</td>
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<td>7</td>
<td>40</td>
<td>19</td>
<td>109</td>
<td>1233</td>
</tr>
</tbody>
</table>

| Aurora | Delavan | Elkhorn | Lake Geneva | Open Arms | East Troy | Vincent DePaul | Whitewater |

### 2019 Voucher Usage Report
Jan - Sept 2019

<table>
<thead>
<tr>
<th></th>
<th>RAA</th>
<th>RAD</th>
<th>RAE</th>
<th>RAL</th>
<th>RAO</th>
<th>RAW</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
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<td>4</td>
<td>11</td>
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</tr>
</tbody>
</table>

| Aurora | Delavan | Elkhorn | Lake Geneva | Open Arms | Whitewater |

23
## Agency Fare Voucher Program
### Responses from School Districts

<table>
<thead>
<tr>
<th>School District</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>East Troy School District</td>
<td>- We purchased vouchers for special education high school students who have/had a part-time job (related to career readiness) and needed transportation to jobs. This was during the school day and they were receiving credit.</td>
</tr>
</tbody>
</table>
| Lake Geneva School District          | - A student is homeless and temporarily staying outside of the district, so there is no bus route. For example, the student is staying at the shelter in Delavan or with a family in Elkhorn but going to school here. Our school buses do not go outside of the district. Larger cities provide bus passes (public transportation) in these cases but in Walworth Co., the vouchers are our public transportation.  
- A student’s school day is not the same as the traditional school hours, thus there is no bus. For example, a student is in special education and their disability makes it difficult for the student to attend the whole day, so they come later or leave earlier than the rest of the student population, when the buses are available.  
- On occasion, we will provide a voucher to assist a family in getting to an appointment when they do not have transportation, especially if it is an appointment that would benefit them at school (i.e. getting eye glasses or medical care so they can attend school). |
| Whitewater School District           | - We have used the vouchers to transport students who do not attend a full day of school, or students who are unable to ride the bus, homeless situation where they have moved out of our school district, but we are still responsible for getting them to and from school, or if we have a student attending an alternate school and we have no other option (i.e. Lakeland School or WI School for the Deaf). |
Elkhorn School District

- We use the voucher program for those students who are homeless. If they have started the school year with our district, they are able to keep coming to EASD if they lose their home and move to a surrounding town. VIP provides rides for them.
- We have also used the voucher program to provide transportation for students who are not able to ride on the bus with a group of students, but are able to ride on their own or with just one other student.
- We also have used the voucher program for students who may have been injured or had surgery. They may be unable to ride the bus, and their parents don’t have a vehicle that meets their needs or parents are unavailable to transport.

Big Foot High School

- The reason we needed a set of vouchers was for student who was homeless and attended an alternate school.
To Whom It May Concern,

Thank you for the opportunity to discuss how transformational the Wal-to-Wal Dial-A-Ride service is to the students I work with. I am the principal of the Walworth County Educational Consortium Alternative High School. We are a unique school that serves students living in Walworth County. This expansive service area creates difficulties in transportation, as students who wish to attend our school must provide their own transportation. I am writing to advocate for the students who utilize the Dial-A-Ride service.

Before the Wal-to-Wal Dial-A-Ride service, it was not uncommon to hear of students walking from Delavan to attend our school. As driver's education has been discontinued from the high school curriculum, the result is students waiting until they are 18 to get their driver's license. This circumstance is felt disproportionately on students from homes of low socio-economic status. Additionally, Walworth County does not offer public transportation which is found in larger cities like Milwaukee and Beloit. This leaves young people with few transportation options, which conveys to fewer options in employment.

At the WCEC Alternative High School, you will see multiple Wal-to-Wal Dial-A-Ride vehicles at the start of our day, in the middle of the day, and at the end of the day. This service is widely used by our students. When a student is under 18, they pay a different rate than when they turn 18. After they turn 18, the rate doubles which can serve to price this service out of what parents can afford. The staff, students, and parents ask that you consider offering the same rate for students who are using the transportation to take them to and from high school, regardless of age. This would allow students, who have been faithfully and gratefully using the service, to continue with their reliable transportation and successfully complete their journey to a high school diploma—something that is in all of our best interests.

Thank you for your consideration of my request.

[Signature]

Kelly Demerath
Principal
PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION COORDINATION PLAN FOR WALWORTH COUNTY: 2016
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I. INTRODUCTION

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

In addition to this Coordination Plan, the Commission also periodically prepares the long-range (20-35 year) transportation system plan for the seven-county Southeastern Wisconsin Region and short-range (5 year) transit development plans for each of the Region’s public transit systems. The year 2050 regional land use and transportation plan for Southeastern Wisconsin (VISION 2050), adopted in 2016, is intended to provide a vision for, and guide to, future transportation system development in the Region. The short-range transit service plans address current transit service issues and needs, and represent an initial stage of implementation of the recommendations of VISION 2050. A countywide public transit service plan for Walworth County was last prepared by the Commission in 1982. If the County were to request that the Commission staff prepare a new countywide transit development plan, the unmet transit service needs identified for the 2016 Walworth County Coordination Plan would be considered in that transit development plan.

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

General Population Characteristics

Walworth County is located in Southeastern Wisconsin, bordered by Rock County to the west, Jefferson and Waukesha Counties to the north, Kenosha and Racine Counties to the east, and Illinois to the south. Walworth County’s population in 2015 was 102,800 persons, according to the U.S. Census Bureau. Of that total, the combined population of the Cities of Delavan, Elkhorn, Lake Geneva, and Whitewater made up 37,500 persons, or about 36 percent. A small concentration of population also exists in the Village of East Troy. Map 1 shows the population density in 2010 by U.S. Public Land Survey quarter-section.

Walworth County’s population has grown rapidly since 1990. Between 1990 and 2015, the County’s population grew by about 37 percent from approximately 75,000 to 102,800 persons, respectively. The rapid growth is expected to continue through 2030. As Figure 1 displays, the Walworth County population is projected to reach 122,100 by the year 2030.
Map 1
Population Density by U.S. Public Land Survey Quarter-Section in Walworth County: 2010

PERSONS PER U.S. PUBLIC LAND SURVEY ONE-QUARTER SECTION
- 1 - 49
- 50 - 99
- 100 - 249
- 250 - 499
- 500 - 999
- 1000 OR MORE

Source: 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 28 percent of the total population. People with disabilities also make up a significant portion of the population at about 12 percent of the County’s residents. 7 percent of the population is at least 75 years of age, and about 7 percent of households have no vehicle available.

- Between 2000 and 2015, all four transit-dependent population groups increased in absolute numbers, and in the share of the total population.

Data from the 2011-2014 American Community Survey were used to identify areas in Walworth 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.
In 2014, the residential concentrations of transit-dependent persons were located mostly within the Cities of Delavan, East Troy, Elkhorn, Lake Geneva, and Whitewater, and the Village of Fontana on Geneva Lake. Transit needs in the rest of Walworth County were low or marginal, with the exception of some areas in and around the Villages of Walworth and Williams Bay.

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 Delavan, Elkhorn, Lake Geneva, and Whitewater, and the Village of Fontana on Geneva Lake. Areas in and around the Villages of Darien, Fontana on Geneva Lake, and Walworth also have moderate concentrations of employment.

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

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

### Table 1
Trends in Transit-Dependent Population Groups in Walworth County

<table>
<thead>
<tr>
<th>Transit-Dependent Population Group</th>
<th>2000</th>
<th>2010</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>% of Total Population/Households</td>
<td>Number</td>
</tr>
<tr>
<td>Seniors (75 and older)</td>
<td>5,889</td>
<td>6</td>
<td>6,395</td>
</tr>
<tr>
<td>Persons in Low-Income Households b</td>
<td>19,957</td>
<td>22</td>
<td>29,245</td>
</tr>
<tr>
<td>People with Disabilities c</td>
<td>4,282</td>
<td>5</td>
<td>8,367</td>
</tr>
<tr>
<td>Households with No Vehicle Available</td>
<td>1,663</td>
<td>5</td>
<td>2,000</td>
</tr>
<tr>
<td>Total County Population</td>
<td>93,759</td>
<td>--</td>
<td>102,229</td>
</tr>
<tr>
<td>Total Number of Households</td>
<td>34,505</td>
<td>--</td>
<td>39,699</td>
</tr>
</tbody>
</table>

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
Map 2
Transit Needs Index for Walworth County: 2014

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

Map 4 shows their locations. Many of these activity centers are located within the Cities of Delavan, Elkhorn, Lake Geneva, and Whitewater. A small number are also located in the Villages of Darien, East Troy, and Walworth.

III. CURRENT TRANSPORTATION SERVICES

Table 2 lists the major transportation providers currently serving Walworth 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 Walworth County include:

• Brown Cab Service is a publicly-funded, demand response shared-ride taxi service in the City of Whitewater and surrounding communities.
• Walworth County Department of Health and Human Services, which contracts with VIP Services, Inc. to provide Walworth County transportation services, provides door-to-door services to seniors and adults with disabilities.

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:

• Cab Care Transportation provides advance reservation, door-to-door service for those in wheelchairs in the Cities of Delavan, Elkhorn, and Lake Geneva.
• Delavan Taxi is a private, for-profit taxi service in the City of Delavan and surrounding communities.
• Lake Geneva Senior Cab is a private, for-profit taxi service that provides service to, from, or within the Lake Geneva area.
• Lakes Area Taxi is a private, for-profit taxi service in the City of Lake Geneva and surrounding communities.
• VIP Services, Inc. provides door-to-door service for participants in their programs for persons with physical or cognitive disabilities, as well as seniors and adults with disabilities.
• The remaining transportation services operated within the County are mostly private-for-profit services that focus on providing transportation for medical appointments within Walworth County and to surrounding counties and transportation network companies such as Uber that provide services for the general public.
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

TRANSIT SERVICE (2016)

Source: SEWRPC
### Table 2
Inventory of Local, Intercity, and Human Services Transit Service Providers in Walworth County: 2016

<table>
<thead>
<tr>
<th>Name of Service Provider</th>
<th>Type of Provider</th>
<th>Type of Service</th>
<th>Service Area</th>
<th>Eligible Users</th>
<th>Days and Hours of Operation</th>
<th>Fare Per Trip</th>
<th>Vehicles Used</th>
<th>Funding Sources in Addition to Fares</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brown Cab Service</td>
<td>Public</td>
<td>Demand-responsive shared ride taxi</td>
<td>City of Whitewater and portions of adjacent communities</td>
<td>General Public</td>
<td>Monday-Wednesday: 7:00 a.m. - 7:00 p.m. Thursday-Saturday: 7:00 a.m. - 2:30 a.m. Sundays: 7:00 a.m. - 4:00 p.m.</td>
<td>Distance based $2-$3 in Whitewater Reduced fares for seniors and people with disabilities</td>
<td>Mini-vans and minibus</td>
<td>Federal §5311 State §85.20 City of Whitewater</td>
</tr>
<tr>
<td>Walworth County Department of Health and Human Services</td>
<td>Public</td>
<td>Advance reservation or demand response, door-to-door</td>
<td>Walworth County, surrounding counties, and other long distance destinations</td>
<td>Seniors (60+) and adults with disabilities</td>
<td>24 hours a day, 7 days a week</td>
<td>$4.00 within community $6.00 to another community within county $15.00 to $25.00 outside county</td>
<td>Vehicles and drivers provided by VIP Services, Inc.</td>
<td>State §85.21 Walworth County</td>
</tr>
<tr>
<td>Cab-Care Transportation</td>
<td>Private, for-profit</td>
<td>Advance reservation, door-to-door</td>
<td>Elkhorn, Lake Geneva, and Delavan</td>
<td>Must be in a wheelchair</td>
<td>Weekdays: 8:00 a.m. - 5:00 p.m. Saturdays: As needed Sundays: As needed</td>
<td>Private pay</td>
<td>3 accessible vans 6 regular minivans 1 18-passenger accessible bus 1 12-passenger van</td>
<td>- -</td>
</tr>
<tr>
<td>Delavan Taxi</td>
<td>Private, for-profit</td>
<td>Taxi service</td>
<td>City of Delavan and adjacent communities</td>
<td>General Public</td>
<td>8:00 a.m. – 2:00 p.m.</td>
<td>$7.00 in town $2.00 per mile</td>
<td>3 15 passenger minivans, lift vans available</td>
<td>- -</td>
</tr>
<tr>
<td>Inspiration Ministries</td>
<td>Private, non-profit</td>
<td>Scheduled door-to-door for adult day care, shopping events and medical activities</td>
<td>Walworth County</td>
<td>Residents of Inspiration Ministries community</td>
<td>As needed</td>
<td>No charge</td>
<td>4 accessible vans</td>
<td>- -</td>
</tr>
<tr>
<td>Lake Geneva Senior Cab</td>
<td>Private, for-profit</td>
<td>Taxi service</td>
<td>Primarily Walworth County, with occasional trips to Milwaukee and Chicago</td>
<td>General public</td>
<td>24 hours a day, 7 days a week</td>
<td>$5.00 pick up fee per person and $2.00 per mile</td>
<td>2 15-passenger vans 3 regular minivans 1 sedan</td>
<td>- -</td>
</tr>
<tr>
<td>Lakes Area Taxi</td>
<td>Private, for-profit</td>
<td>Taxi service</td>
<td>City of Lake Geneva and adjacent communities</td>
<td>General Public</td>
<td>8:00 a.m. – 2:00 p.m.</td>
<td>$7.00 in town $2.00 per mile</td>
<td>3 12 passenger minivans, lift vans available</td>
<td>- -</td>
</tr>
</tbody>
</table>

Table continued on next page.
Table 2 (Continued)

<table>
<thead>
<tr>
<th>Name of Service Provider</th>
<th>Type of Provider</th>
<th>Type of Service</th>
<th>Service Area</th>
<th>Eligible Users</th>
<th>Days and Hours of Operation</th>
<th>Fare Per Trip</th>
<th>Vehicles Used</th>
<th>Funding Sources in Addition to Fares</th>
</tr>
</thead>
<tbody>
<tr>
<td>LaVigne Transportation (920) 563-1515</td>
<td>Private, for-profit</td>
<td>Advance reservation, curb-to-curb and door-to-door</td>
<td>Walworth County</td>
<td>Seniors and people with disabilities</td>
<td>Weekdays: 6:00 a.m. – 6:00 p.m.</td>
<td>Distance based</td>
<td>Accessible vans</td>
<td>- -</td>
</tr>
<tr>
<td>Medix Wheelchair Service (262) 539-2680</td>
<td>Private, for-profit</td>
<td>Advance reservation, door-to-door</td>
<td>Walworth, Kenosha, Racine, and other long distance destinations</td>
<td>General public</td>
<td>Weekdays: 6:00 a.m. – 6:00 p.m.</td>
<td>Private pay</td>
<td>Accessible vans</td>
<td>- -</td>
</tr>
<tr>
<td>Mukwonago Seniors on the Go (262) 363-5700</td>
<td>Private, non-profit</td>
<td>Advanced reservation, door-to-door</td>
<td>City of Mukwonago and East Troy</td>
<td>General public</td>
<td>Weekdays: 8:00 a.m. – 5:00 p.m.</td>
<td>Private pay: $4.50 - $10.00</td>
<td>Non-accessible vehicles and one accessible van</td>
<td>Waukesha County Private Donations</td>
</tr>
<tr>
<td>ParaTech Ambulance (800) 421-2234</td>
<td>Private, for-profit</td>
<td>Advance reservation, door-to-door for medical activities</td>
<td>Walworth County and surrounding counties</td>
<td>General public for medical appointments only</td>
<td>24 hours a day, 7 days a week</td>
<td>Title 19 Medicaid reimbursement or private pay</td>
<td>Accessible vehicles</td>
<td>- -</td>
</tr>
<tr>
<td>Trans Star Medical (800) 972-8080</td>
<td>Private, for-profit</td>
<td>Advance reservation, door-to-door for medical activities</td>
<td>Walworth County, surrounding counties, and long distance locations</td>
<td>General public for medical appointments only</td>
<td>Weekdays: 5:00 a.m. - 6:00 p.m. Saturdays: 5:00 a.m. - 3:00 p.m.</td>
<td>Title 19 Medicaid reimbursement or private pay</td>
<td>23 Accessible vans</td>
<td>Title 19 Medical Assistance</td>
</tr>
<tr>
<td>VIP Services, Inc. (262) 723-4043 (provides County Department of Health and Human services)</td>
<td>Private, non-profit</td>
<td>Advance reservation or demand response, door-to-door</td>
<td>Walworth County, surrounding counties, and other long distance destinations</td>
<td>Participants in VIP Services programs, seniors, and adults with disabilities</td>
<td>24 hours a day, 7 days a week</td>
<td>$4.00 within community $6.00 to another community within county $15.00 to $25.00 outside county</td>
<td>2 26-passenger accessible buses 1 12-passenger accessible bus 8 14-passenger accessible buses 3 5-passenger accessible buses 6 7-passenger accessible buses 11 12-passenger bus 13 accessible minivans 1 secure minivan</td>
<td>Federal §5310 Private pay Family Care IRIS</td>
</tr>
</tbody>
</table>

Source: SEWRPC
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 Walworth 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 Walworth County appears below in no particular order.

**Unmet Needs for Travel within Walworth County**

- Lack of affordable transportation for work, social, recreational, and shopping trips for all residents.
- Need for reducing the length of time required for making an advanced reservation with human services providers that accommodate wheelchairs.
- Lack of available transportation services for getting to and from rural areas within the County for social and recreational activities.
- Lack of transportation for medical appointments, both within and outside the County, especially for short-term care and for people with disabilities.
- Need for expanding existing transportation options and securing public and/or private funding to support these expanded services.
- Lack of evening, night, and weekend transportation service options. Most operators stop providing service before 6:00 p.m. on weekdays and many do not provide any service on weekends.
- Need for expanding the area served by taxicab providers, including wheelchair-accessible taxis. The taxi services available to the general public focus on serving demand in the Delavan, Elkhorn, Lake Geneva, and Whitewater areas with very little or no service provided in the other portions of the County.
• Need more affordable fares for the existing and potential new taxi services. Many people who need to use the taxi services are unable to afford the current fare.

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.
• Need for all transportation services, including Uber and Lyft, to be accessible to people with disabilities.

• Additional Needs
  • There is a need to broaden the categories of individuals who are eligible to use human services transportation.
  • 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 Walworth 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 Walworth 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 Walworth County.

Strategies for Addressing Unmet Travel Needs within Walworth County
1. Continue to fund a mobility manager position for the County whose duties could include, but would not be limited to:
   a. Assisting in coordinating transportation services.
   b. Promoting the availability of transportation services.
   c. Gathering and analyzing data to evaluate a variety of transportation options for seniors, people with disabilities, and low-income residents.
d. Developing strategies to obtain funding for projects that would improve or increase the transportation services available in the County.

e. Working with the Transportation Coordinating Committee to improve transportation services in the County.

f. Studying opportunities for implementing a voucher program for low-income residents.

2. Improve the convenience of using transportation services within Walworth County and between Walworth County and adjacent counties. For example, the shared-ride taxi serving the City of Whitewater could expand the days and hours of its transportation services.

3. Study ways to expand the eligibility of the County Health and Human Services Department’s transportation services to serve more residents and trip purposes.

4. Purchase new vehicles to accommodate the demand for transportation services and maintain or improve the level of service offered.

5. Establish automobile purchase and repair programs directed at low-income workers who cannot use public transportation to get to jobs.

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

<table>
<thead>
<tr>
<th>Program</th>
<th>Type</th>
<th>Target Rider</th>
<th>Eligible Applicants</th>
<th>Local Share (approx.)</th>
<th>Statewide Funding Level (approx.)</th>
<th>Application Cycle</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 5307</td>
<td>Operating &amp; Capital</td>
<td>Public in urbanized areas (&gt;50,000)</td>
<td>Local public bodies</td>
<td>20% for capital projects, 50% of deficit for operating projects</td>
<td>$49.3 million</td>
<td>Annual (application released in summer)</td>
<td>Combined with State aid (s. 85.20) to cover approximately 55% of operating expenses in urbanized areas. Job Access and Reverse Commute activities are eligible projects.</td>
</tr>
<tr>
<td>Section 5309</td>
<td>Capital</td>
<td>Public</td>
<td>Local public bodies with Urban Public Transit Systems</td>
<td>20% of total costs</td>
<td>N/A</td>
<td>Capital requests are competitively granted by the FTA</td>
<td>For fixed guideway transit capital investments</td>
</tr>
<tr>
<td>Section 5310</td>
<td>Capital</td>
<td>Seniors and People with Disabilities</td>
<td>Primarily non-profits, but can be local public bodies, if non-profit is not readily available</td>
<td>20% for capital projects, 50% of deficit for operating projects</td>
<td>$4.7 million</td>
<td>Annual (application released in summer)</td>
<td>Combined with State funds (s.85.22). Expanded to include non-traditional projects such as mobility management, operating, and non-vehicle capital previously authorized under the Section 5317 New Freedom program.</td>
</tr>
<tr>
<td>Section 5311</td>
<td>Operating &amp; Capital</td>
<td>Public in areas &lt;50,000 in population</td>
<td>Local public bodies</td>
<td>Operating – 50% of project deficit Capital – 20% of total costs</td>
<td>$16.0 million</td>
<td>Annual (application released in early fall)</td>
<td>Combined with State aid (s. 85.20), to cover approximately 60% of operating expenses in non-urbanized areas. Job Access and Reverse Commute activities are eligible projects.</td>
</tr>
<tr>
<td>Section 5337</td>
<td>Capital</td>
<td>Public</td>
<td>Local Public Bodies</td>
<td>20% of total costs</td>
<td>$1.4 million</td>
<td>Annual (application released in early fall)</td>
<td>Capital funds for the maintenance of fixed guideway transit and transit that operates in HOV lanes</td>
</tr>
<tr>
<td>Section 5339</td>
<td>Capital</td>
<td>Public</td>
<td>Local Public Bodies</td>
<td>20% of total costs</td>
<td>$6.3 million</td>
<td>Annual (application released in early fall)</td>
<td>Capital funds for the replacement and repair of buses and bus facilities</td>
</tr>
</tbody>
</table>

Source: Wisconsin Department of Transportation and SEWRPC
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 Walworth County participants identified are listed below.

**Walworth County**

- Walworth County would consolidate and share transportation resources.
- Walworth County would be responsible for studying ways to expand transportation services, including the County Department of Health and Human Services transportation services to serve more residents and trip purposes.
- Walworth County would improve the convenience of transportation services for travel both within and outside the County.
- Walworth County would continue working with the transportation coordinating committee to implement the identified coordination strategies and recommend actions to County officials.

**Mobility Manager**

- The County’s mobility manager would be responsible for promoting increases in local, State, and Federal funding levels for transportation programs and better coordination of program eligibility and reporting requirements to improve service availability and convenience.
- The County’s mobility manager would be responsible for developing strategies to obtain funding for projects that would improve or increase the transportation services available in the County.
- With the authorization of the County Board, the County’s mobility manager would continue staffing a transportation coordinating committee for the County, which would be responsible for pursuing the fulfillment of the unmet needs and associated strategies listed earlier in this Plan.

**All Transportation Providers**

- Transportation providers would study ways to increase transportation options that are available during evenings and weekends.
- Transportation providers would consolidate and share transportation resources.
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 .......................................................... Information and Assistance Coordinator, Kenosha County Aging and Disability Resource Center
Rachel DeWildt .......................................................... Manager, Elder & Disability Services, Kenosha County Aging and Disability Resource Center
Bobby Dyson ............................................................. Filling a Need
Kim Egan ................................................................. Social Services, Claridge House
Arneetnice 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 ............................................................. Citizen
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.
Shannon 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.
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, Windsongs Village Apartments

MILWAUKEE COUNTY

Hal Ackerman ............................................................... WDA Supervisor, Division of Vocational Rehabilitation
Kristen Adelmund .......................................................... Executive Assistant, Hatch Staffing
Joe Alaka ................................................................... Phase II Care Transport, LLC
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
Don 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 1Division of Vocational Rehabilitation,
Hector Colon ..................................................... Director, Milwaukee County Health and Human Services
Randall Daut .......................................................... Community Representative, Wauwatosa Senior Commission
Holly Davis ............................................................... Director, Milwaukee County Department on Aging
Terri Davis ................................................................. Executive Director, Vision Forward Association
Ricardo Diaz .......................................................... Executive Director, United Community Center
John Doherty ................................................................ Transit Express, Inc.
Brian Dranzik ............................................ Director of Transportation, Milwaukee County Department of Transportation
Peg DuBord ............................................................... CEO and President, Transitional Living Services, Inc.
Jim Duff ...................................................................... Director, Veterans Service Office
Ella Dunbar ........................................................ Program Services Manager, Social Development Commission
Patricia Fabian ....................................................... Director of Adult Day Operations, Curative Transportation Services
Patty Flowers .................................................................. Chief Executive Officer,
American Red Cross - Greater Milwaukee Chapter

Teresa Freund .......................................................... Grant Writer, Vision Forward Association
Dawn Gelle ............................................................. Vice President, Policy Studies-Job Center Northwest
George Gerharz ............................................................... Allied Community Solutions
Kim Grove ................................................................. American Cancer Society- Milwaukee Division
Jackie Hallberg ........................................................ President and CEO, Goodwill Industry of Southeastern Wisconsin
Daniel Haney .............................................................. Transportation Manager, Community Care, Inc.
Tracy Harrington ....................................................... Director of Paratransit Services, Milwaukee County Transit System
Hector Hernandez .............................................. Elderly Program Director, United Community Center
Tom Hlavacek .......................................................... Executive Director, Alzheimer’s Association
Christine Holmes .......................................................... President, Penfield Children’s Center
LaPricia Hooks ........................................................ Kadyn’s Transportation, Inc.
Paula Houston ........................................................... President, Choice Care Transport
Dorothy Jackson .......................................................... E & D Transportation, Inc.
Marlena Jackson ........................................................ Patient Relations, Froedtert Healthcare
Thomas Kearney .............................................. Chief of Operations, Third District Community Justice Center
Linda Marie Kelly ................................................................. Citizen
Kathy Kemnitz ........................................................ Transportation Coordinator, Children’s Hospital of
Wisconsin - Family Services

Tom Kenney ......................................................... Mobility Manager, Milwaukee County Transit System
Mark Kessenich ......................................................... Executive Director, Wisconsin Regional Training Partnership
MILWAUKEE COUNTY (continued)

Maudwella Kirkendoll .................................................. Chief Operating Officer, Community Advocates
Walter Laux ............................................................... Executive Director, Bell Therapy, Inc
Geri Lyday ............................................................... Disability Services Division Administrator,
Milwaukee County Health and Human Services
James Martin ............................................................. Director of Administration,
Milwaukee County Department of Transportation
Lupe Martinez ............................................................. Director, United Migrant Opportunity Service
Tanya Mazor-Posner .................................................... President, Milwaukee Center for Independence
Gary Mikolajczyk ....................................................... Interim Chairperson, Milwaukee County Commission on Aging
Jennifer Mims-Howell ................................................ Director of Specialized Services,
Milwaukee Public Schools - Division of Special Needs
Dan Misch ................................................................. Supervisor, Curative Care Network
Matthew Mueller ........................................................ Director of Government Funding, Ways to Work
Chris Mulloy ............................................................. Executive Director, Meda-Care Ambulance Service
Dawn Mumaw ........................................................... Regional Director,
Wisconsin Department of Health and Human Services – Milwaukee Office
Kenneth Munson ....................................................... Chief Executive Officer, Community Care, Inc.
Katherine Murphy ....................................................... Aurora Healthcare - Transportation Services
Don Natzke ............................................................... Mobility Manager, Milwaukee County Transit System
Kristin Neitzel ............................................................ Director, Children’s Hospital of Wisconsin - Family Services
Ubaldo Nieves ........................................................... Transportation Manager, Milwaukee Center for Independence
Steven Nigh ............................................................. Grants Development Manager, Milwaukee County
Department of Transportation
Tim Ochnikowski .... Executive Director, Milwaukee County Office for Persons with Disabilities
Eileen Olen ............................................................... Chair, Wauwatosa Senior Commission
Paula Penebaker ......................................................... President & CEO, YWCA of Greater Milwaukee
Manuel Perez ............................................................ General Manager, Esperanza Unida, Inc.
Gary Portenier ......................................................... Program Planning Coordinator, Milwaukee County Department on Aging
John Possell .............................................................. Fiscal Director, Milwaukee Careers Cooperative
Linda Ragland .......................................................... DCS Transport, Inc.
Mazen Rezk ............................................................. Manager, City Wide Transit Cooperative
Toni Rivera-Joachin ................................................... Director, Council for the Spanish Speaking
Richard Robbins ..................................................... Audio Services Coordinator, Audio & Braille Literary Enhancement
John Rodgers ........................................................... Senior Manager Grants Compliance,
Milwaukee County Department of Transportation
Paul Sanfelippo ........................................................ General Manager, American United Taxi Company, Inc.
Bob Sayner ............................................................... Executive Director, Justice 2000
Krista Scheel ............................................................ Program Director, Alzheimer’s Association -
Southeastern Wisconsin Chapter
Mary Schinkowitz .................................................... 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 ................................................................. Copes 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 Witteke ............................................................. 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
Mary Jean Smith .......................................................... CEO, Society’s Assets, Inc.
Octavio Martell ............................................................ Transportation Coordinator, Waterford Special Education Consortium

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

WAUKESHA COUNTY

Jennifer Aldrich ........ Disability Resource Coordinator, WOW Workforce Development, Inc.
Beatrice Alexander ................................ Coordinator, New Berlin Senior Taxi
Kris Androsky ........................................... Executive Director, Hebron House
Jane Batha ................................................. Manager, Arbor Education & Training, Inc.
Sandi Bednarski .......................... Homes for Independent Living
Shawna Burr ........................................... Director, Paragon Community Services, Inc.
Heather Byron ........................................... Program Specialist, Transportation & Lodging, American Cancer Society - Midwest Division
Laura Catherman .................................. President, WOW Workforce Development Board
Tom Dieckelman .................................. Wisconsin Coach Lines, Inc.
John Doherty ........................................... CEO, Meda Care Vans of Waukesha
Andrew Dresang .......................... Community Outreach Coordinator, Community Memorial Hospital
Brian Engeling ........................................ 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 North .............................................................. 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

Ralph Zick
Phyllis Wesolowski
Representative
Jimmy Stephens
Michael Bachhuber

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

Roger Lemke ................................................................. Oconomowoc Silver Streak
Beth Lohmann ............................................................... Easter Seals Waukesha
Dick Manke ................................................................. President, Lake Country Cares Cab
Sarah Matson ............................................................... Catholic Charities
Ruth McDowell ............................................................. Phoenix Transportation, Inc.
Rick Meier ................................................................. ProHealth Care Special Transportation
Kara A. Moore ............................................................. Program Coordinator, Waukesha County Health & Human Services Volunteer Transportation Service

Karin Nickel ................................................................. Executive Director, Muskego Senior Taxi
Michael Pjevach .............................................................. President, Wisconsin Coach Lines, Inc.
Susan Rady ................................................................. Manager, Menomonee Falls Senior Shuttle
Pam Reetz ................................................................. Owner, Best Cab of Waukesha, Inc.
Antwayne Robertson ......................................................... Director, Waukesha County Health & Human Services
Libby Rowe ................................................................. Interim Executive Director, Community Action Coalition of Southcentral Wisconsin

Tom Rust ................................................................. Waukesha Cab, Inc.
Nora Sale ................................................................. Executive Vice President, ProHealth Care Special Transportation Prepaid Voucher Program

Karen Schmiechen ......................................................... Member, SOPHIA of Waukesha County
John Schnabl ................................................................. Executive Director, Southeastern Wisconsin Area Agency on Aging Margaux Shields ........................................................ Mobility Manager, Interfaith Senior Programs, Inc.
Dawn Smith ................................................................. Program Manager, Care Wisconsin, Inc.
Jimmy Stephens ............................................................. Best Cab of Waukesha, Inc.
Steve Visocky ................................................................. X-Pert Placement Inc.
Phyllis Wesolowski ......................................................... Coordinator, Elmbrook Senior Taxi
Jack Wieber ................................................................. Program Director, Mukwonago Seniors on the Go
Ralph Zick ................................................................. Executive Director, The Hope Center in Waukesha
Representative ............................................................. Transportation Manager, Elmbrook Memorial Hospital Representative Lifestyles Medical & Leisure Transportation, Inc.

Representative ............................................................. Procare Plus, LLC
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 Infelt .................................. Member, Adaptive Community Approach Program
Ron Iwen .................................. Director, Kenosha Area Transit System
Kevin Johnson .................................. Veterans Services Officer, Ozaukee County Veterans Services Office
David Jordan .................................. Chairman, Aging and Disability Resource Center, Walworth County
Judith Kearns .................................. Citizen
Tom Kenney .................................. Mobility Manager, Milwaukee County Transit System
Rhonda Klein .................................. Member, Adaptive Community Approach Program
Amber Koehler .................................. Shared-Ride Taxi Manager, Ozaukee County Transit Services
Krystina Kohler ................................................................. Income Portfolio Manager, United Way of Greater Milwaukee & Waukesha County
Jeff Kohlhapp ................................................................................ Production Manager, QuadGraphics
Sari Laboutski ................................................................. Member, Adaptive Community Approach Program
Deb Langham ........................................................... Vice President of Independent Living, IndependenceFirst
Donald Lawrence ................................................................. Citizen
Dawn Lingo ................................................................. Organizer, Congregations to Save Humanity
Hannah Loppnow ......................................................... Program Supervisor, Interfaith Senior Programs
Michael Maierle ............................................................ Transit Manager, Belle Urban System, City of Racine
Tonya Mazor-Posner .................................................. President, Milwaukee Center for Independence
Willie McDonald ................................................................. General Manager, Belle Urban System, City of Racine
Jill McGuire ................................................................. Public Health Nurse, Health Department, City of Wauwatosa
Patrick Missall .......................................................... Division of Long Term Care, Wisconsin Department of Health Services
Ali Nelson ................................................................. Director, Kenosha County Veterans Services Office
Karín 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 ................................................................. Citizen
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 in 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.
The 2020 Transit System Management Plan is an account of the services to be provided by your system in calendar year 2020. The Plan also details any expansion or reduction of services during the next calendar year, as well as the system’s goals and objectives for 2020 and beyond.

The purposes of the management plan are to provide WisDOT with a description of the services to be provided during the ensuing year, ensure the maintenance or improvement of service available to the public, identify and implement various policies and practices to increase the efficiency of transit operations, and ensure state funds will be spent wisely.

The Department will also use the management plan as a basis for monitoring and evaluating the performance of the participating transit system during the contract period. Transit policy and management decisions made and actions taken during the contract period must be in conformance with the management plan.

Any proposed deviations from the management plan must be reported to the Department and approved by the Department prior to implementation. Failure to do so will jeopardize continued assistance.

Each applicant is required to prepare a management plan in accordance with the outline given below. The level of detail required will vary according to the size and complexity of the system involved, but each topic must be addressed by all applicants.

Please include your answers to the below questions within this document, adding pages at the end of the document if needed.

Please change the font (size/color/italicized/bold) of your answers so they stand out from the questions.

Paragraphs with borders and shaded gray do not require any input from the applicant.

If using information from your 2019 application as the basis for your responses, please cut-and-paste into this document – do not simply re-submit last year’s version of the Management Plan.
I. ORGANIZATIONAL INFORMATION

(1) Which municipal/tribal/county department is responsible for administering and/or operating the transit service?

**Walworth County Administration**

(2) Are there any third-party vendors hired (or agreements with government agencies) for operations of the transit system? Do you hire any third-party entities (non-government entities) for marketing, advertising, outside maintenance, fuel or other goods and services?

**Walworth County contracts with VIP Services, Inc. to provide shared-ride transit service.**

**The County does not hire any third party entities for marketing, advertising, outside maintenance, fuel or other goods and services.**

(3) Are any administrative services performed by a third party? (e.g. accumulating quarterly reports, submitting applications to WisDOT or FTA, hiring staff)

**No**

(4) Will the municipality/transit commission/county have a single audit conducted in 2020? *Note: OMB SuperCircular 2 CFR 200 requires this if your municipality/county/transit commission receives more than $750,000 in total federal (not just transit) grants.*

**Yes**

(5) For any system with a transit commission, board of directors or transit advisory committee:

a. How often does the commission/board/committee meet?

**The Walworth County Transportation Coordinating Committee (TCC) meets at least every other month.**

b. What is their role in the transit system? Do they set system policies? Vote on fare increases/decreases? Other?

**The TCC establishes, reviews and revises policies; votes on fare policies; and oversees management of the service provider.**
c. List commission/board members and their contact information

<table>
<thead>
<tr>
<th>Name</th>
<th>Company/Title</th>
<th>Phone</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nancy Russell</td>
<td>County Board Chair/Chair of TCC</td>
<td>262-248-4810</td>
<td>By position</td>
</tr>
<tr>
<td>Andy Kerwin</td>
<td>Vice Chair of TCC/Citizen Member</td>
<td>262-248-4558</td>
<td>Expires 09/30/22</td>
</tr>
<tr>
<td>Ken Monroe</td>
<td>County HHS Board Chair</td>
<td>262-279-5481</td>
<td>By position</td>
</tr>
<tr>
<td>Lisa Kadlec</td>
<td>HHS/ADRC Representative</td>
<td>262-741-3252</td>
<td>No set term</td>
</tr>
<tr>
<td>Shawn Davenport</td>
<td>Citizen Member</td>
<td>262-245-7930</td>
<td>Expires 10/31/22</td>
</tr>
<tr>
<td>Eric Russow</td>
<td>Citizen Member</td>
<td>262-320-7325</td>
<td>Expires 09/30/22</td>
</tr>
<tr>
<td>Michael McKay</td>
<td>Citizen Member</td>
<td>262-275-6727</td>
<td>Expires 09/30/20</td>
</tr>
</tbody>
</table>

II. SERVICE DESCRIPTION

(1) Click boxes below for each service type that applies to your system. Provide comments below the checkboxes, if needed.

☐ Fixed route (no deviation)
☐ Fixed route (deviation)
☒ Demand response (e.g. shared-ride taxi, door-to-door bus, paratransit)

(2) List the hours of operation for each service in the system

- Monday – Friday 6:00 a.m. to 7:00 p.m.
- Saturday 7:00 a.m. to 5:30 p.m.
- No service on Sundays or holidays.

(3) List all municipalities, counties, or other pertinent areas in which your system stops as part of a fixed-route service or picks up riders through a demand-response service. Be specific as to the type of service you provide each community.

All of Walworth County is served except for service with both a City of Whitewater origin and destination as they have their own shared-ride service.

(4) Outline the extent to which you will deviate from fixed-route service, if applicable.

N/A

(5) Detail scheduling and dispatching methods for demand response services, whether they are for shared-ride taxi or paratransit services.

Reservations must be made by 4:00 p.m. one day in advance. Same day service may be allowed if there is capacity.
(6) Complete the following table listing the vehicles used at peak service times (the times where most vehicles are on the road), and the total number of vehicles available to the system. Include all vehicles used in the service – not just ones owned by the city. Calculate the spare ratio: (total vehicles in fleet minus vehicles used at peak) divided by (vehicles used at peak). Example: a system with 5 vehicles, 4 of which are on the road at peak time, has a spare ratio of 25% ((5 - 4) / 4).

<table>
<thead>
<tr>
<th>Vehicle Type</th>
<th>Vehicles Operating at Peak Time</th>
<th>Total Vehicles Available</th>
<th>Spare Ratio (Total – Peak)/Peak</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sedan</td>
<td></td>
<td></td>
<td>%</td>
</tr>
<tr>
<td>Mini-van</td>
<td>11</td>
<td>15</td>
<td>36%</td>
</tr>
<tr>
<td>Cutaway (mini-bus or medium bus)</td>
<td></td>
<td></td>
<td>%</td>
</tr>
<tr>
<td>Heavy-duty bus</td>
<td></td>
<td></td>
<td>%</td>
</tr>
<tr>
<td>Other:</td>
<td></td>
<td></td>
<td>%</td>
</tr>
<tr>
<td>Other:</td>
<td></td>
<td></td>
<td>%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td>%</td>
</tr>
</tbody>
</table>

(7) Last all community events for which the system provides transit services on an annual basis (i.e. county fairs, festivals).

None

(8) List all requests from a third party for service for special events outside regular service hours (e.g. wedding receptions, shopping trip for a group of individuals) in the past year. List only services that have not been listed in your past application budgets. Add rows to table, if needed. If you did not perform the requested service, state that in the Dates of Service row.

<table>
<thead>
<tr>
<th>Party Requesting Service</th>
<th>Type of Service Provided</th>
<th>Dates of Service</th>
<th>Amount Paid to System for Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**III. SERVICE CHANGES**

This section should describe anticipated changes in the levels of service provided by the participating transit system effective during 2020, as well as any changes implemented after June 1, 2019. Each change in level of service should be discussed separately and each discussion should include the following:
(1) A detailed description of the change, including whether it includes an increase or decrease of service hours/number of vehicles or drivers, or an expansion or reduction of service area;

   The hours of service will not change in 2020; however, due to increased demand, the total number of service hours is projected to increase by 5%.

2) The date on which the change is to be (or was) implemented;

   January 1, 2020

3) The reasons for instituting the change;

   Increased demand

4) A statement indicating why the change is essential to the preservation or enhancement of the transit system

   As a relatively new service, we must respond to demand. We do very little promotion/marketing.

5) If there was public input into the decision.

   A public comment opportunity is provided at our December TCC meeting.

6) The projected impact of the changes upon operating revenues and expenses during calendar year 2020.

   Increased revenue and increased expenses.

Any significant changes in fares or service levels (elimination/addition/expansion of a daily or weekly service, elimination/addition of a service route, etc.) must be preceded by public notice approximately 30 days before implementation.

- Public notices must be advertised at least once in newspapers and/or web sites of each community affected by the changes.

(2) The proposed changes must be identified on the agenda of at least one meeting open to the public. A separate public meeting on the changes is not necessary, but if the topic is to be discussed a general City Council or County Board meeting, it must be on the agenda and clearly stated on the public notice so transit stakeholders are aware.

(3) The results of the public meeting, including all comments from members of the public on transit issues, must be documented in a concise yet thorough manner for future reviews by WisDOT and FTA staff.

(7) If there have been significant changes in service (moving from fixed-route to demand-response, publicly-operated to privately-operated or vice versa, expansion from a municipal to county-wide system, etc.) over the history of the transit system, please summarize them.

   N/A
(8) List any significant maintenance or construction issues for any transit-specific facilities, and whether any upgrades or renovations are scheduled for the upcoming year. Describe any expected process towards a new transit facility over the next year, if applicable.

N/A

IV. FARES

This section should document in detail the fare schedule in effect on January 1, 2020. Add a table, if needed.

(1) For Section 5311 applicants, the tariff schedule should include the fare rates which are in effect for various demographic groups (e.g. age, disability, veterans, etc.) and the hours of the day and days of the week, etc. for which they apply. If agency fares have been established, they should be noted as well.

<table>
<thead>
<tr>
<th>Category</th>
<th>One-Way Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seniors (60 and older), Children under 18, Disabled individuals</td>
<td>$2.50</td>
</tr>
<tr>
<td>Children under 8 with an adult</td>
<td>Free</td>
</tr>
<tr>
<td>Adults (18 and older) traveling within one community’s corporate limits</td>
<td>$3.50</td>
</tr>
<tr>
<td>All other adult trips</td>
<td>$5.00</td>
</tr>
<tr>
<td>Agency Fare</td>
<td>$8.00</td>
</tr>
</tbody>
</table>

(2) In addition to documenting your January 1, 2020 fares, describe any anticipated changes in fare structure during calendar year 2020 or beyond. Any proposed changes in fare structure must be coordinated with your passenger-counting program when the average fare method is used.

N/A

(3) Describe any fares set for managed care or other agencies, including the name of the agency and the rate. Note if there is an administrative fee taken from the agency fare to cover reporting and other costs associated with these riderships.

N/A
V. COST ALLOCATION PLAN

If the transit system enacts a Cost Allocation Plan to distribute costs through an indirect cost rate charged to a transit assistance grant, please upload a copy of that plan in the Resources section of BlackCat. If your system only charges direct costs to your federal grants (salary, fringes) or only pays a third-party provider through an invoicing process, no Cost Allocation Plan is required.

N/A

VI. PROCEDURES FOR ESTABLISHING 2020 REVENUE PASSENGERS & OPERATIONAL DATA

This section should describe in detail the procedures to be utilized for establishing 2020 revenue passenger trips.

(1) Revenue passenger trips are determined by (choose one):

☒ Actual Count (e.g. automated fare counters, driver logs)
☐ Average-fare method (estimated)

(2) If the average fare method is to be used, include a schedule of the surveys required to determine the average fare.

N/A

VII. MARKETING/ADVERTISING PLAN

Describe your 2020 marketing and/or advertising plan, including:

(1) where promotional materials are posted (newspapers, grocery stores, colleges, community centers, etc.),

Promotional materials are posted at the ADRC, free clinic, ethnic grocery stores, schools, county buildings, website, local libraries, local technical college, third party provider’s facility and vehicles. Materials are also posted at resource fairs for seniors and mass audiences.

(2) scheduled radio/television advertisements during 2020, and

None

(3) utilization of interior or exterior advertising on vehicles.

Purchased vans advertise name of program as well as phone number on side of vehicle.

Also provide any additional information about the marketing tools or advertising methods your system has tried in the past (successfully or not).

We have limited marketing due to greater than anticipated demand.
VIII. COORDINATION OF LOCAL TRANSIT SERVICES

Detail project coordination accomplished with other providers of transportation in the service area and the applicant's efforts to maximize the integration of existing funding sources with funds being applied for under the Section 5311 program.

1. Describe your efforts to coordinate with any other transportation providers (private or publicly-owned) operating within or outside your service area. Efforts may include transfer arrangements, coordination of routes to avoid unnecessary duplication of service, coordination of fare structure, etc.

   Walworth County annually updates, publishes and distributes a brochure with a list of known private operators in the area that could serve our customers.

2. Describe coordination efforts with local social service agencies, particularly with those agencies providing services (non-transportation) to low income, minority, non-English speakers, elderly, or disabled clientele. Any systems receiving 85.21 in-kind match must address that coordinated service here. Efforts might include purchase-of-service agreements, establishing routes and schedules based on the transportation needs of agency clients, providing front-door service to the agencies and to traffic generators frequented by their clients (e.g., senior citizen centers, nursing homes, clinics), providing schedules, route maps and other information aids.

   The TCC includes the Chair of the Health and Human Services (HHS) Board and a representative of the Aging and Disability Resource Center (ADRC). We meet regularly with public and private associations of seniors and disabled populations. We have distributed nearly 20,000 brochures in the past two years, participated in resource fairs and made presentations to interest groups.

3. Summarize public outreach and involvement activities undertaken during the past year and list the steps taken to ensure that minority persons and individuals with limited English proficiency had meaningful access to these activities.

   We have a user-friendly website that was recently re-designed. Brochures are available in both English and Spanish. We have distributed brochures to the ADRC, Open Arms free clinic, libraries and other public/private organizations. Our provider’s drivers also have brochures stocked in the vans/buses.

4. List recent coordination efforts with local businesses or business districts regarding commuter routes or transportation services related to employment or commerce.

   We have participated in resource fairs and delivered presentations to area service groups. Promotional materials/brochures are also posted at the local job center.
(5) Identify any municipal, county or regional transportation coordinating committees on which someone from the transit system serves.

None at this time.

IX. SERVICE AND PERFORMANCE GOALS

The section documents multi-year service and performance goals for the participating transit system as required by s.85.20, Wis. Stats. The goals must set annual targets and cover a 4-year period (2020-2023).

(1) Complete the table below:

<table>
<thead>
<tr>
<th>Estimated Operating Statistics</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Expenses</td>
<td>931,582.00</td>
<td>996,127.43</td>
<td>1,055,830.12</td>
<td>1,108,621.63</td>
</tr>
<tr>
<td>Passenger Count</td>
<td>40,129.00</td>
<td>42,135.00</td>
<td>44,242.00</td>
<td>46,454.00</td>
</tr>
<tr>
<td>Passenger Revenue</td>
<td>85,680.00</td>
<td>89,964.00</td>
<td>94,462.00</td>
<td>99,185.00</td>
</tr>
<tr>
<td>Revenue Hours</td>
<td>28,050.00</td>
<td>29,453.00</td>
<td>30,926.00</td>
<td>32,472.00</td>
</tr>
<tr>
<td>Population Estimate</td>
<td>105,803</td>
<td>106,861</td>
<td>107,930</td>
<td>109,009</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Performance Indicators</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expense/Revenue Hour</td>
<td>33.21</td>
<td>33.82</td>
<td>34.14</td>
<td>34.14</td>
</tr>
<tr>
<td>Expense/Passenger</td>
<td>23.21</td>
<td>23.64</td>
<td>23.86</td>
<td>23.86</td>
</tr>
<tr>
<td>Revenue/Expense Ratio</td>
<td>.092</td>
<td>.090</td>
<td>.089</td>
<td>.089</td>
</tr>
<tr>
<td>Passenger/Revenue Hour</td>
<td>1.431</td>
<td>1.431</td>
<td>1.431</td>
<td>1.431</td>
</tr>
<tr>
<td>Passengers/Capita</td>
<td>.379</td>
<td>.394</td>
<td>.410</td>
<td>.426</td>
</tr>
<tr>
<td>Revenue Hours/Capita</td>
<td>.265</td>
<td>.276</td>
<td>.287</td>
<td>.298</td>
</tr>
</tbody>
</table>

(2) Provide a short explanation for any projected increases or decreases in these figures.

For example, an increase in expenses per passenger could be attributed to rising fuel and labor costs. Increases in expected passenger counts should be justified by historical data or expected service or population growth.

Increased hourly rate due to contract, historical data and expected increase in service demand.

(3) List the municipalities/counties used for calculating the population estimate for the “per capita” measures.

<table>
<thead>
<tr>
<th>Municipality/County</th>
<th>Population Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>County</td>
<td>Population</td>
</tr>
<tr>
<td>-----------------</td>
<td>------------</td>
</tr>
<tr>
<td>Walworth County</td>
<td>105,803</td>
</tr>
</tbody>
</table>

A few tips for determining the most accurate population estimate for your service area to calculate the “per capita” figures:

1. Shared-ride taxi or municipal bus systems should include the entire population for the municipality(ies) that it services. It is not necessary to include the populations of small municipalities that happen to fall within a predetermined ring (i.e. 5 miles) around the municipality included as part of the service area – although they can be included if they are a significant ridership.
2. Municipalities or tribes that are local share partners for the service should have their populations included within the service area, as should any municipalities where a fixed-route or deviated fixed-route system stops regularly but does not contribute local share.
3. The full population of a county should not be included within a service area unless the demand-response service covers the entire county.
4. Bus systems headquartered in a municipality that is not located in a federally-defined Urbanized Area (UZA) offering service into urban areas (population over 50,000) should not count the urban population as part of their service area.

**X. COMPLIANCE SITE REVIEW ELEMENTS**

The following statements address issues identified during WisDOT Compliance Site Reviews, which are held to help transit systems understand the responsibilities tied to the receipt of federal and state assistance grants. Please click the checkbox on either True or False for each item.

You do not need to include these documents, policies or procedures within your application, nor do you have to implement any immediate changes in your system’s procedures before receiving funds.

**However, these documents are REQUIRED to meet federal and state regulations regarding transit assistance grants.** All items for which you marked “False” should be created and implemented as soon as possible so they are in place before your next Compliance Site Review. Failing to do so could impact your ability to receive future grants.

Contact CSR Manager Judy Egnor at judy.egnor@dot.wi.gov or 608-266-8968 with questions about these items or on applicable WisDOT document templates.
<table>
<thead>
<tr>
<th>TRUE</th>
<th>FALSE</th>
<th>ITEM</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>☒</td>
<td>☐</td>
<td>1. <strong>The grantee has written documentation regarding general accounting practices, credit card usage, and cash management policies. This documentation may be adopted from the municipal, county, or tribal government.</strong></td>
<td></td>
</tr>
<tr>
<td>☒</td>
<td>☐</td>
<td>2. <strong>The grantee has a separate transit account, if within a municipal/county/tribal government structure, and that the balances for FTA and WisDOT grants for each year are tracked to ensure no funds from previous grants are used for future operating or capital purchases.</strong></td>
<td></td>
</tr>
<tr>
<td>☒</td>
<td>☐</td>
<td>3. <strong>The grantee has a written Procurement Policies and Procedures document, or as formally adopted WisDOT’s procurement policies.</strong></td>
<td></td>
</tr>
<tr>
<td>☒</td>
<td>☐</td>
<td>4. <strong>The grantee (not just the third-party provider) has a vehicle replacement schedule that stating when each vehicle within the fleet will be disposed, and that schedule matches their four-year capital plan as listed in the WisDOT BlackCat system.</strong></td>
<td></td>
</tr>
<tr>
<td>☒</td>
<td>☐</td>
<td>5. <strong>The grantee (not just the third-party provider) has a Vehicle Disposal Guidance document, or formally adopts the WisDOT Disposal Guidance so that FTA-funded vehicles are disposed of properly.</strong></td>
<td></td>
</tr>
<tr>
<td>☒</td>
<td>☐</td>
<td>6. <strong>If the grantee owns a facility that was constructed with the aid of FTA funds, there is a facility maintenance plan to address how the structure and internal elements of the facility are maintained for maximum useful life.</strong></td>
<td></td>
</tr>
<tr>
<td>☒</td>
<td>☐</td>
<td>7. <strong>A representative of the grantee receives and reviews a semi-annual vehicle maintenance report and conducts an annual inspection of all vehicles to ensure they are being maintained properly, even if leased to a third-party vendor.</strong></td>
<td></td>
</tr>
<tr>
<td>☒</td>
<td>☐</td>
<td>8. <strong>The grantee has completed its Title VI Plan, which is posted within the transit system facility, on the subrecipient’s web site, as well as cards posted in each vehicle operating the service.</strong></td>
<td></td>
</tr>
<tr>
<td>☒</td>
<td>☐</td>
<td>9. <strong>The grantee reviews invoices and operation reports from its vendors on a quarterly basis to ensure service amounts and expense are as expected per the original Request for Proposal and any annual local agreement.</strong></td>
<td></td>
</tr>
<tr>
<td>☒</td>
<td>☐</td>
<td>10. <strong>The grantee has written training manuals regarding Title VI, ADA, safety, and other procedures available for operators, dispatchers and other staff, or has copies of those documents from their third-party provider to ensure training is conducted.</strong></td>
<td></td>
</tr>
<tr>
<td>☒</td>
<td>☐</td>
<td>11. <strong>The grantee states in promotional information, web sites, as well as ADA plans (for fixed route systems) that <em>reasonable modifications</em> to service will be made to meet the needs of individuals with disabilities.</strong></td>
<td></td>
</tr>
<tr>
<td>☒</td>
<td>☐</td>
<td>12. <strong>The grantee possesses and follows a drug and alcohol test policy for safety-sensitive employees (typically drivers and supervisors) and has working knowledge of 49 CFR Part 40 &amp; Part 655. If the grantee hires a third-party provider for transit service, it should receive a copy of the provider’s drug and alcohol policy.</strong></td>
<td></td>
</tr>
</tbody>
</table>
**WisDOT Calendar Year 2020 Capital Application - VEHICLE REPLACEMENT PROJECTS**

**APPLICANT:** Walworth County

**List vehicles in priority order of replacement**

WisDOT will not award vehicle replacement funds if there is sparse or missing information on this form, especially about specific vehicle issues. WisDOT may request additional information on this project before award.

<table>
<thead>
<tr>
<th>VEHICLE</th>
<th>Federal ALI (click cell, then click arrow to right of cell to see the list)</th>
<th>Anticipated Total Cost of New Vehicle</th>
<th>Last 4 Digits of VIN</th>
<th>Current Mileage (as of 11/11/19)</th>
<th>Make</th>
<th>Model</th>
<th>Year</th>
<th>Summary of SPECIFIC problems with vehicle</th>
</tr>
</thead>
<tbody>
<tr>
<td>VEHICLE 1</td>
<td>11.12.15 - Purchase Replacement Van</td>
<td>$40,000.00</td>
<td>8571</td>
<td>128,474</td>
<td>Dodge</td>
<td>Caravan</td>
<td>2017</td>
<td>Vehicle is in good condition; however, it will reach its useful life in 2020 per our vehicle replacement schedule. Replacement schedule has been uploaded in BlackCat under Resources-2020 PTAP Documents.</td>
</tr>
<tr>
<td>VEHICLE 2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VEHICLE 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VEHICLE 4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VEHICLE 5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VEHICLE 6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VEHICLE 7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VEHICLE 8</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VEHICLE 9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VEHICLE 10</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Walworth County Transportation Coordinating Committee

### December 2, 2019

#### 2019 Versus 2020 Budget Report

### All Transportation Summary:

<table>
<thead>
<tr>
<th></th>
<th>Original</th>
<th>Revised</th>
<th>October</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tax Levy</td>
<td>506,476</td>
<td>532,331</td>
<td>505,111</td>
<td>3,388</td>
</tr>
<tr>
<td>Grant Revenues</td>
<td>743,760</td>
<td>743,760</td>
<td>556,362</td>
<td>-59,398</td>
</tr>
<tr>
<td>Rider Revenues</td>
<td>93,600</td>
<td>95,600</td>
<td>123,436</td>
<td>20,836</td>
</tr>
<tr>
<td>Total Revenues</td>
<td>1,343,836</td>
<td>1,371,691</td>
<td>1,104,929</td>
<td>246,762</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>18.2%</td>
</tr>
<tr>
<td>Expenditures:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All VIP Trans. services</td>
<td>1,237,151</td>
<td>1,265,006</td>
<td>1,151,508</td>
<td>1,503</td>
</tr>
<tr>
<td>Staff</td>
<td>45,729</td>
<td>45,729</td>
<td>31,713</td>
<td>-14,016</td>
</tr>
<tr>
<td>Equipment</td>
<td>42,000</td>
<td>42,000</td>
<td>-</td>
<td>-100%</td>
</tr>
<tr>
<td>Other</td>
<td>18,956</td>
<td>18,956</td>
<td>1,707</td>
<td>-10.2%</td>
</tr>
<tr>
<td>Total Expenditures</td>
<td>1,343,836</td>
<td>1,371,691</td>
<td>1,104,929</td>
<td>246,762</td>
</tr>
</tbody>
</table>

#### 2019 - Dial-A-Ride (Shared Ride Taxi) Transportation Summary:

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>Increase/Decrease</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tax Levy</td>
<td>337,388</td>
<td>411,149</td>
<td>73,761</td>
<td>21.9%</td>
</tr>
<tr>
<td>531 Capital Grant funds - Minivan</td>
<td>33,540</td>
<td>33,540</td>
<td>-</td>
<td>-100.0%</td>
</tr>
<tr>
<td>85.20 Operating Grant funds</td>
<td>91,846</td>
<td>84,630</td>
<td>(1,916)</td>
<td>-7.9%</td>
</tr>
<tr>
<td>5311 Operating Grant funds</td>
<td>371,943</td>
<td>393,123</td>
<td>21,180</td>
<td>5.7%</td>
</tr>
<tr>
<td>Dial-A-Ride Co-pays</td>
<td>81,600</td>
<td>85,680</td>
<td>4,080</td>
<td>5.0%</td>
</tr>
<tr>
<td>Total Revenues</td>
<td>916,317</td>
<td>974,582</td>
<td>58,265</td>
<td>6.4%</td>
</tr>
</tbody>
</table>

#### 2019 - Specialized Transportation Summary:

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>Increase/Decrease</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tax Levy</td>
<td>169,088</td>
<td>180,186</td>
<td>11,098</td>
<td>6.6%</td>
</tr>
<tr>
<td>85.21 Grant funds</td>
<td>245,931</td>
<td>252,083</td>
<td>6,152</td>
<td>2.5%</td>
</tr>
<tr>
<td>WDVA Vet Trans Grant</td>
<td>500</td>
<td>500</td>
<td>-</td>
<td>0.0%</td>
</tr>
<tr>
<td>Specialized Donations (Co-Pays)</td>
<td>12,000</td>
<td>19,600</td>
<td>7,600</td>
<td>63.3%</td>
</tr>
<tr>
<td>Total Revenues</td>
<td>427,519</td>
<td>452,369</td>
<td>24,850</td>
<td>5.8%</td>
</tr>
</tbody>
</table>

#### Ridership - Changes in One-Way Trips & Trip Purpose

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>Increase/Decrease</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elderly or Disabled One-Way Trips</td>
<td>22,133</td>
<td>22,523</td>
<td>390</td>
<td>1.8%</td>
</tr>
<tr>
<td>&quot;Other&quot; Patron One-Way Trips</td>
<td>12,134</td>
<td>13,199</td>
<td>1,065</td>
<td>8.8%</td>
</tr>
<tr>
<td>Medical Purpose</td>
<td>11,148</td>
<td>10,855</td>
<td>(293)</td>
<td>-2.6%</td>
</tr>
<tr>
<td>Personal Business Purpose</td>
<td>9,734</td>
<td>9,671</td>
<td>(63)</td>
<td>-0.6%</td>
</tr>
<tr>
<td>Employment or Education Purpose</td>
<td>13,385</td>
<td>15,196</td>
<td>1,811</td>
<td>13.5%</td>
</tr>
</tbody>
</table>

#### Ridership - Changes in Unique Riders

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>Increase/Decrease</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unique Elderly or Disabled Riders</td>
<td>979</td>
<td>601</td>
<td>(378)</td>
<td>-38.4%</td>
</tr>
<tr>
<td>Unique &quot;Other&quot; Patron Riders</td>
<td>1,090</td>
<td>570</td>
<td>(520)</td>
<td>-47.7%</td>
</tr>
<tr>
<td>Total Unique Riders</td>
<td>1,691</td>
<td>1,549</td>
<td>(142)</td>
<td>-8.4%</td>
</tr>
</tbody>
</table>

#### Walworth County Population

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>Increase/Decrease</th>
<th>Percent Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walworth County Population</td>
<td>103,535</td>
<td>103,535</td>
<td>-</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

* 2019 Ridership counts & unique riders are through 10/31/2019, not a full year

Ridership counts are for VIP services only, does not include LHCC cab rides
2020 Transportation Coordinating Committee Meeting Schedule

- February 3, 2020 – 1:30 p.m.
- April 6, 2020 – 1:30 p.m.
- June 1, 2020 – 1:30 p.m.
- August 3, 2020 – 1:30 p.m.
- October 5, 2020 – 1:30 p.m.
- November 30, 2020 – 1:30 p.m. (Public Hearing on 2021 85.21 Grant Application)
Lake Geneva Senior Resource Fair

Thursday, December 5th
8 am - 12 pm
Horticultural Hall - 330 Broad St.

Visit with over 30 Senior Friendly Vendors!

Raffle Prizes, Coffee & Donuts

Hosted by:
Silver Screen Movie Club
and
the Walworth County Aging Network (WCAN)
Walworth County
Transportation Coordinating Committee
December 2nd, 2019
Data through 9/30/2019
September = 75%

2019 - All Transportation Summary:

<table>
<thead>
<tr>
<th>Category</th>
<th>Original Budget</th>
<th>Revised Budget</th>
<th>Actuals</th>
<th>Over/ (Under)</th>
<th>Percent Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tax Levy</td>
<td>506,476</td>
<td>504,476</td>
<td>379,761</td>
<td>(124,715)</td>
<td>75.3%</td>
</tr>
<tr>
<td>Grant Revenues</td>
<td>743,760</td>
<td>743,760</td>
<td>556,362</td>
<td>(187,398)</td>
<td>74.8%</td>
</tr>
<tr>
<td>Rider Revenues</td>
<td>93,600</td>
<td>93,600</td>
<td>108,200</td>
<td>12,600</td>
<td>113.2%</td>
</tr>
<tr>
<td>Total Revenues</td>
<td>1,343,836</td>
<td>1,343,836</td>
<td>1,044,323</td>
<td>(299,513)</td>
<td>77.7%</td>
</tr>
</tbody>
</table>

| Expenditures:                   |                 |                |         |               |              |
| All VIP Trans. services        | 1,237,151       | 1,237,151      | 1,013,925 | (223,226)  | 82.0%        |
| Staff                           | 45,729          | 45,729         | 28,781  | (16,948)     | 62.9%        |
| Equipment                       | 42,000          | 42,000         | -       | (42,000)     | 100.0%       |
| Other                           | 18,956          | 18,956         | 1,617   | (17,339)     | 8.5%         |
| Total Expenditures              | 1,343,836       | 1,343,836      | 1,044,323 | (299,513)  | 77.7%        |

2019 - Dial-A-Ride (Shared Ride Taxi) Transportation Summary:

<table>
<thead>
<tr>
<th>Category</th>
<th>Original Budget</th>
<th>Revised Budget</th>
<th>Actuals</th>
<th>Over/ (Under)</th>
<th>Percent Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tax Levy</td>
<td>337,388</td>
<td>337,388</td>
<td>364,540</td>
<td>27,152</td>
<td>108.0%</td>
</tr>
<tr>
<td>5311 Capital Grant funds - Minivan</td>
<td>33,540</td>
<td>33,540</td>
<td>-</td>
<td>(33,540)</td>
<td>100.0%</td>
</tr>
<tr>
<td>85.20 Operating Grant funds</td>
<td>91,846</td>
<td>91,846</td>
<td>85,327</td>
<td>(6,519)</td>
<td>92.9%</td>
</tr>
<tr>
<td>5311 Operating Grants</td>
<td>371,943</td>
<td>371,943</td>
<td>218,952</td>
<td>(152,991)</td>
<td>58.9%</td>
</tr>
<tr>
<td>Dial-A-Ride Co-pays</td>
<td>18,956</td>
<td>18,956</td>
<td>1,617</td>
<td>(17,339)</td>
<td>8.5%</td>
</tr>
<tr>
<td>Total Revenues</td>
<td>916,317</td>
<td>916,317</td>
<td>756,842</td>
<td>(159,475)</td>
<td>82.0%</td>
</tr>
</tbody>
</table>

| Expenditures:                   |                 |                |         |               |              |
| VIP SRT. services               | 848,453         | 848,453        | 742,096 | (106,357)    | 87.5%        |
| Transit Manager (half)          | 19,864          | 19,864         | 14,391  | (5,473)      | 72.4%        |
| Accessible Minivan              | 42,000          | 42,000         | -       | (42,000)     | 100.0%       |
| Advertising & Brochures         | 6,000           | 6,000          | 355     | (5,645)      | 5.9%         |
| Total Expenditures              | 916,317         | 916,317        | 756,842 | (159,475)    | 82.0%        |

2019 - Specialized Transportation Summary:

<table>
<thead>
<tr>
<th>Category</th>
<th>Original Budget</th>
<th>Revised Budget</th>
<th>Actuals</th>
<th>Over/ (Under)</th>
<th>Percent Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tax Levy</td>
<td>169,088</td>
<td>167,088</td>
<td>15,221</td>
<td>(151,867)</td>
<td>9.1%</td>
</tr>
<tr>
<td>85.21 Grant funds</td>
<td>245,931</td>
<td>245,931</td>
<td>252,083</td>
<td>6,152</td>
<td>102.5%</td>
</tr>
<tr>
<td>WDVA Vet Trans Grant</td>
<td>500</td>
<td>500</td>
<td>-</td>
<td>(500)</td>
<td>0.0%</td>
</tr>
<tr>
<td>Specialized Donations (Co-Pays)</td>
<td>12,000</td>
<td>12,000</td>
<td>28,178</td>
<td>6,178</td>
<td>144.1%</td>
</tr>
<tr>
<td>Total Revenues</td>
<td>427,519</td>
<td>427,519</td>
<td>287,481</td>
<td>(140,038)</td>
<td>67.2%</td>
</tr>
</tbody>
</table>

| Expenditures:                   |                 |                |         |               |              |
| VIP Specialized Trans. services | 388,698         | 388,698        | 271,828 | (116,870)    | 69.9%        |
| Other Trans. Services (cabs)    | 5,000           | 5,000          | -       | (5,000)      | 0.0%         |
| Trans. Consultant               | 6,000           | 6,000          | -       | (6,000)      | 0.0%         |
| Trans. Mobility Manager         | 19,865          | 19,865         | 14,391  | (5,474)      | 72.4%        |
| Other Mobs. Mgr. Costs           | 7,756           | 7,756          | 1,262   | (6,494)      | 163.3%       |
| Publication of Legal Notices     | 200             | 200            | -       | (200)        | 0.0%         |
| Total Expenditures               | 427,519         | 427,519        | 287,481 | (140,038)    | 67.2%        |

2019 - Ridership: Count of One-Way Trips, Year to Date

<table>
<thead>
<tr>
<th>Categories</th>
<th>Total</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dial-a-Ride - Agency</td>
<td>1,325</td>
<td>4.2%</td>
</tr>
<tr>
<td>Dial-a-Ride - Public</td>
<td>8,112</td>
<td>27.8%</td>
</tr>
<tr>
<td>Specialized - Public</td>
<td>603</td>
<td>2.0%</td>
</tr>
<tr>
<td>HHS</td>
<td>311</td>
<td>1.0%</td>
</tr>
<tr>
<td>Specialized - HHS</td>
<td>141</td>
<td>0.5%</td>
</tr>
<tr>
<td>Specialized - Veterans</td>
<td>86</td>
<td>0.3%</td>
</tr>
<tr>
<td>Specialized - Low Inc. Vet.</td>
<td>86</td>
<td>0.3%</td>
</tr>
<tr>
<td>Specialized - LHCC</td>
<td>574</td>
<td>1.8%</td>
</tr>
<tr>
<td>Total</td>
<td>8,699</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Category descriptions:

- A = Transportation within own community
- B = Transportation to another community (within the County)
- C = To Beloit, Burlington, Fort Atkinson, Harvard, Janesville, Mukwonago
- D = To Johnson Creek, Kenosha, Madison, Milwaukee, Monroe, Racine, Rockford, Waukesha
- E = To Oshkosh, Fond du Lac, Winnebago
- F = Lakeland Health Care resident transports (includes cab rides)
Walworth County
Transportation Coordinating Committee
December 2nd, 2019
Data through 10/31/2019

October = 83.3%

2019 - All Transportation Summary:

<table>
<thead>
<tr>
<th></th>
<th>Original Budget</th>
<th>Revised Budget</th>
<th>Actuals</th>
<th>Over/ Under (Under)</th>
<th>Percent Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tax Levy</td>
<td>506,476</td>
<td>532,331</td>
<td>505,111</td>
<td>(27,220)</td>
<td>94.9%</td>
</tr>
<tr>
<td>Grant Revenues</td>
<td>743,760</td>
<td>743,760</td>
<td>556,362</td>
<td>(187,398)</td>
<td>74.8%</td>
</tr>
<tr>
<td>Rider Revenues</td>
<td>93,600</td>
<td>95,600</td>
<td>123,456</td>
<td>27,856</td>
<td>121.9%</td>
</tr>
<tr>
<td>Total Revenues</td>
<td>1,343,836</td>
<td>1,371,691</td>
<td>1,184,929</td>
<td>(186,762)</td>
<td>86.4%</td>
</tr>
</tbody>
</table>

Expenditures:

|                  |                 |                |         |                     |              |
| All VIP Trans. services | 1,237,151      | 1,265,006      | 1,151,508 | (113,498)          | 91.0%        |
| Staff            | 45,729          | 45,729         | 31,713  | (14,016)            | 69.4%        |
| Equipment        | 42,000          | 42,000         | -       | (42,000)            | 100.0%       |
| Other            | 18,956          | 18,956         | 1,707   | (17,249)            | 9.0%         |
| Total Expenditures | 1,343,836      | 1,371,691      | 1,184,929 | (186,762)          | 86.4%        |

2019 - Dial-A-Ride (Shared Ride Taxi) Transportation Summary:

|                  |                 |                |         |                     |              |
| Revenues         |                 |                |         |                     |              |
| Tax Levy         | 337,388         | 337,388        | 459,429 | 122,041             | 136.2%       |
| 5311 Capital Grant funds - Minivan | 33,540       | 33,540         | -       | (33,540)            | 100.0%       |
| 8520 Operating Grant funds | 91,846       | 91,846         | 85,327  | (6,519)             | 92.9%        |
| 5311 Operating Grant funds | 371,943      | 371,943        | 218,952 | (152,991)           | 58.9%        |
| Dial-A-Ride Co-Pays | 81,600         | 81,600         | 100,506 | 18,906              | 123.2%       |
| Total Revenues   | 916,317         | 916,317        | 864,214 | (52,103)            | 94.3%        |

Expenditures:

|                  |                 |                |         |                     |              |
| VIP SRT Trans. services | 848,453       | 848,453        | 847,913 | (540)              | 99.9%        |
| Staff – Manager (half) | 19,865         | 19,865         | 15,857  | (4,008)             | 79.8%        |
| Accessible Minivan       | 42,000         | 42,000         | -       | (42,000)            | 100.0%       |
| Advertising & Brochures | 6,000           | 6,000          | 445    | (5,555)             | 7.4%         |
| Total Expenditures       | 916,317         | 916,317        | 864,214 | (52,103)            | 94.3%        |

2019 - Specialized Transportation Summary:

|                  |                 |                |         |                     |              |
| Revenues         |                 |                |         |                     |              |
| Tax Levy         | 169,088         | 194,943        | 45,682  | (149,261)           | 23.4%        |
| 8521 Grant funds | 245,931         | 245,931        | 252,083 | 6,152               | 102.5%       |
| WDVA VetTrans Grant | 500           | 500            | -       | (500)               | 0.0%         |
| Specialized Donations (Co-Pays) | 12,000        | 12,000         | 22,950  | 9,950               | 163.9%       |
| Total Revenues   | 427,519         | 455,374        | 320,715 | (134,659)           | 70.4%        |

Expenditures:

|                  |                 |                |         |                     |              |
| VIP Specialized Trans. services | 388,698       | 416,535        | 303,596 | (112,957)           | 72.9%        |
| Other Trans. Services (cabs) | 5,000           | 5,000          | -       | (5,000)             | 0.0%         |
| Trans. Consultant | 6,000           | 6,000          | -       | (6,000)             | 0.0%         |
| Trans. Mobility Manager | 19,865        | 19,865         | 15,857  | (4,008)             | 79.8%        |
| Other Mgr. Costs  | 7,756           | 7,756          | 1,262   | (6,494)             | 163.3%       |
| Publication of Legal Notices | 200            | 200            | 200    | (200)               | 0.0%         |
| Total Expenditures | 427,519         | 455,374        | 320,715 | (134,659)           | 70.4%        |
Average Weekday Transportation Demand
All Programs