

**2008 COORDINATED PUBLIC TRANSIT/HUMAN
SERVICES TRANSPORTATION PLAN**

FOR

MANITOWOC COUNTY

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INTRODUCTION

Coordinated Plan Requirement

The human services transportation provisions of the federal Safe, Accountable, Flexible, Efficient Transportation Equity Act – a Legacy for Users (SAFETEA-LU) aim to improve transportation services for persons with disabilities, older adults, and individuals with lower incomes by ensuring that communities coordinate transportation resources provided through multiple federal programs (please see Appendix A for federal and state transportation program descriptions). Coordination will enhance transportation access, minimize duplication of services, and facilitate the most appropriate cost effective transportation possible with available resources. To express these goals, the county is required to publish a locally developed Coordinated Public Transit-Human Services Transportation Plan.

SAFETEA-LU requires that the county Coordinated Public Transit-Human Services Transportation Plan identify an approved program of projects prior to distribution of funds from Section 5310 (Elderly Individuals and Persons with Disabilities Capital Assistance), Section 5316 (Job Access and Reverse Commute), and Section 5317 (New Freedom Program).

Coordinated Plan Guidance

SAFETEA-LU stipulates that Section 5310, JARC and New freedom projects competitively selected for funding shall be derived from a coordinated plan that minimally includes the following elements at a level consistent with available resources and the complexity of the local institutional environment:

An assessment (*inventory*) of available services that identifies current transportation providers (*public, private, and non-profit*);

An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service (Note: If a community does not intend to seek funding for a particular program (Section 5310, JARC, or New Freedom), then the community is not required to include an assessment of the targeted population in its coordinated plan);

Strategies, activities and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery;

Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

Furthermore the coordination chapter for the three federal programs outlines in the section Tools and Strategies for Developing a Coordinated Plan various approaches to the coordinated plan development.

SAFETEA-LU requires that the coordinated plan be developed through a process that includes representatives of public, private, and non-profit transportation and human services providers, and participation by members of the public. In the section Participation in the Coordinated Public Transit-Human Services Transportation Planning Process, an outline of who should participate in the process and adequate outreach to obtain involvement in the process is defined. In addition,

definitions of transportation partners, stakeholders, human service partners, non-profit service providers, etc. is also listed.

Flexibility and variability in the process is described in the section Local Flexibility in the Development of a Local Coordinated Public Transit-Human Services Transportation. Plans will reflect the availability of resources and the existence of populations served under these programs. A rural community may develop its plans based on perceived needs emerging from the collaboration of the planning partners, whereas a large urbanized community may use existing data sources to conduct a more formal analysis to define service gaps and identify strategies for addressing the gaps.

In addition, the Wisconsin Department of Transportation (WisDOT) has recommended the following nine items be included in the plan. They include:

1. County Meeting Invitation List
2. County Meeting Participant List
3. Copy of the newspaper Notice of the Meeting
4. County Meeting Flyer
5. County Meeting Record
6. County Inventory of Transportation Programs and Services
7. County Coordination & Assessment Action Plan
8. County List of Approved Projects for Section 5310, 5316, and 5317

All of these items are included in the plan.

Participation Process

SAFETEA-LU requires that the Coordinated Public Transit-Human Service Transportation Plan be developed through a local process that includes representatives from public and private transportation providers, human service agencies, interested parties, and the general public.

The Wisconsin Department of Transportation (WisDOT) developed a county meeting process to comply with this requirement. The Regional Transportation Planners for the state's Regional Planning Commission's (RPC's) were chosen to coordinate the project, conduct meetings, and write the final report. The RPC planners were chosen because they are currently responsible for reviewing federal and state program applications, need to be aware and knowledgeable of transit programs and funding streams in each county, and are an independent and objective entity.

The RPC planner with the assistance of Manitowoc County staff (Manitowoc County Aging & Disability Resource Center and Manitowoc County's Mobility Manager) developed a list of potential representatives using WisDOT-endorsed guidelines and invited them to participate in the county meeting (see Appendix B for a copy of the letter requesting participation, Appendix C for a list of the Manitowoc County meeting invitees and documentation, Appendix D for a copy of the Manitowoc County meeting agenda, and Appendix E for a copy of the Manitowoc County meeting flyer) and Appendix F for a copy of the newspaper notice that was published in the *Manitowoc Herald Times Reporter*.

Meeting Record

The meeting was held on August 5th, 2008, at the Manitowoc County Office complex in the City of Manitowoc. The county meeting participants are listed below:

Table 1: County Meeting Participants List

Name	Representing
Judy Rank	Aging and Disability Resource Center (ADRC)
Cathy Ley	Nutrition Program Coordinator, Manitowoc County ADRC
Tara Meissner	Manitowoc County Mobility Manager
R. Koch	Interested Citizen
Derek Muench	City of Manitowoc
Mike Williams	NEW Curative Workshop
Mary Jo Kueger	Citizen/Volunteer
Dave Schultz	Town of Liberty
Mike Hartmann	Stardust Limousine
Marilyn Garceau	Consumer
Anna Marie Wood	Manitowoc Advocate
Linda K. Schultz	Interested Citizen
Shirely A. Fessler	Transportation Coordination Committee
Ted Zigmunt	Manitowoc County Board Supervisor
Robert Schuh	Town of Maple Grove
John Heron	Town of Kossuth
Werner Burkot	Options for Independent Living
Gladys A. Grapentine	Manitowoc Manor
Adam Williams	Interested Citizen
Ton Kiel	Holiday House/ADRC Board
Dan Linsmier	Holy Family Memorial
Sharon Walling	Holy Family Memorial Care Van
Amanda Kropidlansky	Riversbend Health and Rehabilitation
Don Goeke	Manitowoc County ADRC
Frank Hlinak	Transportation Coordination Committee Member (ADRC)
Darlyne Lau	Nutrition Program Council
Randy Loose	Nutrition Program Council
Sue Sipel	Domestic Violence Center
Valerie Mellon	City of Manitowoc
Karla Zahn	Lakeshore Technical College
Joseph Collins	City of Two Rivers
Mary Ann Johnson	Manitowoc County Human Services

ASSESSMENT OF TARGET POPULATION

Manitowoc County utilizes 2000 Census data, population Wisconsin Department of Transportation and the Wisconsin Department of Administration population estimates and projections in addition to survey data to assess the target population and determine gaps in service. The County's mobility manager is in the process of conducting a county "employer interest survey" to determine the interest in *leave your car at home week*. The Lakeshore Technical College at Cleveland has and continues to utilize survey data to determine the transportation needs and options for students.

According to the 2000 Census, Manitowoc County has a total population of 82,887 persons and an elderly population (*65 years old or older*) of 13,003 persons. The total elderly population represents nearly 16 percent of the County's total population compared to approximately 13 percent for the State.

Table 2: Population by Age Groups and Sex, 2000, Manitowoc County

Age Groups	Total	Male	Female	Percent	Wisconsin Percent
School Age					
5-11	8,248	4,193	4,055	10.0	10.1
12-14	3,977	2,028	1,949	4.8	4.5
15-17	4,030	2,030	2,000	4.9	4.5
Working and Voting Age					
16+	64,453	31,614	32,839	77.8	77.5
16-64	51,450	26,320	25,130	62.1	64.4
18+	61,786	30,273	31,513	74.5	74.5
18-64	48,783	24,979	23,804	58.9	61.4
Retirement Age					
65+	13,003	5,294	7,709	15.7	13.1
Total Population	82,887	41,060	41,827		5,363,715

Source: U.S. Bureau of the Census, Census of Population and Housing, 2000; WDOA Revised 2000 Census Counts, 2003; Bay-Lake Regional Planning Commission, 2007.

According to Wisconsin Department of Administration projections Manitowoc County had a Census adjusted population of 82,893 in 2000. In 2010 the County is projected to have a population of 86,307 representing an increase of slightly more than 4.1 percent.

Table 3: WDOA Population Projections, Manitowoc County

Geographic Location	2000 Census Population	WDOA Population Projections					# Change 2000-2025	% Change 2000-2025
		2005	2010	2015	2020	2025		
Manitowoc County	82,893	84,574	86,307	88,055	89,860	90,821	7,928	9.6
Wisconsin	5,363,715	5,563,896	5,751,470	5,931,386	6,110,878	6,274,867	911,152	17.0

Source: Wisconsin Department of Administration, 2007

According to the Wisconsin Department of Transportation Manitowoc County had a projected 2009 elderly and ambulatory population of 10,393 persons; an elderly disabled population of 2,878 persons; a non-elderly disabled population of 1,446 persons; and, a total elderly and disabled population of 14,717 persons.

Table 4: Estimated Elderly and Disabled Population, Manitowoc County, 2009

	Elderly Ambulatory	Elderly Disabled	Non-Elderly Disabled	Total Elderly and Disabled Population
Manitowoc County	10,393	2,878	1,446	14,717
Wisconsin	571,371	166,718	114,768	852,856

Source: Wisconsin Department of Transportation, Specialized Transportation Assistance Programs for Counties, *S. 85.21 Application*, 2009.

TRANSPORTATION PROVIDERS IN MANITOWOC COUNTY

Manitowoc County initiated a comprehensive inventory of transportation services in 2008. The inventory (still in draft form) is being prepared by the County's Mobility Manager. Following a brief narrative description of available public transportation services, the following table lists a short description of all the services now available in the County.

Maritime Metro

Maritime Metro Transit is a publicly owned and operated fixed-route system serving the cities of Manitowoc and Two Rivers. The city of Manitowoc took over the management operations of the privately owned Manitowoc Motor Coach Company in January 1978.

In 1992, MMT initiated paratransit services under the Americans with Disabilities Act. This is a curb-to-curb service that provides transportation to the disabled population in the community who are unable to ride the fixed route service. MMT currently contracts with Assist to Transport to provide these services, but retains the authority to certify riders. This contract expires in 2009.

In 2006, MMT entered into an agreement with the Manitowoc County Aging & Disability Resource Center to provide rides in cooperation with its ADA Paratransit services for persons with disabilities and the elderly who live in the metro and rural areas of Manitowoc County. Like its ADA Paratransit, MMT currently contracts with Assist to Transport to provide these services, but retains the authority to certify riders. This agreement expires in 2009. In 2008, MMT in partnership with the Manitowoc County Mobility Manager launched a travel training/travel companion program called the Bus Buddy program to help new riders become familiar with the fixed route system.

Governing Board: Maritime Metro Transit is a city of Manitowoc department. The Transit Manager reports to the Director of Public Works / City Engineer involving all city related matters and to the Public Utilities & Licensing Committee of the city of Manitowoc, which is the assigned Standing Committee for transit policy. The Committee consists of five members, all of which are elected city alderpersons (half of the City Council). Ultimately, the management of transit matters rests with the Mayor and Manitowoc City Common Council.

Funding: Maritime Metro's operations are funded from four major sources. Although funding levels vary from year to year, the State of Wisconsin is the largest contributor at about 37 percent of operating expenses. Federal contributions amount to about 31 percent. The local municipalities of Manitowoc and Two Rivers fund about 23 percent, and farebox revenues collected from riders make up about 9 percent.

Ridership: Annual fixed route (bus) ridership for Maritime Metro Transit has ranged from a high of 401,925 rides in 1983 to a low of 200,049 rides in 2000. In 2007, Maritime Metro Transit

gave 290,445 rides on the bus system. Ridership in 2008 is at its highest point since 1983, and industry experts predict a continued surge in transit ridership.

Fleet: Nine (9) buses – with six (6) used for fixed route service and three buses in reserve. 1 minivan – used for transporting drivers to and from routes and may be used for other transportation services in the future

City ADA Paratransit:

In 1992, under the Americans with Disabilities Act (ADA), MMT began providing paratransit service to riders unable to access the fixed-route system. The City ADA Paratransit service uses accessible vans and provides service from curb-to-curb. Door-to-door service is available for an extra fee each way. MMT is the certifying agency and funding source for this program. MMT contracts with Assist to Transport to provide the rides.

Service Area: This service exactly mirrors "the bus" or MMT's fixed route service. Trips must be within ¼ mile from the bus route in either Manitowoc or Two Rivers.

Certification: Riders who desire to use the City ADA Paratransit service have to be certified as "unable" to access the regular fixed route service. This certification process requires authorization from a medical professional, and can take up to 21 days to complete. Emergency certification is available in rare instances.

Countywide Elderly Program:

This program is funded with State Department of Transportation dollars from the 85.21 grant program. It is directed by the Manitowoc County Aging & Disability Resource Center, who contracts with MMT to operate it and certify riders. MMT in turn contracts with Assist to Transport to provide the rides. This program was developed primarily to give seniors access to medical, nutritional and employment. These rides are given first priority. Social/Recreational Rides are given on a first-come, first-serve basis. This program is curb-to-curb, and rides are scheduled by demand.

Certification: Any ambulatory person age 65 or older residing in Manitowoc County is eligible for the program. There is a back-to-back page certification form, which requires a driver's license or proof of age. The turn around for this certification is generally within 48 hours, and often immediately upon receiving the paperwork. Passenger Information:

Rides are scheduled by calling MMT or Assist to Transport.

Cancellations require a 2-hour notification prior to scheduled pick-up time.

24-hour advance reservations for riders are required.

Cargo or carry-on materials are limited to what one can carry or generally two shopping bags.

Fixed Route

This program is funded with State Department of Transportation dollars from the 85.21 grant program. It is directed by the Manitowoc County Aging & Disability Resource Center, who contracts with MMT to operate it and certify riders. MMT in turn contracts with Assist to Transport to provide the rides.

The fixed route was developed specifically to address the need of bringing Holiday House clients living in rural Manitowoc County into the city of Manitowoc for sheltered, supervised and regular employment.

The fixed route is expanding and is used for one way trips for persons accessing rural elderly or disabled demand services.

The route is set-up similar to a bus route, whereas riders make a standing or one-time reservation and are added to the route. This program is door-to-door and uses buses equipped with wheelchair lifts.

Certification: Any adult with a disability, living in rural Manitowoc County. There is a 4-page certification form, which questions the limitations caused by the disability and addresses the accommodations needed for safe transport. The turn around for this certification is generally within 48 hours, and often immediately upon receiving the paperwork. Certifications must be renewed annually.

Passenger Information:

- Rides are scheduled by calling MMT or Assist to Transport.
- Cancellations require a 2-hour notification prior to scheduled pick-up time.
- 24-hour advance reservations for riders are required.
- Cargo or carry-ons are limited to what one can carry or generally two shopping bags.

Countywide Disability Program:

This program is funded with State Department of Transportation dollars from the 85.21 grant program. It is directed by the Manitowoc County Aging & Disability Resource Center, who contracts with MMT to operate it and certify riders. MMT in turn contracts with Assist to Transport to provide the rides.

This program was developed primarily to give persons with disabilities living in the rural areas access to medical, nutritional and employment related destinations. Rides with these purposes are given first priority. Social/Recreational Rides are given on a first-come, first-serve basis. This program is door-to-door, and rides are scheduled by demand.

Service Area: Within Manitowoc County

Certification: Any adult with a disability, living in rural Manitowoc County. There is a 4-page certification form, which questions the limitations caused by the disability and addresses the accommodations needed for safe transport. The turn around for this certification is generally within 48 hours, and often immediately upon receiving the paperwork. Certifications must be renewed annually.

Passenger Information:

- Rides are scheduled by calling MMT or Assist to Transport.
- Cancellations require a 2-hour notification prior to scheduled pick-up time.
- 24-hour advance reservations for riders are required.

- Cargo or carry-on materials are limited to what one can carry or generally two shopping bags.

History: The Mission of the Manitowoc County Aging and Disability Resource Center is to enable older and/or persons with disabilities in Manitowoc County to find and make use of the resources in their communities, helping them experience life with self-sufficiency, security and dignity. The ADRC began as a Aging Resource Center in 1990 and expanded its reach to include services for adults with disabilities in 2006 by becoming an ADRC.

The ADRC has been offering transportation services to its clients since the start of the State's disbursement of s.85.21 funds.

In addition to providing direction and funding for the specialized transportation programs operated by MMT, the ADRC runs a volunteer driver program for out-of-county riders. Also, the ADRC transportation coordinator works to link riders with appropriate transportation on an as-needed basis.

Governing Board: The ADRC is a Manitowoc County department. The ADRC Director reports to the County Executive involving all county related matters and to the ADRC Governing Board, which is the assigned Standing Committee for Aging and Disability policy.

The ADRC was the lead agency in the formation of the Transportation Coordinating Committee in 1999, which oversees the transportation funding and programming offered by the ADRC.

Funding: ADRC transportation funding comes from two state transportation grants with a 20 percent local share from the county tax levy.

Fleet: The ADRC owns 4 accessible buses which currently are leased to Assist to Transport to provide transportation for the rural disabled program in partnership with MMT.

Volunteer Driver Program:

The ADRC coordinates a pool of volunteer drivers, who are called upon to drive ambulatory persons places that are inaccessible using other transportation providers. Generally this service is to get persons to destinations out-of-the-county

Eligibility: Rides are prioritized. Medical, nutritional and employment needs are given first priority and all other ride requests are on a first-come, first-serve basis.

Riders must be elderly or a person with a disability.

Service Area: Manitowoc County and beyond.

Fares: This service can be provided free of charge to persons unable to afford transportation. Because, the calls that come to the ADRC for transportation are unique circumstances, charges for each service is negotiated with the rider based on availability to pay, length of trip and provider used. The ADRC works with all the transportation providers and funding agencies to locate the most cost-effective ride.

Hours of Service:

Inquiries are made during office hours Monday through Friday 8 a.m. to 4:30 p.m. Rides can be arranged for all reasonable hours permitted that a volunteer is available.

History: Assist to Transport is the provider for the county's Elderly and Disabled programs and for the city's ADA Paratransit program.

Both the county and the city own vehicles which are leased to Assist to Transport for \$1 a year for operation. Earlier this year, the county applied for funding for two additional vehicle purchases, which will be leased to a provider for use if the grant is awarded. The county is eligible to apply for this type of grant to purchase vehicles every other year. It may be possible to purchase vehicles for other transportation programs with this type of financing.

Fleet: The total fleet of vehicles ATT currently operations with is as follows: 13 total vehicles

- 1 Modified Bus (7WC & 4A)
- 3 full-size (24A & 4WC)
- 1 mini-bus (8A & 1WC or 10A)
- 6 vans (3WC & 1A or 6A)
- 1 van (2A & 2WC)
- 1 car (3A)

Note: ATT does not have ownership of its entire fleet, but rather leases some vehicles from governmental bodies such as the city and county

Staff: twenty (20) Drivers and (1) Dispatcher/Scheduler

Demand Response

Fixed Route: There are four fixed routes – three bring rural residents into the city for employment at Holiday House; one transports residents to Two Rivers CP Center.

Table 5: Inventory of Transportation Services in Manitowoc County

Program	Service Area	Service Hours	Riders Eligible	One-Way cost to user	Accessible?
Maritime Metro Transit Bus service 683-4560 www.maritimemetro.com Fixed Route	Cities of Manitowoc & Two Rivers	M-F: 5-8 Sat: 9-4	All	\$1.50 \$1 student \$0.75 seniors \$0.75 disabled	Yes
MMT Paratransit 683-4560 www.maritimemetro.com Demand-Based Curb-to-Curb	Cities of Manitowoc & Two Rivers	M-F: 5-8 Sat: 9-4	Persons with a disability who are unable to use the fixed route	\$3 curb-to-curb Addition fees for more specialized service may apply.	Yes
*Manitowoc County Elderly Program 683-4560 www.maritimemetro.com Demand-Based Curb-to-Curb	Manitowoc County	M-F: 8-4	Over age 65	\$2 city rides \$3 rural rides	Yes
*Manitowoc County Disabled Program "Holiday House Run" 683-4560 www.maritimemetro.com Fixed Route	Manitowoc County	Morning and Afternoon Routes M-F	Persons with a Disability	\$1.75	Yes
*Manitowoc County Disabled Program 683-4560 www.maritimemetro.com	Manitowoc County	M-F: 8-4	Persons with a Disability	\$4.50	Yes

Table 5: Inventory of Transportation Services, Manitowoc County, continued

Program	Service Area	Service Hours	Riders Eligible	One-Way cost to user	Accessible?
Assist to Transport Private Pay Program 920-682-8820 Demand Based	Manitowoc County & beyond	M-F: 6-8 Sat: 9-4	Anyone	\$12 an hour and \$0.75 a mile	Yes
Holy Family Care Van 683-2220 Demand Based Door-through-Door	Manitowoc County & beyond	M-S: 6-6 Sun: 8-4	Anyone	\$20 private pay Various co-pays apply from insurance companies including no charge to MA riders	Yes
Aurora Medical Center 794-5050 Demand Based Door-through-Door	Manitowoc County	M-F: 8-5	Aurora Patients	No Charge	Yes
Disabled American Veterans 920-406-0622 Fixed Route	Holiday Inn pick-up to Veteran's Hospital in West Allis, WI	Daily	Veterans	No Charge	No
Maritime Cab & Delivery 686-1300 Demand Based	Manitowoc County & beyond	24-7	Anyone	\$8 Manty \$12 TR \$85 GB \$135 Mil	No
A & J Vans 775-9333 Purchase and Rentals of specialized vehicles	Manitowoc County & beyond	24-7	Insured adults	\$80-\$110 a day \$195 for the weekend	Yes

ACTION PLAN

Following the discussion of service needs and existing services provided, the meeting participants utilized past planning efforts and a list of “best management” strategies to identify strategies, activities and/or projects that would serve to address the identified gaps between current services and needs, and would identify opportunities to improve efficiencies in service delivery;

In 2006, Manitowoc County utilized the planning tool, *Framework for Action*, to evaluate and assess their coordination and provision of services. The *Framework for Action* contained a series of core elements (in five sections) that make up a fully coordinated transportation system for a community. Under each element, participants were asked diagnostic questions, and by using a set of "decision helpers," assessed how much effort is needed to become more fully coordinated. The five sections that were addressed include:

Section 1: Making Things Happen by Working Together

Section 2: Taking Stock of Community Needs and Moving Forward

Section 3: Putting Customers First

Section 4: Adapting Funding for Greater Mobility

Section 5: Moving People Efficiently

Utilizing the **2006 Framework for Action** model the participants were asked to review and assess their progress toward a fully integrated and coordinated human service and transit transportation system. In 2008, an assessment of the progress made in each of the categories was completed. The following identifies the 2006 assessment followed (*in italics*) by the actions taken since 2006 to effect change.

Section 1 addressed issues related to coordination, formal program goals and objectives, and most importantly, the need to articulate a vision for the provision of services to the elderly and disabled in Manitowoc County.

Done Well

- The Transportation Coordination Committee (TCC) is representative of the community, meets a minimum of four times each year and provides an advisory function to the County Board. (*In 2007 and 2008 an ad hoc committee was formed to oversee the Mobility Manager program*).
- Aging office leadership and staff is committed to providing cost-efficient, dependable and comprehensive service (*In 2008 the County established a “mobility manager” position that will coordinated policies, marketing and program education between the County and City programs and services*).

Do Better

- Representation on the TCC should be expanded to include nursing homes and more citizen representation (*an ad hoc committee was formed in order to provide greater representation from community stakeholders. The ad hoc committee was given the responsibility of overseeing the Mobility Manager functions and responsibilities.*)

- Create an ad-hoc subcommittee of the TCC that blends consumer and provider interest (*Accomplished 2006 and 2007*)
- Improve communication and cooperation between various public and private service agencies and providers (*Initiated by County Mobility Manager*)
- Programs need more formal direction (articulated in a coordination plan) to maintain momentum (*Initiated by County Mobility Manager*)

Section 2 addressed issues of service assessment and the review and inventory of services provided essential to identify gaps, needs and duplication of service.

Done Well

- The County provides a brief inventory of transportation providers and transportation services in the annual s.85.21 application. (*a Comprehensive Inventory of Services in draft form – will be completed in 2008*).
- All public and private transportation providers in Manitowoc County and adjacent counties are contacted when applying for s. 5310 funds.

Do Better

- More detailed cost/benefit inventory is needed to more fully coordinate services
- Better communication needed (*effected in 2008 with creation of the Mobility Manager position*)
- Survey should be conducted in the rural portions of the county in order to identify service gaps (*Survey conducted in 2008*)
- Update software/information/data records to better coordinate services.
- Coordinate software for “apples-to-apples” analysis.

Section 3 addressed the ease of access to information about the transportation services provided in Manitowoc County.

Done Well

- With limited budgets the county’s elderly and disabled are adequately served
- Fares are reasonable and affordable given the high costs of the service provided
- Volunteer drivers are doing an excellent job
- Driver training is available

Do Better

- Problem is that budgets are coming before customers
- Little service on evenings/weekends
- Need to market under-utilized services (*brochures developed detailing services provide*); One phone number for all transportation services (*single phone number will be in place by the end of 2008*)

- Customer satisfaction surveys are needed (*currently updating the Transit Development Plan for Manitowoc and Two Rivers which will include a customer survey and will be completed in 2008*)
- Transportation services need to be more user-friendly/better match users with most appropriate services (*Cities of Manitowoc and Two Rivers Transit Development Plan, initiated in 2008 will incorporate a “customer satisfaction” survey, also conducted in 2008; single point of contact*)
- User education programs are needed (*bus buddy program initiated, rural site presentations initiated*)
- Transfers between counties, and between transportation providers (*rural to city transfers initiated*)
- Sunday transit service in Manitowoc/Two Rivers is needed
- More wheelchair capacity on MMT buses at peak times
- Cumbersome application process (for many elderly) for ADA paratransit (*Manitowoc County is trying to streamline this process*)
- Spare wheelchairs for post-discharge ADA transportation?

Section 4 dealt with identifying accounting procedures that create customer friendly payment systems while maintaining consistent reporting and accounting procedures across programs.

Done Well

- Education and improvement are ongoing
- Agencies and providers are always exploring methods to improve efficiency

Do Better

- Use software compatible with the county’s software (state requires this program of counties) – SAMS.
- “Roll over” of monthly pass for times incapacitated? (Maybe redirect to most appropriate fare media is better)
- More flexible payment options to ride the bus (credit/debit cards, etc.) are needed
- Transit pass sales outlets need to be expanded

Section 5: Moving People Efficiently

Section 5 addresses centralized managerial systems to coordinate highly diverse, multi-modal service provision.

Done Well

- The Aging Resource Center provides ongoing leadership toward improving cooperation and coordination of services
- Transit Development Plan for urban transit have been completed and will be updated on a reoccurring basis

Do Better

- Central dispatching and brokerage not practical at the County level
- Coordination do-able county-wide, but would be difficult at on a multi-county district or regional level
- One-stop shop phone call for transportation services needs to be developed (*one stop shop call center is in final stages of development*)
- Collaboration with private transportation providers needs to improve

After reviewing and discussing progress made toward developing wholly integrated and coordinated transit/human services transportation provision the participants reviewed best management practices outlined in the Wisconsin Department of Transportation's *Coordination Strategy Handbook*.

Following the assessment of progress made since 2006 utilizing the Framework for Action Toolkit the participants reviewed best management practices listed in the *Coordination Strategy Handbook*, developed by WisDOT consultants and presented in 2008 (Table 6). The Manitowoc County participants then utilized the recommended strategies to develop an action plan that will better coordinate services, expand opportunities for those in need and increase the efficiency of service delivery.

Table 6: Recommended Strategies for Transportation Service Coordination and Delivery

WISCONSIN DEPARTMENT OF TRANSPORTATION
Coordination Strategy Handbook
Communication, Training and Organizational Support

Action	<i>Hire Mobility Manager.</i>
Key Elements	Dedicate personnel resources to manage local mobility issues. Individual may assume responsibility to manage and staff coordination efforts.
Wisconsin Example	16 mobility managers hired as part of the 2008 federal grant process to hire mobility managers
Implementation Obstacles	1) Creates staff resources to promote and implement coordination. 2) If manager is shared across agencies/programs will require jointly allocating resources and setting goals
Costs	Low-Medium

Action	<i>Provide Technical Training for Coordination Staff</i>
Key Elements	Obtain technical training on background skills needed to implement coordination strategies, such as financial tools, team-building, etc.
Wisconsin Example	Wisconsin DOT is currently developing a mobility managers training curriculum
Implementation Obstacles	1) Ensures local coordination staff has skills to implement recommended programs. 2) May require additional local resources
Costs	Low-Medium

Action	<i>Centralize Information</i>
Key Elements	Create centralized listing of available regional services
Wisconsin Example	Senior Resource Guides– examples include Ashland & Wood Counties
Benefits	More user friendly programs; increases access to service
Implementation/Obstacles	Requires lead organization; requires on-going maintenance

Action	<i>Consolidate Functions.</i>
Key Elements	Merge various operating functions under single entity such as call center and/or service delivery
Wisconsin examples	Marathon County Transportation Program Indianhead Community Action Agency
Benefits	Improves program access; creates cost efficiencies; maximizes ridesharing
Implementation/Obstacles	Requires lead agency, personnel training and cost reimbursement models; Requires trust across merged service providers
Costs	Low/Medium (estimated 5-10% of operating costs)

Mobility Strategies

Action	<i>Improve Service Convenience</i>
Key Elements	Improve/expand service hours, geographic coverage, driver assistance, same-day service, etc.
Wisconsin Examples	Ashland County – Bay Area Rural Transit and Ashland County Aging Unit
Benefits	Enhances travel & service options
Implementation/Obstacles	Requires increasing financial resources
Costs	Medium to-High

Action	<i>Establish/Expand Volunteer Driver/Escort Programs</i>
Key Elements	Develop/incorporate volunteer driver program to deliver services
Wisconsin Examples	Many – examples include City of Green Lake, Western Washington Center for Independent Living; Indianhead
Benefits	Low cost strategy to increase service, community involvement
Implementation/Obstacles	Volunteer recruitment and retention; Insurance and fuel costs
Costs	Low

Action Plan Summary

Mobility Manager

The Manitowoc County Mobility Management (MCMM) project began in February 2008 as collaboration between the city of Manitowoc's Maritime Metro Transit and Manitowoc County's Aging & Disability Resource Center to coordinate the efforts of providing rides to the general public and those who rely on human service vehicles to travel to the doctor, work, the store, or for play. This effort is funded with a grant from the Wisconsin Department of Transportation and is directed by Judy Rank, director of the Aging & Disability Resource Center.

The Manitowoc County Mobility Advisory Committee (MAC) was formed on Feb. 12, 2008 to create a coordinated transportation family in Manitowoc County. Specifically, this committee meets monthly to direct the efforts of a mobility manager hired to improve the coordinated transportation system in Manitowoc County.

A subcommittee or team representing MAC was selected to participate in Easter Seals Project Action's Mobility Planning Services Institute in April 2008. Here the team developed a focus to "expand opportunities for transportation throughout the county and beyond by maximizing resources and partnerships," or simply to reach more people, more places, more often.

MAC makes recommendations to the Transportation Coordinating Committee (TCC), formed in 1999 as a Manitowoc County governing board. The TCC is comprised of county elected and staff personnel as well as citizen members. Its mission and vision are as follows:

"The mission of the Manitowoc County Transportation Coordinating Committee is to coordinate public transportation services for all the residents of Manitowoc County."

"The vision of the Manitowoc County Transportation Coordinating Committee is to create and maintain a transportation program that will be accessible, safe, convenient, reliable, customer focused, offers choice, and is affordable to the residents of Manitowoc County."

The following is a summary of proposed actions derived from the Action Plan, the parties responsible for implementing the actions and an approximate implementation schedule.

Table 7: Action Plan for Manitowoc County, 2009- 2013

Action Item	Responsible Party	Schedule
Continue to support the Mobility Manager's position	Manitowoc County	2009-2013
Continue to update the transportation service inventory and provide more details, develop a transportation service resource guide	County Mobility Manager	2009-2013
Utilize Section 5310 Program and submit applications for capital equipment (buses and vans) as needed to replace existing fleets.	Eligible Manitowoc County service providers	2009- pending Applications as needed 2010 through 2013

Table 7: Action Plan for Manitowoc County, 2009- 2013 continued

Continue to assess utility of programs such as WETAP and/or New Freedom for possible local applications	Manitowoc County	On-going
Consider county transit system (Section 5311)	Manitowoc County	On-going
Assess, and if needed expand representation on respective County Coordination Committees	Manitowoc County	2009
Continue to offer customer travel training	Manitowoc County	On-going
Explore joint purchasing options	Manitowoc County and adjoining counties	2009-2013
Continue to assess the feasibility and benefit of contracting with agency operators	Manitowoc County	2009-2013
Improve Service Convenience	Manitowoc County	On-going
Expand volunteer driver and escort programs	Manitowoc County	On-going
Assess feasibility of Shared-Ride Taxi System for urban areas.	City of Manitowoc, City of Two Rivers and City of Kiel	On-going

PROGRAM OF PROJECTS

FY 2009 to 2013 Projects

SAFETEA-LU requires the county Coordinated Public Transit-Human Services Transportation Plan to identify an approved program of projects prior to the distribution of funds from the Section 5310 (Elderly Individuals and Persons with Disabilities Capital Assistance), Section 5316 (Job Access and Reverse Commute), and Section 5317 (New Freedom) programs. The following table summarizes the approved program of projects for Manitowoc County for 2009 through 2013.

Table 8: Program Projects, Manitowoc County; 2009-2013

2009 Programs	FY 2009 Projects	Estimated Costs
Section 5310 (Elderly & Disabled Transportation - Capital Assistance)	Application Pending	
Section 5316 (JARC & WETAP)	none	-
Section 5317 (New Freedom)	Continued Support for Mobility Manager for Manitowoc County	\$66,400 Excludes local share
2010 Programs	FY 2010 Projects	Costs
Section 5310 (Elderly & Disabled Transportation - Capital Assistance)	2- – Small Buses Software	\$100,000
Section 5316 (JARC & WETAP)	Vehicle Loan, Vehicle Repair, Guarantee Ride Home, Rideshare	\$55,000
Section 5317 (New Freedom)	Continued Support for Mobility Manager for Manitowoc County	\$72,500 Excludes local share

Table 8: Program of Projects continued.

2011 Programs	FY 2011 Projects	Costs
Section 5310 (Elderly & Disabled Transportation – Capital Assistance)	2 Small Bus	\$90,000
Section 5316 (JARC & WETAP)	Vehicle Loan, Vehicle Repair, Guarantee Ride Home, Rideshare	\$55,000
Section 5317 (New Freedom)	Continued Support for Mobility Manager for Manitowoc County	\$90,000 Excludes local share
2012 Programs	FY 2012 Projects	Costs
Section 5310 (Elderly & Disabled Transportation – Capital Assistance)	2 Small Bus	\$90,000
Section 5316 (JARC & WETAP)	Vehicle Loan, Vehicle Repair, Guarantee Ride Home, Rideshare	\$60,000
Section 5317 (New Freedom)	Continued Support for Mobility Manager for Manitowoc County	\$90,000 Excludes local share
2013 Programs	FY 2013 Projects	Costs
Section 5310 (Elderly & Disabled Transportation – Capital Assistance)	2 Small Bus	\$90,000
Section 5316 (JARC & WETAP)	Vehicle Loan, Vehicle Repair, Guarantee Ride Home, Rideshare	\$60,000
Section 5317 (New Freedom)	Continued Support for Mobility Manager for Manitowoc County	\$90,000 Excludes local share

SUMMARY

With the guidance of the Wisconsin Department of Transportation and the assistance of the Bay-Lake Regional Planning Commission; Manitowoc County has met the requirements of SAFETEA-LU relative to developing a *Coordinated Public Transit- Human Services Transportation Plan*.

The County's stakeholders met on August 5th, 2008, assessed the adequacy of existing transportation services, and discussed gaps in service; identified issues of concern, and developed an action plan. The working group also identified and approved the program of projects contained in Table 8. Pursuant to the approved program of projects; Manitowoc County will continue to utilize the Section 5310 (Elderly & Disabled Transportation - Capital Assistance) to provide vehicles for human services transportation; and will continue to seek support through the New Freedom grant with which to hire a mobility manager.

Appendices

Appendix A

Federal and State Transportation Program Descriptions and Local Interest

Federal Transit Administration Section 5307 – Capital and Operating Assistance

This program (49 U.S.C. 5307) makes Federal resources available to urbanized areas for transit capital and operating assistance in urbanized areas and for transportation related planning. An urbanized area is an incorporated area with a population of 50,000 or more that is designated by the Bureau of the Census.

Eligible purposes include planning, engineering design, and evaluation of transit projects and other technical transportation-related studies; capital investments in bus and bus related activities such as replacement of buses, overhaul of buses, rebuilding of buses, crime prevention and security equipment and construction of maintenance and passenger facilities; and capital investments in new and existing fixed guideway systems including rolling stock, overhaul and rebuilding of vehicles, track, signals, communications, and computer hardware and software. All preventive maintenance and some Americans with Disabilities Act complementary paratransit service costs are considered capital costs.

The Manitowoc/Two Rivers urban area does not meet the population threshold of 50,000.

Federal Transit Administration Section 5309 – Capital Assistance

The transit capital investment program (49 U.S.C. 5309) provides capital assistance for three primary activities:

1. new and replacement buses and facilities,
2. modernization of existing rail systems, and
3. new fixed guideway systems (New Starts)

Eligible recipients for capital investment funds are public bodies and agencies (transit authorities and other state and local public bodies and agencies thereof) including states, municipalities, other political subdivisions of states; public agencies and instrumentalities of one or more states; and certain public corporations, boards, and commissions established under state law. Funds are allocated on a discretionary basis.

Manitowoc Metro has received Section 5309 funds to cover 80% of the cost of new buses and to construct the Transportation Center.

Federal Transit Administration Section 5310 – Elderly Individuals and Persons with Disabilities Capital Assistance

This program (49 U.S.C. 5310) provides formula funding to States for the purpose of assisting private nonprofit groups in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each State's share of population for these groups of people.

Funds are obligated based on the annual program of projects included in a statewide grant application. The State agency ensures that local applicants and project activities are eligible and in compliance with Federal requirements, that private not-for-profit transportation providers have

an opportunity to participate as feasible, and that the program provides for as much coordination of federally assisted transportation services, assisted by other Federal sources. Once FTA approves the application, funds are available for state administration of its program and for allocation to subrecipients within the state.

Federal Transit Administration Section 5311 – Nonurbanized Area Formula Funds

This program (49 U.S.C. 5311) provides formula funding to states for the purpose of supporting public transportation in areas of less than 50,000 population.

Federal Transit Administration Section 5316 – Job Access and Reverse Commute (JARC)

The Job Access and Reverse Commute (JARC) Program (49 U.S.C. 5316) provides formula funding to States and Designated Recipients to support the development and maintenance of job access projects designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment, and for reverse commute projects designed to transport residents of urbanized areas to suburban employment opportunities.

Grants may finance capital projects and operating costs of equipment, facilities, and associated capital maintenance items related to providing access to jobs; promote use of transit by workers with non-traditional work schedules; promote use by appropriate agencies of transit vouchers for welfare recipients and eligible low income individuals; and promote use of employer-provided transportation including the transit pass benefit program.

Funds are allocated on a discretionary basis as follows: 60 percent to areas over 200,000 population; 20 percent to areas of under 200,000 population; and 20 percent to nonurbanized areas. The Federal/local share is 50/50.

Federal Transit Administration Section 5317 – New Freedom Program

The New Freedom Program (NFP) was established in the new transportation bill, SAFETEA-LU. The program purpose is to provide new public transportation services and public transportation alternatives beyond those currently required by the Americans with Disabilities Act of 1990 that assist individuals with disabilities with transportation, including transportation to and from jobs and employment support services. Eligible items include the following:

1. Support the capital and operating costs of new public transportation services and public transportation alternatives that are beyond those required by the Americans with Disabilities Act.
3. Funds may be used for 80 percent of capital expenses and 50 percent of operating expenses. There is no limitation on the amount of funds that can be used for operating expenses.
4. Purchasing vehicles and supporting accessible taxi, ride-sharing, and vanpooling programs.
4. Providing paratransit services beyond minimum requirements (3/4 mile to either side of a fixed route), including for routes that run seasonally.
5. Making accessibility improvements to existing transit and intermodal stations not designated as key stations.
6. Supporting voucher programs for transportation services offered by human service providers.
7. Supporting volunteer driver and aide programs.

8. Acquisition of transportation services by a contract, lease, or other arrangement.
9. Supporting mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.

State of Wisconsin Section 85.20 – State Urban Mass Transit Operating Assistance Program

Section 85.20 provides operating expenses of an urban mass transit system, including labor, fringe benefits, materials and supplies, utilities, insurance, purchased transportation services, license fees and lease expenses.

State of Wisconsin Section 85.21 – County Elderly and Persons with Disabilities Transportation Assistance Program

Section 85.21 provides counties with financial assistance to provide transportation services to elderly persons and persons with disabilities.

Appendix B

Manitowoc County Meeting - Letter of Invitation to Participate

July 15, 2008

RE: Manitowoc County Transportation Coordination Meeting

Dear _____:

In 2005, Congress passed the latest Federal Highway Transportation Bill (reauthorizing the surface transportation act) titled the *Safe, Accountable, Flexible, Efficient, Transportation, Equity Act: A Legacy for Users (SAFETEA-LU)*. As part of this reauthorization, Elderly and Disabled Transportation Program (5310), New Freedom Initiative, and Job Access and Reverse Commute (JARC) grant recipients had to meet minimal coordination planning requirements in order to be eligible for grants in 2007 and 2008.

The Federal Highway Bill required that all projects (grant request) from the programs listed above were to be part of a "*locally developed coordinated public transit-human services transportation plan*". In 2006, in order to meet the Federal requirements, a *Transit/Human Services Transportation Coordination Plan* was developed for Manitowoc County by the Bay-Lake Regional Planning Commission staff.

For 5310 and JARC and New freedom Initiative grantees to continue to be eligible to receive funding in 2009 and beyond, **the 2006 plan must be reviewed and updated**. The Wisconsin Department of Transportation has developed a short county meeting process to comply with SAFETEA-LU requirements

The Manitowoc County Transportation Coordination meeting, to update the Plan, has been scheduled for **August 5th, 2008 beginning at 10:00 a.m. and ending at 12:00 noon**. The meeting will take place at the **Manitowoc County Office Complex at 4319 Expo Drive, Manitowoc, Wisconsin**.

In addition to approving a list of proposed future transportation projects, the meeting will include updating an assessment of human services transportation coordination services within Manitowoc County; a review of the level of coordination between transportation programs; and, finally, development of an action plan for developing strategies and steps for improving coordination efforts. A meeting flyer is attached for distribution and posting to announce the county meeting.

Please RSVP to this meeting invitation by calling the **Aging and Disability Resource Center at (920) 683-4180** or e-mailing judyrank@co.manitowoc.wi.us. We look forward to seeing you on August 5th.

Sincerely,

Judy Rank, Director

Manitowoc County ADRC

Attachment: Meeting Agenda and County meeting flyer for posting and distribution

Appendix C
Manitowoc County Meeting - List of Invitees

Name	Address	Group	Title	Organization	
JEFF	AGEE-AGUAYO 441 S JACKSON ST	GREEN BAY	WI 54301	MAC	Bay Lake RPC
JOHN	ALLEY PO BOX 7913	MADISON	WI 53707	TDP	WIS DOT
JANE	BABCOCK 4319 EXPO DRIVE	MANITOWOC	WI 54220	MAC	VETERANS SERVICE OFFICER/MANITOWOC COUNTY
LISA	BEHNKE PO BOX 1177	MANITOWOC	WI 54220	MAC/TCC	Long-term Support MCHS
KEVIN	BEHNKE 8707 NORTHEIM LANE	NEWTON	WI 53063	Town Chairman	DVR
MARY	BRAAM 3733 DEWEY ST	BRILLION	WI 54110	Town Chairman	
RANDALL	BRANDES 24112 HWY JJ	MANITOWOC	WI 54220	TDP	TRANSIT DRIVER
BOB	BREY 2655 S 35TH ST	MANITOWOC	WI 54220	PROVIDER	
INDIAN TRAILS	BUS LINES 1701 S 41ST ST	MANITOWOC	WI 54220	MAC	Health Department
DIANA	CAYEMBERG PO BOX 1177	WHITELAW	WI 54247	village president	
RANDAL	CHRISTIANSEN 251 CEDAR CT	MANITOWOC	WI 54220	MAC	Administrator Rainbow House
MARCIA	CHRISTIANSON 3100 SOUTHBROOK COURT	KIEL	WI 53042	Town Chairman	
DANIEL	CHRISTOPHERSO 24125 W STEINTHAL RD	MANITOWOC	WI 54220	MAC	Administrator North Ridge Medical and Rehabilitation Center
JANE	CONWAY 1445 N 7TH ST	MANITOWOC	WI 54220	MAC	Social Worker Manitowoc Health Care Center
JUDY	CULLIGAN 2021 S ALVERNO ROAD	GREEN BAY	WI 54324	00X TDP	WIS DOT
CHRIS	CULOTTA PO BOX 28080	MISHICOT	WI 54228	Town Chairman	DVR
KENNETH	DUVENECK 13017 HWY 42	GREEN BAY	WI 54301	MAC	
ANNA	EGGBRECHT 701 CHERRY ST	MARIBEL	WI 54227	village president	
DANIEL	FELS PO BOX 107	MANITOWOC	WI 54220	MAC	Transportation Committee
SHIRLEY	FESSLER 5629 CALUMET AVE	TWO RIVERS	WI 54241	TDP	TRHS ADMINSTRATOR
RANDY	FREDRIKSON 4521 LINCOLN AVE	TWO RIVERS	WI 5421	TDP	TR SENIOR CENTER
SARAH	GALLAGHER 1520 17TH ST	MANITOWOC	WI 54220	MAC	Disability Advocate
MARILYN	GARCEAU 1433 N 6TH ST	MANITOWOC	WI 54220	TDP	CITY COUNCIL
RAYMOND	GEIGLE 4017 DELTA ST	VALDERS	WI 54245	village president	
BRIAN	GLAESER 310 JOHNSON ST	MANITOWOC	WI 54220	MAC/ADRC	
DON	GOEKE 3086 CUSTER ST	NEWTON	WI 53063	Town Chairman	
DENNIS	GRAF 14824 HWY XX	MANITOWOC	WI 54220	MAC	ADMINISTRATOR
CANDY	GREMORE 960 SOUTH RAPIDS ROAD	MANITOWOC	WI 54220	MAC	Retired
WILFRED	GRIES 1702 S 18TH ST	MANITOWOC	WI 54220	MAC	RIVERS BEND HEALTH & REHABILITATION
NEIL &	HALONEN 1341 A N 10TH ST	MANITOWOC	WI 54220	MAC	Community Citizens Physical/Sensory Disabilities
CLAUDIA	HARTMANN 17023 HWY F	KIEL	WI 53042	PROVIDER	stardust limosune
MIKE	HICKMAN 9907 MARKEN ROAD	KIEL	WI	MAC	Transportation Coordinating Committee
ROSIE					

Name	Address	Address	Group	Title	Organization
CHUCK	HOFFMAN	2020 STEINERS CORNERS RD	TWO RIVERS WI 54241	Town Chairman	
MOR	HONG	206 N 8TH ST	MANITOWOC WI 54220	NON PROFIT	CATHOLIC CHARITIES
CINDY	HUHN	1481 LAKESHORE DR	CLEVELAND WI 53015	village president	
JOHN	HUTTERER	6920 HILLCREST RD	MANITOWOC WI 54220	Town Chairman	
MARY ANN	JOHNSON	PO BOX 1177	MANITOWOC WI 54220	TDP	MANITOWOC COUNTY HUMAN SERVICES
ROSS	JOHNSON	18402 JOHNSON DRIVE	DENMARK WI 54208	Town Chairman	
ENA	JOSP	PO BOX 2315	MANITOWOC WI 54220	NON PROFIT	LAKESHORE CAP
KRISTIN	JUNK	2300 WESTERN AVE	MANITOWOC WI 54220	HEALTH	SOCIAL WORKER/DISCHARGE/HOLY FAMILY
DONALD	KARMAN	2720 GARFIELD ST	TWO RIVERS WI 54241	MAC/TCC	
TOM	KIEL	PO BOX 579	MANITOWOC WI 54220	MAC	Executive Director
TIM	KLIEN	2300 WESTERN AVE	MANITOWOC WI 54220	MAC	Holy Family Memorial
RICH	KOCH	2655 S 35TH ST	MANITOWOC WI 54220	TDP	TRANSIT DRIVER
DALE	KOEPPE	PO BOX 373	ST NAZIANZ WI 54232	village president	
PAT	KOLSTAD	11520 HILLSIDE DRIVE	CATO WI 54230	MAC	Retired
JEROLD	KORINEK	12935 HWY K	CATO WI 54230	Town Chairman	Community
DAVID	KORT	2344 HWY 42	MANITOWOC WI 54220	Town Chairman	
AUGIE	KRIESER	826 S 26TH ST	MANITOWOC WI 54220	MAC	LEGAL ADVOCACY
MARY JO	KRUEGER	3316 MONROE ST	TWO RIVERS WI 54241	MAC	Senior Citizen
DENISE	LARSON	3330 CUSTER ST	MANITOWOC WI 54220	TDP	MANTY SENIOR CENTER
CHRIS	LEWIS	705 VIEBAHN ST	MANITOWOC WI 54220	EDU	ASSISTANT DEAN
CATHY	LEY	PO BOX 935	MANITOWOC WI 54220	MAC	TRANSPORTATION COORDIN ADRC
JEFFERSON	LINES	2100 E 26TH ST	MINNEAPOLIS MN 55404	PROVIDER	
DAN	LINSMEIER	2300 WESTERN AVE	MANITOWOC WI 54220	MAC	SECURITY MANAGER
GERALD	LINSMEIER	11085 HILLTOP RD	CATO WI 54230	Town Chairman	Holy Family Memorial
BILL	LORRIGAN	116 N 6TH ST	REEDSVILLE WI 54230	village president	
PEARL	LUEOKE	1 HAMILTON ROAD	TWO RIVERS WI 54241	MAC	Social Worker
CONNIE	MANGIN	PO BOX 2315	MANITOWOC WI 54220	NON PROFIT	Hamilton Memorial Home
DALE	MARKWARDT	1402 GOODWIN RD	MANITOWOC WI 54220	Town Chairman	LAKESHORE CAP
DAN	MATTHEWS	1313 S 16TH ST	MANITOWOC WI 54220	PROVIDER	OWNER
TODD	MEERDINK	1235 S 24TH ST	MANITOWOC WI 54220	MAC	Administrator
TARA	MEISSNER	2655 S 35TH ST	MANITOWOC WI 54220	MAC	Mobility Manager
VALERIE	MELON	900 QUAY ST	MANITOWOC WI 54220	MAC	DPW Director
JENNIFER	MIKALOWSKY	3733 DEWEY ST	MANITOWOC WI 54220	MAC	DVR

Name	Address	Group	Title	Organization
MICHAEL	2101 DIVISION ST	MANITOWOC	MANTY PUBLIC SCHOOLS	
DOUG	2406 S ALVERNO ROAD	WI 54220	TDP	
CLYDE	16414 RANGELINE ROAD	MANITOWOC	EDU	
BRADLEY	10817 CENTERVILLE RD	CLEVELAND	MAC	COUNTY BOARD SUPERVISOR
DEREK	2655 S 35TH ST	NEWTON	Town Chairman	MMT
JAN	1817 MARTIN AVE	MANITOWOC	MAC	AIRPORT CONNECTIONS
PAT	4932 S 10TH ST	SHEBOYGAN	PROVIDER	Association for the Developmentally Disabled of Manitowoc County
DIANE	2005 DIVISION ST	MANITOWOC	MAC	ST MARYS HOME FOR THE AGED
EDWARD	816 ROCKLEDGE RD	MISHICOT	Town Chairman	
BRUCE	705 VIEBAHN ST	MANITOWOC	EDU	UW-MANTY
JUDY	PO BOX 935	MANITOWOC	MAC	Manitowoc County
SHERRY	205 N 8TH ST	MANITOWOC	MAC	American Red Cross
STEVE	71 ALBERT DRIVE	MANITOWOC	MAC	Assist to Transport
DENNIS	18905 ROCKVILLE RD	KIEL	Town Chairman	
BERNIE	305 E SAMZ RD	MISHICOT	village president	
ROBERT	7706 HWY G	REEDSVILLE	Town Chairman	
DAVID	10816 ENGLISH LAKE RD	MANIOWOC	Town Chairman	
JERRY	1919 27TH ST	TWO RIVERS	MAC	Association for the Developmentally Disabled of Manitowoc County
SUE	PO BOX 1142	MANITOWOC	NON PROFIT	DOMESTIC VIOLENCE CENTER
JOHN	333 WASHINGTON ST	VALDERS	PROVIDER	A&J VANS
BETH	206 N 8TH ST	MANITOWOC	NON PROFIT	CATHOLIC CHARITIES
DAVID	1403 ARDEN LANE	MANITOWOC	MAC	ENGINEER/CITY COUNCILME EASTPOINT ENGINEERING GROUP
LEE	2231 S 10TH ST	MANITOWOC	MAC	Alderman
MICHAEL	2021 S ALVERNO ROAD	MANITOWOC	MAC	Manitowoc Health Care Center
MICKEY	915 S 11TH ST	MANITOWOC	MAC	City of Manitowoc
DON	19 EAST CHICAGO ST	KIEL	MAC	Manitowoc Health Care Center
SHARON	2300 WESTERN AVE	MANITOWOC	MAC	City of Manitowoc
ROBERT	1423 MAIN ST	KELLNERSVILLI WI	village president	KIEL TRANSPORTATION SERVICES
WILLIAM	814 E SHORE RD	TWO RIVERS	Town Chairman	Dispatcher?
MIKE	PO BOX 8027	GREEN BAY	EMPLOYER	
JUDY	1 HAMILTON ROAD	MANITOWOC	MAC	NEW CURATIVE
COLLEEN	5000 MEMORIAL DRIVE	TWO RIVERS	MAC	Hamilton Memorial Home
ANNA MARIE	340 ALBERT DRIVE	MANITOWOC	MAC	COMMUNITY
KARLA	1290 NORTH AVE	CLEVELAND	WI 53015 141	
TED	PO BOX 321	FRANCIS CREEK WI	village president	
CHRIS	1423 LEE CIRCLE	MANITOWOC	TDP	LINCOLN HOUSE SCHOOL

Appendix D

Manitowoc County Meeting - Agenda

**MANITOWOC COUNTY
PUBLIC/HUMAN SERVICES TRANSPORTATION
COORDINATION ASSESSMENT MEETING**

Date: August 5, 2008

*Location: Manitowoc County Office Complex
4319 Expo Drive, Manitowoc, Wisconsin*

Time: 10:00 a.m. – 12:00 noon

AGENDA

Welcome and Introductions	10:00 am to 10:10 am
Overview and Purpose of the Meeting	10:10 am to 10:25 am
County Coordination Assessment Exercise	10:25 am to 11:00 am
Development of the County Action Plan	11:00 am to 11:30 am
Approval of County Projects	11:30 am to 12 noon
Adjourn	12:00 noon

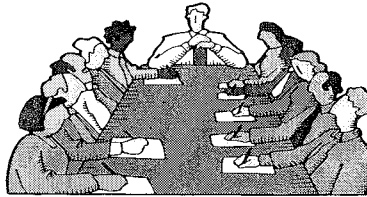
Facilitated by:

Jim Van Laanen
Regional Transportation Planner
Bay-Lake Regional Planning Commission
(920) 448-2820
jvanlaanen@baylakerpc.org

Appendix E

Manitowoc County Meeting - Flyer

Manitowoc County Transportation Coordination Meeting



Please Attend

A Manitowoc County Transportation Coordination meeting will be held to review a list of future transportation program projects and to conduct a county-wide assessment of public transit human services transportation coordination.

Date: August 5, 2008

Time: 10:00 a.m. – 12:00 noon

**Location: Manitowoc County Offices, 4319 Expo Drive,
Manitowoc, Wisconsin**

For information about the meeting, or transportation assistance to the meeting, please call the Aging and Disability Resource Center at (920) 668-4180 or Email jrank@co.manitowoc.wi.us

Appendix F
Notice of Public Meeting



Manitowoc County
Aging & Disability Resource Center

For Immediate Release:

Date: July 14, 2008
Subject: Transportation Coordination Meeting
Contact: Judy Rank, Director
judyrank@co.manitowoc.wi.us
683-4180

MANITOWOC — The public is invited to shape the future of the way transportation services and programs are delivered locally by sharing opinions and priorities at a Transportation Coordination Meeting: from 10 a.m. until noon on Aug. 5 at the Manitowoc County Office Complex, 4319 Expo Drive.

Bay Lakes Regional Planning is facilitating the meeting. The primary function of the meeting is to review and update the 2006 Manitowoc County Human Services/Transit Transportation Coordination Plan, which is required to maintain Manitowoc County's eligibility for certain federal transportation program grants. Persons with a vested interest in transportation services and programs are encouraged to attend. Input from multiple stakeholders will strengthen the planning document, which will include projections for the next five years.

At this meeting, attendees will: identify future transportation projects, complete a review of the level of coordination between transportation programs, and develop an action plan for developing strategies and steps for improving coordination efforts.

Anyone that is unable to attend the meeting but would like to submit comments in advance may send them to: Jim Van Laanen, Transportation Planner, Bay-Lake Regional Planning Commission, 441 South Jackson Street, Green Bay, Wisconsin. Phone: 920-448-2820 or email: jvanlaanen@baylakerpc.org before Sept. 1, 2008.

Please RSVP to this meeting invitation by calling the Aging & Disability Resource Center at 920-683-4180 or e-mailing sandrahollen@co.manitowoc.wi.us. We look forward to seeing you on Aug. 5, 2008. Persons with disabilities who would like to attend the meeting and require accommodations should contact the Manitowoc County Aging & Disability Resource Center at 683-4180.

Bay-Lake Regional Planning Commission

Commission Members

Brown County

William Clancy
Toni M. Loch
Chris Swan

Door County

Paul DeWitt
Mariah K. Goode
Nomination Pending

Florence County

Edwin Kelley
Bruce Osterberg
Yvonne Van Pembrook

Kewaunee County

Mary Hanrahan
Brian Paplham
Charles R. Wagner

Manitowoc County

Donald C. Markwardt
Valerie Mellon
NyiaLong Yang

Marinette County

Alice Baumgarten
Cheryl R. Maxwell, Vice Chairperson
Mary G. Meyer

Oconto County

Donald A. Glynn
Thomas D. Kussow
Lois L. Trever, Sect./Tres.

Sheboygan County

James E. Gilligan, Chairperson
Mike Hotz
Ron McDonald

Wisconsin Department of Commerce

Nomination Pending

Staff

Mark A. Walter
Executive Director

Jeffrey C. Agee-Aguayo, AICP
Transportation Planner III

Tony D. Bellovary
GIS Coordinator

Richard L. Heath
Assistant Director/Principal Planner

Richard J. Malone
Office Accounts Coordinator

Angela M. Pierce
Natural Resources Planner II

Brenda L. Rehberg
Administrative Assistant

Brandon G. Robinson
Community Assistance Planner III

Luann Rudolph
Community Planner

Joshua W. Schedler
GIS Specialist

James J. Van Laanen
Transportation Planner III

Ker Vang
Community Planner

