



WISCONSIN

Sheboygan County

2021-2025

Coordinated Public Transit – Human Services Transportation Plan

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Chapter 1: Introduction

Coordinated Public Transit - Human Services Transportation Plan Requirement

The human services transportation provisions of the federal “Fixing America’s Surface Transportation” (FAST) Act 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 (see Appendix A for federal and state transportation program descriptions). Coordination will enhance transportation access, minimize duplication of services, and facilitate the most appropriate and cost-effective transportation possible with available resources. In order to express these goals, Sheboygan County is required to publish a locally developed Coordinated Public Transit – Human Services Transportation Plan.

The FAST Act requires that the county Coordinated Public Transit – Human Services Transportation Plan identify an approved program of projects prior to distribution of funds from the Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities) program. Two other programs that were previously included in Coordinated Public Transit – Human Services Transportation Plans (Section 5316, the Job Access and Reverse Commute Program (JARC), and Section 5317, the New Freedom Program) were discontinued in the previous federal surface transportation legislation (the “Moving Ahead for Progress in the 21st Century” (MAP-21) Act), but were rolled into other existing programs; Section 5316 was rolled into Section 5307 in the Sheboygan Urbanized Area and Section 5310 elsewhere in Sheboygan County, while Section 5317 was rolled into Section 5310; these changes remained intact in the FAST Act. MAP-21 took effect on October 1, 2012, and involved various extensions beyond its official ending date of September 30, 2014. The FAST Act was signed into law by President Obama on December 4, 2015, took effect immediately, and authorizes various forms of surface transportation through September 30, 2020. It is likely that the FAST Act will also involve extensions beyond September 30, 2020, until replacement surface transportation legislation is approved by Congress and signed into law.

In lieu of holding a county coordination meeting in 2020, Sheboygan County Aging and Disability Resource Center (ADRC) staff requested that Bay-Lake Regional Planning Commission staff develop a survey to gain input on what is done well and what can be done better in five (5) areas of transportation coordination, as well as to assist in developing the action plan for the county’s 2020 update to the Coordinated Public Transit – Human Services Transportation Plan. WisDOT found this approach acceptable due to the COVID-19 pandemic occurring in 2020. The following items have been included in this plan:

1. Survey Invitation Lists;
2. Survey Results;
3. Inventory of Transportation Providers in Sheboygan County;
4. County Coordination and Assessment Action Plan; and
5. County List of Approved Projects for the Section 5310 Program.

All of these items are included in the plan.

Participation Process

The FAST Act also requires that the *Coordinated Public Transit – Human Services 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.

WisDOT has developed a process to comply with this requirement. In the case of Sheboygan County, the Sheboygan Metropolitan Planning Organization (MPO) staff with the Bay-Lake Regional Planning Commission was chosen because they are currently responsible for reviewing federal and state program applications, need to be aware of and knowledgeable about transit programs and funding streams in the county, and are an independent and objective entity.

Bay-Lake Regional Planning Commission staff developed a list of potential representatives using WisDOT-endorsed guidelines, and invited them to participate in a survey that took the place of the typical county meeting due to the COVID-19 pandemic (see Appendix B for a copy of the letter requesting survey participation, Appendix C for the survey recipient list, Appendix D for a copy of the survey, and Appendix E for the survey results).

Public Participation Record

In lieu of holding a county coordination meeting in 2020, Sheboygan County Aging and Disability Resource Center (ADRC) staff requested that Bay-Lake Regional Planning Commission staff develop a survey to gain input on what is done well and what can be done better in five (5) areas of transportation coordination, as well as to assist in developing the action plan for the county's 2020 update to the *Coordinated Public Transit – Human Services Transportation Plan*. This survey was conducted from August 27 through September 11, 2020.

Again, the survey approach was chosen due to the COVID-19 pandemic, and WisDOT found that approach to be acceptable. In addition, the Sheboygan County Transportation Coordinating Committee (TCC) met on October 15, 2020, to approve the *Coordinated Public Transit – Human Services Transportation Plan*, and stakeholders were invited to participate in this meeting.

Chapter 2: Demographic Analysis

Persons with Disabilities

According to the Wisconsin Department of Administration Demographic Services Center, Sheboygan County had an estimated population of 116,547 in 2019. According to projections made by Commission staff that were extrapolated from the 2014 – 2018 American Community Survey 5-Year Estimates, 5,386 persons are considered elderly disabled, while 6,794 persons are considered non-elderly disabled. The definition used to define persons with disabilities is:

“Individuals who, because of any temporary or permanent physical or mental condition or institutional residence, are unable, without special facilities or special planning or design, to use available transportation facilities and services as effectively as persons who are not so affected.”

Table 1 indicates persons with disabilities in Sheboygan County in 2019.

Table 1: Persons with Disabilities in Sheboygan County

Category	Population	Percent of Population
Elderly Disabled	5,386	4.6%
Non-Elderly Disabled	6,794	5.8%
Total	12,180	10.5%

Source: Wisconsin Department of Administration, Demographic Services Center, Official Final Estimates, January 1, 2019, Wisconsin Counties, with Comparison to Census 2010, 2019; U.S. Census Bureau, 2014 – 2018 American Community Survey 5-Year Estimates, Table B18101 (Sex by Age by Disability Status); and Bay-Lake Regional Planning Commission, 2020.

Population by Age

Table 2 summarizes the 2010 and future (2040) population of Sheboygan County by age cohort.

In 2010, Sheboygan County had 16,821 people age 65 or older. By 2040, the population age 65 or older is expected to increase by nearly 95 percent to 32,800. As a result, this segment of the population will require additional specialized transportation services.

Table 2: Population of Sheboygan County by Age Cohort

Age Category	2010 Census	2040 Projection	Difference Between 2010 and 2040	Percent of 2010 Population	Percent of 2040 Population
0 to 4	7,156	6,670	(486)	6.20%	5.33%
5 to 9	7,521	7,150	(371)	6.51%	5.71%
10 to 14	7,956	7,610	(346)	6.89%	6.08%
15 to 19	7,643	7,560	(83)	6.62%	6.04%
20 to 24	6,198	6,070	(128)	5.37%	4.85%
25 to 29	7,007	6,430	(577)	6.07%	5.14%
30 to 34	6,857	6,880	23	5.94%	5.50%
35 to 39	6,987	7,010	23	6.05%	5.60%
40 to 44	8,069	7,240	(829)	6.99%	5.78%
45 to 49	9,311	7,460	(1,851)	8.06%	5.96%
50 to 54	9,294	7,660	(1,634)	8.05%	6.12%
55 to 59	8,183	7,640	(543)	7.08%	6.10%
60 to 64	6,504	6,980	476	5.63%	5.58%
65 to 69	4,470	6,560	1,820	4.10%	5.24%
70 to 74	3,686	6,890	3,204	3.19%	5.50%
75 to 79	3,035	7,110	4,075	2.63%	5.68%
80 to 84	2,622	6,020	3,398	2.27%	4.81%
85 to 89	1,742	3,850	2,108	1.51%	3.08%
90 or older	996	2,370	1,374	0.86%	1.89%
Totals	115,507	125,160	9,653	100.0%	100.0%
Age 65 or older	16,821	32,800	15,979	14.56%	26.21%

Source: U.S. Census Bureau, 2010; Wisconsin Department of Administration Demographic Services Center, Population Projections by Sex and Age, 2010 – 2040, Wisconsin Counties, Final Release, 2013; and Bay-Lake Regional Planning Commission, 2020.

Median Household Income and Low Income Households in Sheboygan County

The median household income in Sheboygan County (according to the 2014 – 2018 American Community Survey) was \$58,943 (in 2018 inflation-adjusted dollars, and with a margin of error of \$1,596). Some nine of the eleven Census tracts located mostly in the City of Sheboygan had medium household incomes below the county median household income; some of these Census tracts (particularly near Sheboygan’s central business district) had median household income levels in the range of 53 to 70 percent of county median household income level. Other Census tracts in Sheboygan County which had median household income levels below the county median household income included two Census tracts in the City and Town of Plymouth, as well as two Census tracts in the City and Town of Sheboygan Falls.

Further environmental justice analysis completed for the Update to the *Year 2045 Sheboygan Area Transportation Plan* (SATP) and the *Sheboygan Metropolitan Planning Area Transportation Improvement Program* (TIP) indicate that the areas with the lowest median household income levels are located in the City of Sheboygan, particularly in and around the central business district. This analysis can be found in Appendix E of each respective document.

Chapter 3: Transportation Providers

Inventory of Public Transit – Human Service Transportation Services in Sheboygan County

Shoreline Metro

Shoreline Metro is owned and operated by the City of Sheboygan, and also provides limited transit service to the Village of Kohler and to the City of Sheboygan Falls. Shoreline Metro was acquired in the early 1970s from a private operator. Similar to other privately owned and operated bus companies, the rising costs of maintaining a quality public service resulted in a significant profit loss. Despite the provision of subsidies in 1971, the privately owned Sheboygan Bus Lines continued to absorb increasing deficits. By the summer of 1972, the owners of the bus system filed an application to discontinue service in the Sheboygan area, a request that was granted by the Public Service Commission of Wisconsin. Continuation of the bus service was assured as the City of Sheboygan was given temporary authority to operate the service. A city referendum vote in April 1973 was supported by a 3 to 1 margin, allowing the city to acquire and operate a municipal bus transportation system. The results of this change in ownership provided not only immediately financial stability, but also the opportunity for evaluation and implementation of operating and service improvements. Items such as routing and level of service have generally been preserved in their underlying form, and provide the foundation of the current transit system.

In 1992, Shoreline Metro initiated paratransit services under the Americans with Disabilities Act of 1990 (ADA). This is curb-to-curb service that provides transportation to the disabled population in the community that, in many cases, is unable to utilize the fixed-route service. Shoreline Metro contracted these services to the Sheboygan County Health and Human Services Department (and its private sector transportation provider) over several years, but brought this service component in-house in 2007. In addition, Shoreline Metro's fixed-route service is fully accessible to disabled passengers who can utilize such service.

Shoreline Metro's service is mostly a fixed-route, fixed-schedule bus system. Demand response service for the disabled is operated through the "Metro Connection" division of Shoreline Metro.

Service Characteristics

Current regular fixed-route transit services provided in the Shoreline Metro service area are provided on nine regular routes and one seasonal route. Eight of these routes (Routes 3 North and South, 5 North and South, 7 North and South, and 10 North and South) exclusively serve the City of Sheboygan portion of the transit service area. Route 20 (the Kohler/Sheboygan Falls Route, with limited service) serves the City of Sheboygan as well as the Village of Kohler and the City of Sheboygan Falls. Route 40 ("The Square") is a seasonal route that serves the downtown, riverfront, lakefront and South Pier (Blue Harbor) areas of the City of Sheboygan, typically from mid-June through the Saturday of Labor Day weekend. All routes converge at the transfer point in Sheboygan's central business district. The downtown serves as the main transfer point between routes, and schedules are designed so that transfers are easily accommodated (with a few exceptions). The transfer point is located in the central portion of the block bordered by North 9th Street, Center Avenue, North 8th Street and Pennsylvania Avenue.

Service is generally provided six days a week, Monday through Saturday, with no service on Sundays or on six observed holidays. Weekday service begins at 5:45 a.m. and ends at 8:45 p.m. Saturday service begins at 7:45 a.m. and ends at 5:45 p.m. North and South Shuttles are available from 5:15 to 5:45 a.m.

and from 8:45 to 9:15 p.m. on weekdays, as well as from 7:15 to 7:45 a.m. and from 5:45 to 6:15 p.m. on Saturdays. North and South Shuttles are also available during periods of hourly service when north and south side routes are not operating on weeknights and on Saturdays. Headways are generally 30 minutes in length for nearly all routes, and are generally 60 minutes in length for Route 20 (with the exception of the Kohler Company Special run, which has a headway of 30 minutes). Generally, numbered city routes (3, 5, 7 and 10) operate every half hour during the daytime on weekdays and hourly on weeknights and Saturdays, unless noted differently below.

Profiles of each of Shoreline Metro's routes are noted below:

Route 3 North

Route 3 North serves the north central portion of the City of Sheboygan. Route 3 North travels for a length of 6.9 miles from its southern terminus at the downtown transfer point to its northern terminus at the intersection of Eisner Avenue and North 21st Street. Major trip generators served by Route 3 North include the north side Piggly Wiggly supermarket, Plastics Engineering Company (PLENCO), Pigeon River/Etude and Cooper Elementary Schools, the Sheboygan Leadership Academy, St. Dominic's and St. Paul's Elementary Schools, the Walgreen's pharmacy on Calumet Drive, the McDonald's restaurant on North Avenue, RCS, Locate Staffing, and the recently relocated Lakeshore Technical College (LTC) Sheboygan campus. Michigan Avenue is also served by Route 3 North from North 13th Street to North 10th Street (inbound only).

Route 3 South

Route 3 South serves the south-central portion of the City of Sheboygan. Route 3 South generally travels for a length of 7.0 miles from its southern terminus at the intersection of Georgia and Union Avenues to its northern terminus at the downtown transfer point. Major trip generators served by Route 3 South include the South Pier District (on certain trips, including Blue Harbor Resort), Georgia Avenue Apartments, Bio Life plasma center, the University of Wisconsin Green Bay – Sheboygan Campus (on certain trips), Bookworm Gardens (on certain trips), Lutheran High School (on certain trips), Horace Mann Middle School, Old Wisconsin, James Madison and Sheridan Elementary Schools, and Immanuel Lutheran School.

Route 5 North

Route 5 North serves the northeast portion of the City of Sheboygan. Route 5 North travels for a length of 6.5 miles from its southern terminus at the downtown transfer point to its northern terminus at the intersection of Eisner Avenue and North 10th Street. Major trip generators served by Route 5 North include Here We Grow Child Care Center, Urban Middle School, the north side Piggly Wiggly supermarket, Ridge Court apartments, North High School, Aurora Sheboygan Memorial Medical Center, Vollrath Park, Grant Elementary School, Sheboygan County Christian Elementary School, St. Elizabeth Ann Seton Catholic Elementary School, the Sheboygan County YMCA, Deland Park and Marina, and the Sheboygan Senior Activity Center. Eisner Avenue is also served between North 13th Street and North 10th Street.

Route 5 South

Route 5 South serves the south-central portion of the City of Sheboygan. Route 5 South travels for a length of 8.3 miles from its southern terminus at Indian Meadows Mobile Home Park to its northern terminus at the downtown transfer point. Major trip generators served by Route 5 South include the Shoreline Metro offices and garage, Rockline Industries, Heritage Square, Indian Meadows Mobile Home Park, Lakeshore Display, Wilson Elementary School, Bethlehem Lutheran Elementary School, and Christ Child Academy.

Route 7 North

Route 7 North serves the northwest portion of the City of Sheboygan. Route 7 North travels for a length of 7.3 miles from its southern terminus at the downtown transfer point to its northern terminus at North Taylor Drive and Main Street. Major trip generators served by Route 7 North include the Mead Public Library, the Sheboygan Police Department, the Aurora Sheboygan Clinic, Pick and Save supermarket, St. Nicholas Hospital, Field of Dreams, Lakeshore Community Health Care clinic, St. Nicholas Apartments, Jefferson Elementary School, and Trinity Lutheran School. North Taylor Drive is also served between Superior Avenue and Main Avenue.

Route 7 South

Route 7 South serves the southeast portion of the City of Sheboygan. Route 7 South generally travels for a length of 9.8 miles from its southern terminus at the intersection of County Highway EE/Weeden Creek Road and County Highway OK/South Business Drive to its northern terminus at the downtown transfer point. Major trip generators served by Route 7 South include Longfellow and Jackson Elementary Schools, Farnsworth Middle School, South High School, Sheboygan County Christian High School, the Boys' and Girls' Club, Country Village Apartments, and Lakeshore Display. Route 7 South also serves the Industrial Park during deviated service runs.

Route 10 North

Route 10 North serves the west central portion of the City of Sheboygan. Route 10 North travels for a length of 7.0 miles from its eastern terminus at the downtown transfer point to its western terminus at the Meijer Supermarket. Major trip generators served by Route 10 North include the Aurora Sheboygan Clinic, the Sheboygan County Job Center, Memorial Plaza (including the Marcus Cinema), Meijer Supermarket, Kohl's, Bed, Bath and Beyond, Taylor Heights Shopping Center (including Festival Foods), Tamarack Apartments, Wasserman Apartments, the Salvation Army Daycare, and the Sheboygan Leadership Academy. Much of Erie Avenue is also served by Route 10 North.

Route 10 South

Route 10 South serves the southwest portion of the City of Sheboygan. Route 10 South travels for a length of 9.1 miles from its southern terminus at the south side Walmart Supercenter to its northern terminus at the downtown transfer point. Major trip generators served by Route 10 South include the City of Sheboygan Municipal Service Building, Wildwood Park, Aldi Supermarket, Acuity Insurance, Nematik, the Sheboygan County Detention Center, the south side Walmart Supercenter, the Goodwill store, Washington Square Shopping Center (including the south side Piggly Wiggly Supermarket, Walgreen's and Culver's), and Sheridan Elementary School. Pennsylvania Avenue is also served between 15th and 9th Streets.

Route 20 (Sheboygan Falls and Kohler Route)

Route 20 serves the City of Sheboygan Falls and the Village of Kohler, and connects those communities to the various City of Sheboygan routes operated by Shoreline Metro. On most trips, Route 20 travels for a length of 21.4 miles from its eastern terminus at the downtown transfer point to its western terminus in the vicinity of the Sheboygan Falls Piggly Wiggly Supermarket; one trip (the Kohler Company Special run) is about half that length. Major trip generators served by Route 20 in the City of Sheboygan Falls include the Sheboygan County Aging and Disability Resource Center (ADRC), Forest Avenue Mobile Home Park, the Sheboygan Falls Piggly Wiggly Supermarket, Sheboygan Falls City Hall, Sheboygan Falls High School, and Rochester Park. Major trip generators served by Route 20 in the Village of Kohler include Woodlake Market, the Kohler Company, and Deer Trace Shopping Center (including Target). The one major trip generator served by Route 20 in the City of Sheboygan is the south side Walmart Supercenter. It should be noted that Route 20 North travels in

a counterclockwise fashion, while Route 20 South travels in a clockwise fashion; both routes serve the same destinations. The Kohler Company Special run (6:45 a.m. to 7:15 a.m. on weekdays) has the Kohler Company as its only destination, but all other trips serve all of the above noted destinations.

Route 40 ("The Square")

Route 40 is a seasonal route (mid-June through the Saturday before Labor Day) that operates in downtown Sheboygan, South Pier, the Riverfront and a portion of the Lakefront. Route 40 travels for a length of 4.6 miles, with its beginning and ending points at the downtown transfer point. Major trip generators served by Route 40 include South Pier (including Blue Harbor Resort and Harbor Pointe Mini Golf), Visit Sheboygan, the Riverfront, John Michael Kohler Arts Center, Deland Park and Marina, the beach adjacent to Broughton Drive, and various destinations in downtown Sheboygan off North 8th Street (including City Green). Michigan Avenue is also served between North 3rd Street and North 8th Street.

North and South Shuttles

The North and South Shuttle Routes operate on weekdays between 5:15 a.m. and 5:45 a.m., between 2:45 p.m. and 4:45 p.m. (between 2:15 p.m. and 4:15 p.m. on Wednesdays), between 8:45 p.m. and 9:15 p.m., and in the evening hours (after 5:45 p.m.) opposite the north side or south side routes that are operating in any given half hour. Shuttle routes also operate on Saturdays between 7:15 a.m. and 7:45 a.m., between 5:45 p.m. and 6:15 p.m., and all day opposite the north side or south side routes that are operating in any given half hour. North Shuttles operate at the beginning and end of the service day, and leave at 15 minutes after the hour at times when there is hourly service. South Shuttles operate at the beginning and end of the service day, and leave at 45 minutes after the hour at times when there is hourly service. Shuttle service only operates within the City of Sheboygan. The average length of the North and South Shuttles is 6.5 miles.

One purpose of the shuttles is to drop off passengers on the north and south sides of the City of Sheboygan in a timely manner so that they do not wait an extraordinary amount of time to make connections to their next bus at the transfer point, and to drop off passengers near their destinations at the beginning and end of the service day. Passengers can also be picked up by a shuttle at the nearest bus stop to their origin by calling the Shoreline Metro dispatcher with reasonable advance notice.

School Tripper Service

School tripper service operates only when public schools are open during the regular school year, and only operates in the City of Sheboygan portion of the transit service area. Buses operating this service are open to the general public, stop at regular bus stops, charge standard transit fares and display route signs. There are two morning and two afternoon tripper routes. These routes serve numerous public and private elementary schools, the Sheboygan Leadership Academy, and some larger day care facilities. When combined with the regular route structure, eight public elementary schools, all three public middle schools, both public high schools and the Sheboygan Leadership Academy are served, along with eight private elementary schools and both private high schools as well as five day care facilities.

Fare Structure

Table 3 illustrates the fare structure of Shoreline Metro. The full cash fare is \$1.75. Sheboygan Area School District (SASD) students ride free of charge with proper identification per an agreement between Shoreline Metro and the SASD. A student ten ride punch card costs \$11.00. The day pass costs \$3.00, and customers can purchase a six-pack of day passes for \$15.00. The monthly pass costs \$48.00; frequent riders can save \$22.00 or more per month (this assumes two rides per day, five days

per week for four weeks) by purchasing a monthly pass at the Shoreline Metro downtown transfer point (from staff or through a vending machine), or at four supermarkets in Sheboygan and one supermarket in Sheboygan Falls.

Cash fares for qualified elderly and disabled persons and military veterans are less than or equal to half the regular cash fare. The half fare for elderly, disabled and veteran riders is 85 cents at all times. In addition, an elderly and disabled half fare 20 ride punch card is available for \$8.50.

The ADA paratransit fare is \$3.00. This fare is paid using an electronic fare media system. Trips are paid in advance and applied to a customer’s account. A trip gets deducted from the account each time a trip is taken. Fares for individual trips are generally not available. Customers who are clients of an agency may have their transportation covered by the agency (at the “agency fare” rate). A \$6.00 fare for certain “premium” services will be available in the near future.

Children under age 5 ride free of charge with appropriate supervision.

Free transfers between routes and sales of adult and student tokens were discontinued in August of 2020 due to the need to have safer fare media due to the COVID-19 pandemic.

Table 3: Shoreline Metro Fare Structure

Payment Type	Cost
Full Cash Fare	\$1.75
Sheboygan Area School District Students*	Free
Student Punch Cards (10 rides)	\$11.00
Elderly, Disabled, and Veteran Half Fare**	\$0.85
Elderly, Disabled, and Veteran Half Fare Punch Cards (20 rides)**	\$8.50
Day Pass	\$3.00
Six-pack of Day Passes	\$15.00
Monthly Pass	\$48.00
Children Under Age 5***	Free
ADA Paratransit Fare****	\$3.00
*With proper student identification	
**For the elderly, a Medicare card must be presented to the driver to qualify for half fare. For the disabled, a Shoreline Metro disabled identification card must be presented to the driver to qualify for half fare. For veterans, a Veterans’ Administration identification card must be presented to qualify for half fare. Additional proof of identity may be required. Half fares are available to elderly, disabled, and veteran riders at all times of operation.	
***Children under age 5 ride free when accompanied by an adult.	
****The ADA paratransit trip fare is paid using an electronic fare media system. Trips are paid in advance and applied to a customer’s account. A trip gets deducted from the account each time a trip is taken. Fares for individual trips are generally not available. Customers who are clients of an agency may have their transportation covered by the agency (at the “agency fare” rate). A \$6.00 fare for certain “premium” services will be available in the near future.	

Source: Shoreline Metro, 2020; and Bay-Lake Regional Planning Commission, 2020.

ADA Paratransit Program

Paratransit is an alternative to the fixed-route transit system. It is meant to be complementary to the fixed-route system in terms of service area, service days and hours, and cost. It is intended for people who cannot be served by Shoreline Metro’s fixed-route service due to disability. Service includes

door-to-door service with assistance from the first door to the vehicle and from the vehicle to the first door. Certification to use this program is required. Eligibility criteria for this program include:

- An individual with a disability who is unable to board, ride or disembark from a fully accessible Shoreline Metro bus;
- An individual with a disability who is able to board, ride or disembark from a fully accessible Shoreline Metro bus, but an accessible vehicle is not available on the regular bus system; or
- An individual who has a specific impairment-related condition, which prevents the individual from getting to or from a boarding or departure location on the regular bus system; this relates to environmental or architectural barriers under public control, which prevent individuals getting to or from accessible transportation.

Individuals with a qualifying disability may be considered eligible on:

- A trip-by-trip basis (conditional);
- A seasonal or weather basis (conditional);
- A permanent of life certification (unconditional); or
- A short-term or revolving three-year basis (unconditional).

The ADA became law on July 26, 1990. The law is intended to provide equal access to people with disabilities in the areas of employment, public services, public transportation, private accommodations, and telecommunications. The ADA requires recipients of Federal Transit Administration (FTA) funds (including Shoreline Metro) to provide transportation services to people with disabilities by using both lift-equipped fixed-route service and complementary paratransit service. Individuals are eligible to use ADA public transportation service or paratransit if they meet the eligibility criteria established in the ADA noted above.

Paratransit services are provided to persons with qualifying disabilities in the Cities of Sheboygan and Sheboygan Falls and the Village of Kohler within three-fourths of a mile of all regular fixed routes. Service is provided on weekdays from 5:45 a.m. to 8:45 p.m., and on Saturdays from 7:45 a.m. to 5:45 p.m. Service is not provided on Sundays or on six observed holidays.

Shoreline Metro utilizes its paratransit division (known as “Metro Connection”) to provide ADA paratransit service in the transit service area. As is indicated in Table 3, the ADA paratransit fare for a one-way trip is \$3.00 at all times of operation. This fare is paid using an electronic fare media system. Trips are paid in advance and applied to a customer’s account. A trip gets deducted from the account each time a trip is taken. Fares for individual trips are generally not available. Customers who are clients of an agency may have their transportation covered by the agency (at the “agency fare” rate). Personal care attendants of a qualified rider may ride at no additional charge. However, other accompanying riders must pay regular fare, and may be limited if needed to allow other qualified customers to ride.

A \$6.00 fare for certain “premium” ADA paratransit services has been approved and implemented. These services include:

- Same-day reservations: Customers will be able to call and schedule a trip on the same day. Trips will only be permitted based on availability, and are not guaranteed. Customers are still encouraged to make trip reservations in advance.
- Same-day changes: Customers will be able to call and modify a trip on the same day the trip is to be provided. For example, a customer wants to go to the supermarket instead of the dentist (because the appointment got canceled).

- Second bus – Customers that “no show” on their return trip home will be able to call and request a second bus to pick up the customer.

Elderly and Disabled Transportation Programs Serving Portions of Sheboygan County (Including Portions of the County Outside the Shoreline Metro Fixed-Route Service Area)

Sheboygan County Health and Human Services Department Elderly and Disabled Transportation

The Sheboygan County Health and Human Services Department, through its Aging and Disability Resource Center (ADRC), coordinates elderly and disabled transportation for the county. The ADRC receives a County Elderly and Persons with Disabilities Transportation Assistance Program (State Section 85.21) award from the Wisconsin Department of Transportation (WisDOT) each year. Section 85.21 provides counties with financial assistance to offer transportation to elderly persons and to persons with disabilities. The Sheboygan County ADRC currently contracts with Shoreline Metro’s “Metro Connection” to provide this transportation service. Hours of service are 7:30 a.m. to 3:30 p.m. Monday through Friday; there is no service on Saturdays, Sundays or on six observed holidays. Service is provided to passengers 60 years or older and to qualifying disabled individuals under the age of 60. At this time, only door-to-door service is provided. Trips that receive highest priority are medical, nutritional and employment trips (which may be scheduled up to two months in advance), while social appointments are of secondary priority, are “first come first served,” and may be scheduled up to three weeks in advance. Besides the traditional Shoreline Metro service area, there are limited service hours to the City of Plymouth and Village of Oostburg, as well as meal site trips to the Cities of Sheboygan, Sheboygan Falls and Plymouth and to the Village of Adell.

The trip fare is \$3.00 per one-way trip, with meal site trips only being charged for the trip to the meal site. As with ADA paratransit, this fare is paid using an electronic fare media system. Trips are paid in advance and applied to a customer’s account. A trip gets deducted from the account each time a trip is taken. Fares for individual trips are generally not available. Customers who are clients of an agency may have their transportation covered by the agency (at the “agency fare” rate). Personal care attendants of a qualified rider may ride at no additional charge. However, other accompanying riders must pay regular fare, and may be limited if needed to allow other qualified customers to ride.

When applying for service eligibility, customers are required to provide agency information to assist with the approval process. Social service agencies may include funding through Family Care, IRIS, and non-emergency medical transportation (NEMT) programs. If a customer is receiving benefits for assisted living, nutrition and medical visits, they may also be covered for transportation. The agency fare is \$17.00 per one-way trip, is paid in advance and applied to a customer’s account.

For Metro Connection ADA paratransit service and county disabled transportation service for those under age 60 with a disability, there is an application process to determine eligibility. For all Metro Connection programs, there are also policies regarding pickup time, cancellations and “no shows.”

Volunteer Driver Services

The Sheboygan County Health and Human Services Department, through its ADRC, also coordinates a volunteer driver service. Trips primarily involve medical appointments for individuals age 60 and over. This service is provided by volunteers using their own vehicles. Volunteers receive mileage reimbursement. Services are available throughout Sheboygan County, and occasionally, passengers are transported outside the county for specialized medical services. Persons using this service must be ambulatory and have no other means of transportation. Hours of service are variable, and are on an as-needed basis. Donations are requested to defray the costs involved with this service. Persons using this service are asked to call at least 24 hours in advance for local (in-county) trips and at least 48 hours in advance for out-of-county trips.

Other Services

The Sheboygan County Health and Human Services Department, through its ADRC, also coordinates a “handy helpers” program. “Handy helpers” can register with the ADRC to perform various services for the county’s elderly population. An application (including a background check and reference check) is required. “Handy helpers” charge negotiated fees with their customers. “Handy helpers” can perform a variety of services, including transportation.

Medical Transportation Management, Inc. (MTM)

MTM is currently the non-emergency medical transportation (NEMT) manager for the state of Wisconsin. “MTM arranges transportation for eligible Medicaid and Badger Care Plus members throughout Wisconsin to get them to their covered preventative and life-sustaining medical appointments.” It is recommended that members (customers) call at least two business days in advance to determine eligibility and/or to make a reservation for rides. Routine ride requests can be made by calling 866-907-1493 or online at MTM’s service management portal. If scheduled transportation is not arriving in a timely manner, MTM’s “Where’s My Ride” can be contacted at 866-907-1494. Complaints may be followed by calling 866-436-0457. TTY services can be reached at 711 or at 800-855-2880. MTM’s website can be found at: <https://www.mtm-inc.net/wisconsin/>(.)

It should be noted that in late February of 2020, the Wisconsin Department of Health Services (DHS) issued its intent to award Veyo, LLC, a contract to manage NEMT services for eligible Medicaid and Badger Care Plus members in the state. In early March, MTM submitted a protest to this award. The Wisconsin DHS is reviewing the protest and preparing a response; there is no timeline for this response. MTM will continue to provide services until a new provider is on board. The procurement process could take some time; if the protest is denied, MTM could appeal, and if the appeal is denied, MTM could take the matter to court.

American Cancer Society Road to Recovery Program

The American Cancer Society Road to Recovery program provides transportation to and from treatment for individuals who have cancer who do not have any other means of transportation. The American Cancer Society’s Wisconsin Chapter can be contacted at 1-800-227-2345 with questions or for additional information. (Note: This program has been suspended during the COVID-19 pandemic, but will likely resume when things subside).

Vince Lombardi Cancer Clinic

The Vince Lombardi Cancer Clinic in Sheboygan sponsors a small volunteer driver program for its patients.

Disabled American Veterans

The Disabled American Veterans (DAV) is a non-profit veterans’ service organization. The “Wisconsin DAV offers free rides to all veterans who need help getting to and from scheduled Veterans Administration (VA) medical appointments.” The Wisconsin DAV has “36 vans serving more than 30,000 veterans annually across more than half the state. These vans serve major VA medical facilities in Madison, Milwaukee, Tomah and Minneapolis, and VA outpatient clinics in Appleton, Green Bay, Superior, Union Grove, Wausau and Wisconsin Rapids. These vans are paid for as a result of donations from individuals, corporations and organizations, and are operated by volunteer drivers.”

Locally, one van that originates in Green Bay transports veterans to and from the Zablocki VA Medical Center in Milwaukee each weekday. Sheboygan County veterans who wish to use this service can board the van at the McDonald’s Restaurant near the Interstate Highway 43/State Highway 28 interchange on the south side of the City of Sheboygan. Advance reservations are required for these

trips.

RCS Empowers

RCS Empowers provides some transportation services to its clients.

Nursing Homes

Several nursing homes in Sheboygan County provide limited transportation to their residents, primarily to and from medical appointments.

Inventory of Private Transportation Providers in Sheboygan County

Several private transportation companies provide services in Sheboygan County. These companies are shown in Table 4.

Table 4: Private Transportation Providers in Sheboygan County

Company	Type(s) of Service Provided
Airport Connection and GO Riteway 1817 Martin Avenue Sheboygan, WI 53083	Airport Limousine Service to and from Mitchell International Airport in Milwaukee and to and from Chicago’s O’Hare and Midway Airports, and Service Connecting the City of Sheboygan to Lakeshore Technical College’s Cleveland campus
All Star Taxi 1214 South 9th Street Sheboygan, WI 53081	Taxi Service
Custom Care and Transport Service, LLC N3803 Horace Mann Road Sheboygan Falls, WI 53085	Accessible Transportation
Discovery Coach, Inc. 1139 Pennsylvania Avenue Sheboygan, WI 53081	Charter, Tour and School Bus Services
Harms’ Transportation N7940 State Highway 42 Howards Grove, WI 53083	School Bus Service
Heidenreiter Bus Service, Inc. 400 Cleveland Street Sheboygan Falls, WI 53085	School Bus Service
Indian Trails Bus Lines 828 Pennsylvania Avenue Sheboygan, WI 53081	Intercity Bus Service
Jefferson Lines 828 Pennsylvania Avenue Sheboygan, WI 53081	Intercity Bus Service
Johnson School Bus Service 808 Valley Road Plymouth, WI 53073 AND 220 North Commerce Street Cedar Grove, WI 53013	School Bus Service

Table 4: Private Transportation Providers in Sheboygan County (cont.)

Company	Type(s) of Service Provided
Lakeshore Transportation N5806 County Highway M Plymouth, WI 53073	Accessible Transportation
Lamers Bus Lines (Bought Otte Bus Service) 2407 South Point Road Green Bay, WI 54313	Charter Bus Service, Weekend Transportation to and from UW Milwaukee and UW Green Bay, and School Bus Service in Some Locales
Oostburg Ambulance 20 South 11th Street Oostburg, WI 53070	Ambulance Service
Orange Cross Ambulance 1919 Ashland Avenue Sheboygan, WI 53081	Ambulance Service
Plymouth City Ambulance 111 East Main Street Plymouth, WI 53073	Ambulance Service
Random Lake Ambulance 718 North Spring Street Random Lake, WI 53075	Ambulance Service
Sheboygan City Fire Department 1326 North 25th Street Sheboygan, WI 53081	Ambulance Service
Santana’s Limousine 2724 Main Avenue Sheboygan, WI 53083	Limousine Service
Stardust Limousine 631 New York Avenue Sheboygan, WI 53081	Limousine Service
The Best Taxi 611 South 15th Street Sheboygan, WI 53081	Taxi Service
Transtar Medical Transport 120 West Main Street, PO Box 509 Campbellsport, WI 53010	Accessible Transportation
Yellow Cab 2917 North 15th Street Sheboygan, WI 53083	Taxi Service

Source: Bay-Lake Regional Planning Commission, 2020.

In addition, the Sheboygan metropolitan planning area is served by informal “taxi” style transportation services, such as Uber and Lyft. These services are not listed in Table 4 because they do not typically have a specific location (street address), but are accessed by using a smart phone application. Uber can be found at: www.uber.com, while Lyft can be found at: [www.lyft.com/rider\(.\)](http://www.lyft.com/rider(.)) There is also a taxi service in Sheboygan known as Blue Cab; while this service does not list a business address, they can be contacted by phone and are also active on Facebook.

Chapter 4: Action Plan

Review of Framework for Action Discussion from the 2016 Planning Process

County survey respondents were first asked to revisit their evaluation of how well transportation services were coordinated in the transportation coordination plan process from 2016. Areas where the 2020 survey respondents indicated that things are done well or can be done better in the five areas of transportation coordination are noted below.

Section 1: Making Things Happen by Working Together

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 Sheboygan County.

Done Well

- There is a good working relationship between Shoreline Metro, the Sheboygan County ADRC and other agencies.
- The Sheboygan County ADRC works with Shoreline Metro to arrange special trips for the ADRC's customers (mini-tours, trips to meal sites, etc.).
- There is a group effort in monitoring the effects of state and federal legislation (including quarterly meetings of the Northeastern Wisconsin Regional Access to Transportation Committee, or NEWRATC).
- There is a good effort in providing transportation for the disabled.
- Sheboygan County has quarterly Transportation Coordinating Committee (TCC) meetings, and the Sheboygan City Transit Commission meets at least bimonthly.
- Shoreline Metro has used dispatching software successfully.
- The public has been educated on the availability of web-based resources to explore transportation options and to plan trips.
- Shared use of vehicles and availability of drivers.
- Working with the Sheboygan Area School District (SASD) to provide transportation to students.

Do Better

- Need to better serve areas of Sheboygan County that are underserved:
 - Provide services in identified underserved areas.
 - The southwestern portion of Sheboygan County was identified as an underserved area.
- Need to publicize services better.
- Match service with appropriate vehicles.
- Get more people involved.
- Develop a web-based app to provide real time data.
- Offer online purchasing options for bus passes.
- Possibly increase "rider costs" (fares).
- Add a more regular route to serve Deer Trace Shopping Center (as opposed to the less regular Route 20).

- Gather input from more and other agencies that serve the elderly and disabled in Sheboygan County (i.e.: managed care organizations and nursing homes).

Section 2: Taking Stock of Community Needs and Moving Forward

Section 2 addressed issues involving service assessment and the review and inventory of services provided which are essential in identifying gaps, needs and duplication of services.

Done Well

- The Sheboygan County ADRC and Shoreline Metro do a good job of pinpointing areas where there are duplications in service.
- Needs surveys are being administered to senior citizen customers of Sheboygan County ADRC services, and should continue.
- Paratransit customer needs surveys continue to be conducted in even numbered years.
- Referrals are made to other providers where temporal or geographic gaps exist, and this practice should continue.
- Time schedules that are made are always met.
- New GPS software that allows one to see the buses in real time.
- Software that allows for immediate and accurate boarding and alighting information.
- The county and Shoreline Metro have great technological offerings:
 - Social media is used to better publicize services.
 - Information is provided on intercity transportation services available in Sheboygan County on the Shoreline Metro website.
 - An online trip planner is offered for customers.

Do Better

- Conduct needs survey(s) for paratransit passengers.
- Conduct needs surveys for school transition programs to help plan for future and upcoming needs.

Section 3: Putting Customers First

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

Done Well

- The Shoreline Metro website provides a wealth of information.
- Sheboygan County ADRC publication entitled “A Resource Guide for Adults Over 60 and Adults with Disabilities.”
- Shoreline Metro and Sheboygan County ADRC referral efforts.
- Travel training is offered by Shoreline Metro:
 - Customers can find “bus buddy”/travel training information on the Shoreline Metro website.
 - Training is available for both Shoreline Metro fixed route and Metro Connection services.
 - Training is done by Shoreline Metro staff.
- Shoreline Metro has improved its marketing efforts in recent years.
 - Shoreline Metro developed a specialized transportation brochure.

- Shoreline Metro developed color-coded route guides.
- Shoreline Metro improved its transfer point with assigned stalls by route.
- Premium services for Metro Connection have been approved and implemented.
- Senior citizens are apparently meeting their appointments.
- All buses in the fleet are fully accessible.
- Transportation services are enjoyed by the users.

Do Better

- More marketing and educating of options, opportunities and resources needs to be provided to agencies that can make referrals, etc., such as the schools and managed care organizations.

Section 4: Adapting Funding for Greater Mobility

Section 4 addressed identification of accounting procedures that create customer-friendly payment systems while maintaining consistent reporting and accounting procedures across programs.

Done Well

- Improved trip data reporting.
- Improved coordination through updated dispatch scheduling software and technology.
- Agency fares have continued to be collected at Shoreline Metro.
- ADA paratransit and Sheboygan County Section 85.21 fares are now consistent (leading to some consistency across programs for customers of both programs).
- Due to COVID-19, Shoreline Metro has moved away from tokens and transfers and more toward day and monthly passes for its fixed-route riders.

Do Better

- Continue to improve education and outreach (presentations) to customers and to customer advocates.
- Allow for the electronic purchase of fare media, and offer other promotions.
- Advocate for a Regional Transit Authority (RTA) in Sheboygan County at the state, county and local levels of government, and advocate for other mechanisms of transportation investment.

Section 5: Moving People Efficiently

Section 5 addressed centralized managerial systems to coordinate highly diverse, multimodal service provision.

Done Well

- Shoreline Metro and the Sheboygan County ADRC readily share information with each other (including information regarding equipment and information technology).
- Positive momentum in achieving coordination in this area is in place.
- Shoreline Metro has strived to remove redundant and inefficient services in order to streamline services.
- Shoreline Metro has allocated assets more responsibly.
- Shoreline Metro has used its improved dispatching software successfully.

Do Better

- Continue to strive to keep service efficient.

Other Issues Raised in the 2020 Transportation Coordination Survey

No additional issues were raised in the county coordination assessment survey.

Action Plan Summary

The 2020 Action Plan was developed by Sheboygan County ADRC staff, Shoreline Metro staff, and county coordination assessment survey respondents, with assistance from Bay-Lake Regional Planning Commission staff. Sheboygan County ADRC staff, Shoreline Metro staff, and county coordination assessment survey respondents were asked to identify:

- Needs and gaps in transportation services;
- Possible solutions to the needs and gaps;
- Entities responsible for addressing the needs and gaps;
- A timeline for implementation; and
- Roadblocks to implementation.

Table 5 is a summary of proposed actions, the parties responsible for implementing the actions, an approximate implementation schedule, and any roadblocks to implementation.

Table 5: Action Plan Summary, Sheboygan County, 2021-2025

Action Item	Responsible Party	Implementation Schedule	Roadblocks to Implementation
Continue to monitor representation on the Sheboygan County Transportation Coordinating Committee (TCC) to make sure that it meets the needs of those served	Sheboygan County	Ongoing	If changes/committee expansion are recommended, they need approval from full County Board
Continue to operate the Section 85.21 funded transportation program in Sheboygan County (known locally as “Metro Connection”)	Sheboygan County and Shoreline Metro	Ongoing	Dependent upon receipt of continued, stable funding from WisDOT
Explore programs (such as State of Good Repair) for possible local grant applications	Sheboygan County and Shoreline Metro	Ongoing	Obtaining local matching funds may be a challenge. In addition, many of these grants are competitive at the statewide level.
Conduct transportation needs survey for the Sheboygan County ADRC	Sheboygan County	Ongoing	Not Applicable
Conduct boarding and alighting analysis of/for Shoreline Metro	Shoreline Metro and Bay-Lake Regional Planning Commission	Even numbered years	Include and seek WisDOT/FHWA approval of this work element in the Sheboygan MPO Work Program
Conduct passenger opinion survey for Shoreline Metro	Shoreline Metro and Bay-Lake Regional Planning Commission	Odd numbered years	Include and seek WisDOT/FHWA approval of this work element in the Sheboygan MPO Work Program
Complete Updated (2026 - 2030) Transit Development Program (TDP) for Shoreline Metro	Shoreline Metro and Bay-Lake Regional Planning Commission	2024 - 2025	Include and seek WisDOT/FHWA approval of this work element in the Sheboygan MPO Work Program

Table 5: Action Plan Summary, Sheboygan County, 2021-2025 (cont.)

Action Item	Responsible Party	Implementation Schedule	Roadblocks to Implementation
Continue travel training program for Shoreline Metro fixed-route operations and for Metro Connection	Shoreline Metro and its Metro Connection Service	Ongoing	Shoreline Metro staff will continue to offer a travel training program over the planning period with internal resources (with staff availability - RCS Empowers, Inc., and other agencies may also be able to assist with this task).
Continue to offer expanded public transportation for individuals in Sheboygan County not currently serviced by such transportation	Sheboygan County	Ongoing	Needs approval from Sheboygan County/Requires local matching funds*
Look into more fuel efficient vehicles.	Sheboygan County and Shoreline Metro	Ongoing	Dependent upon availability of fuel efficient vehicles in fleets available in Wisconsin.
Offer a lower monthly pass rate for seniors and the disabled.	Shoreline Metro	Ongoing	Needs approval from the Sheboygan Transit Commission, and needs to fit in the Shoreline Metro budget.
<p>*The Sheboygan County Aging and Disability Resource Center (ADRC) continues to apply for Section 5310 funding for an enhanced volunteer driver program in an effort to implement this action item. This will provide additional rides to those who need an accessible vehicle, people with disabilities, and for trip purposes other than medically-related appointments. These items have been funded by WisDOT since 2018, and will hopefully continue to be funded for operations in the years covered by this plan.</p>			

Source: Sheboygan County Aging and Disability Resource Center, 2020; Shoreline Metro, 2020; and Bay-Lake Regional Planning Commission, 2020.

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Chapter 5: Program of Projects

2021-2025 Program of Projects

The FAST Act 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 program (Enhanced Capital Assistance Program for Transportation of the Elderly and Persons with Disabilities). Table 6 summarizes the approved program of projects for Sheboygan County.

Table 6: Program of Projects for Fiscal Years 2021-2025, Sheboygan County

Program	FY 2021 Projects	FY 2022 Projects	FY 2023 Projects	FY 2024 Projects	FY 2025 Projects
Section 5310 (Enhanced Capital Assistance Program for Transportation of the Elderly and Persons with Disabilities)*	<u>Sheboygan County Health and Human Services Department</u> - One (1) gas- or diesel-powered medium sized bus with a configuration of up to 11 ambulatory positions and up to two (2) wheelchair positions at the cost of approximately \$80,000.	<u>Sheboygan County Health and Human Services Department</u> - One (1) gas- or diesel-powered medium sized bus with a configuration of up to 11 ambulatory positions and up to two (2) wheelchair positions at the cost of approximately \$82,400.	<u>Sheboygan County Health and Human Services Department</u> - One (1) gas- or diesel-powered medium sized bus with a configuration of up to 11 ambulatory positions and up to two (2) wheelchair positions at the cost of approximately \$84,900.	<u>Sheboygan County Health and Human Services Department</u> - One (1) gas- or diesel-powered medium sized bus with a configuration of up to 11 ambulatory positions and up to two (2) wheelchair positions at the cost of approximately \$87,400.	<u>Sheboygan County Health and Human Services Department</u> - No applications
	<u>Sheboygan County Health and Human Services Department</u> - Enhanced volunteer driver program at a cost of approximately \$102,200 (\$45,400 of which would be Section 5310 funding).	<u>Sheboygan County Health and Human Services Department</u> - Enhanced volunteer driver program at a cost of approximately \$102,200 (\$45,400 of which would be Section 5310 funding).	<u>Sheboygan County Health and Human Services Department</u> - Enhanced volunteer driver program at a cost of approximately \$102,200 (\$45,400 of which would be Section 5310 funding).	<u>Sheboygan County Health and Human Services Department</u> - Enhanced volunteer driver program at a cost of approximately \$102,200 (\$45,400 of which would be Section 5310 funding).	<u>Sheboygan County Health and Human Services Department</u> - Enhanced volunteer driver program at a cost of approximately \$102,200 (\$45,400 of which would be Section 5310 funding).
	<u>Shoreline Metro</u> - No applications	<u>Shoreline Metro</u> - No applications			
	<u>RCS Empowers, Inc.</u> - No applications	<u>RCS Empowers, Inc.</u> - No applications			
*Applicant will continue to apply for listed project(s) if not funded in the year in which they are listed.					
NOTE: The county meeting participants unanimously approved this 2021 - 2025 Program of Projects at a October 15, 2020, meeting of the county's Transportation Coordinating Committee (TCC).					

Source: Sheboygan County Health and Human Services Department, 2020; Shoreline Metro, 2020; RCS Empowers, Inc., 2020; and Bay-Lake Regional Planning Commission, 2020.

Chapter 6: Conclusion

Conclusion

The county survey participants identified issues of concern, and developed an action plan through a survey that ran from late August through early to mid-September of 2020. The program of projects contained in this document and the overall Coordinated Public Transit – Human Services Transportation Plan were approved at a meeting of Sheboygan County’s Transportation Coordinating Committee (TCC) on October 15, 2020; stakeholders were invited to participate in this meeting.

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Appendices



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Appendix A

Federal and State Transportation Program Descriptions

Federal Transit Administration (FTA) Section 5307 – Capital and Operating Assistance

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

Federal Transit Administration Section 5309 – Capital Investment Grant (CIG)

This is FTA's primary grant program (49 U.S.C. 5309) for funding major transit capital investments, including heavy rail, commuter rail, light rail, streetcars, and bus rapid transit. It is a discretionary grant program unlike most others in government. Instead of an annual call for applications and selection of awardees by the FTA, the law requires that projects seeking CIG funding complete a series of steps over several years to be eligible for funding. For New Starts and Core Capacity projects, the law requires completion of two phases in advance of receipt of a construction grant agreement – Project Development and Engineering. For Small Starts projects, the law requires completion of one phase in advance of receipt of a construction grant agreement – Project Development. The law also requires projects to be rated by FTA at various points in the process according to statutory criteria evaluating project justification and local financial commitment.

Federal Transit Administration Section 5310 – Enhanced Mobility for Seniors and Individuals with Disabilities

This program (49 U.S.C. 5310) provides formula funding to States for the purpose of assisting private nonprofit groups and local public bodies in meeting the transportation needs of the elderly and persons with disabilities when existing transportation service 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 to the rural and small urban areas of the state by WisDOT based on an annual grant application. Projects within the Appleton, Green Bay, Madison and Milwaukee urbanized areas also apply for Section 5310 funds through annual applications through the appropriate MPO or RPC that oversees these areas.

WisDOT ensures that local applicants and project activities are eligible and in compliance with Federal requirements, that providers have an opportunity to participate, and that the program provides for maximum coordination of federally assisted transportation services. Once FTA approves the application, funds are available for state administration of its program and for allocation to subrecipients within the state.

Typical projects under the 5310 grant include:

- Human service vehicles;
- Mobility management projects; and
- Operating projects.

Federal Transit Administration Section 5311 – Nonurbanized Area Formula Funds

Formula Grants For Other than Urbanized Areas (49 U.S.C. 5311) is a rural program that is formula based and provides funding to states for the purpose of supporting public transportation in rural areas with a population of less than 50,000. The goal of the program is to provide the following services to communities with a population less than 50,000:

- Enhance the access of people in nonurbanized areas to health care, shopping, education, employment, public services, and recreation;
- Assist in the maintenance, development, improvement, and use of public transportation systems in nonurbanized areas;
- Encourage and facilitate the most efficient use of all transportation funds used to provide passenger transportation in nonurbanized areas through the coordination of programs and services;
- Assist in the development and support of intercity bus transportation; and
- Provide for the participation of private transportation providers in nonurbanized transportation.

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

The State Urban Mass Transit Operating Assistance program (codified in Wisconsin State Statutes Section 85.20) provides operating cost assistance to transit systems in order to alleviate local tax burdens. Eligible applicants include municipalities or counties with populations greater than 2,500, as well as transit or transportation commissions or authorities. Public transportation services eligible for this program includes bus, shared-ride taxicab, rail or other conveyance either publicly or privately owned. Capital projects are not eligible for this program.

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

The purpose of this program is to promote the general public health and welfare by providing financial assistance to counties providing transportation services for seniors and individuals with disabilities, and to thereby improve and promote the maintenance of human dignity and self-sufficiency by affording the benefits of transportation services to those people who would not otherwise have an available or accessible method of transportation.

Wisconsin counties (or agencies thereof) are the only eligible applicants for funds available under s. 85.21, Wis. Stats., which are allocated on annual basis as determined by current population estimates. Private for-profit or private non-profit organizations may provide service for counties through contractual agreements.

Appendix B

Sheboygan County Transportation Coordination Stakeholder Survey – Letter of Invitation to Participate



MEMORANDUM

TO: Sheboygan County Transportation Coordination Stakeholders
FROM: Jeffrey C. Agee-^{JCA}Aguayo, Transportation Planner III
DATE: August 27, 2020
RE: Sheboygan County Transportation Coordination Stakeholder Survey

Dear Interested Sheboygan County Transportation Coordination Stakeholder:

In late 2015, the most recent Federal transportation legislation titled the *Fixing America's Surface Transportation (FAST) Act* was signed into law. This reauthorization continues the requirement that recipients of certain transit program grants meet coordination planning requirements in order to be eligible for those grants. Affected transit program grants include: the Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310); the New Freedom Program, which has been combined into the larger Section 5310 program since passage of the *Moving Ahead for Progress in the 21st Century (MAP-21) Act* in 2012; and the Job Access and Reverse Commute (JARC) program, which was combined into existing urban (Section 5307) and rural (Section 5311) formula funding programs upon passage of MAP-21.

Since passage of the *Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU)* in 2005, Federal legislation has required that all projects (grant requests) from the programs listed above be part of a "locally developed coordinated public transit – human services transportation plan;" this requirement remains in place in the FAST Act. In 2006, in order to meet the Federal requirements, a *Coordinated Public Transit - Human Services Transportation Plan* was developed for Sheboygan County by the Bay-Lake Regional Planning Commission staff; this plan was updated in 2008, 2012 and in 2016.

For grantees in the above noted programs to continue to be eligible to receive funding in 2021 and beyond, **the 2020 plan must be reviewed and updated.** The Wisconsin Department of Transportation has developed a process to comply with the planning requirements. Normally, this process involves a county-level meeting to examine (1) what is done well and what can be done better in the area of transportation coordination; (2) approve a set of action items/strategies (called an action plan); and (3) approve recommended Section 5310 projects. Unfortunately, due to COVID-19, it has become more difficult to convene a meeting in 2020. Working with Sheboygan County Aging and Disability Resource Center (ADRC) and Shoreline Metro staff, it was decided that an online survey would be the best way to

Sheboygan County Transportation Coordination Stakeholder Survey – Letter of Invitation to Participate (cont.)

obtain input in developing the *Coordinated Public Transit – Human Services Transportation Plan for Sheboygan County* in 2020.

To that end, we have worked with the Sheboygan County ADRC and Shoreline Metro staff to develop a survey to obtain your input on what is done well and what can be done better in the area of transportation coordination, as well as on what should be included in the action plan for transportation coordination in Sheboygan County. The survey can be found at the link below, and should not take more than 10 to 15 minutes of your time.

<https://tinyurl.com/SheboyganTransportation>

Please complete the survey above by no later than **Friday, September 11, 2020**. I can be reached at (920) 448-2820, Extension 103, or by e-mail at jagee@baylakerpc.org if you have questions regarding the survey.

We look forward to your survey responses. Thank you!

Appendix C

Sheboygan County Transportation Coordination Stakeholder Survey Recipient List

(Note: Some 41 of the 66 stakeholders has the survey link e-mailed to them, with the remainder receiving this information via surface mail).

2020 Sheboygan County Coordinated Public Transit – Human Services Transportation Plan Survey Recipient List

Airport Connection and GO Riteway
1817 Martin Avenue
Sheboygan, WI 53083

All Star Taxi
1214 South 9th Street
Sheboygan, WI 53081

Custom Care and Transport Service, LLC
N3803 Horace Mann Road
Sheboygan Falls, WI 53085

Discovery Coach, Inc.
1139 Pennsylvania Avenue
Sheboygan, WI 53081

Harms Transportation
N7940 State Highway 42
Howards Grove, WI 53083

Heidenreiter Bus Service, Inc.
400 Cleveland Street
Sheboygan Falls, WI 53085

Indian Trails Bus Lines
109 East Comstock Street
Owosso, MI 48867

Jefferson Lines
2100 East 26th Street
Minneapolis, MN 55404

Johnson School Bus Service and Specialized Transportation Service
808 Valley Road
Plymouth, WI 53073

Lakeshore Transportation
N5806 County Road M
Plymouth, WI 53073

Lamers Bus Lines
2407 South Point Road
Green Bay, WI 54313

**2020 Sheboygan County Coordinated Public Transit - Human Services Transportation Plan
Survey Recipient List (cont.)**

Oostburg Ambulance
20 South 11th Street
Oostburg, WI 53070

Orange Cross Ambulance
1919 Ashland Avenue
Sheboygan, WI 53081

Plymouth City Ambulance
111 East Main Street
Plymouth, WI 53073

Random Lake Ambulance
718 North Spring Street
Random Lake, WI 53075

Sheboygan City Fire Department
1326 North 25th Street
Sheboygan, WI 53081

Santana's Limousine
2724 Main Avenue
Sheboygan, WI 53083

The Best Taxi
611 South 15th Street
Sheboygan, WI 53081

Transtar Medical Transport
120 West Main Street
PO Box 509
Campbellsport, WI 53010

Yellow Cab
2917 North 15th Street
Sheboygan, WI 53083

Lakeshore CAP, Inc.
2508 South 8th Street
Sheboygan, WI 53081

Division of Vocational Rehabilitation
Sheboygan County Job Center
3620 Wilgus Avenue
Sheboygan, WI 53081

Todd Richter
Sheboygan County Veterans' Service Officer
650 Forest Avenue
Sheboygan Falls, WI 53085

**2020 Sheboygan County Coordinated Public Transit - Human Services Transportation Plan
Survey Recipient List (cont.)**

Great Lakes Training & Development
Sheboygan County Job Center
3620 Wilgus Avenue
Sheboygan, WI 53081

Curt Brauer
Sheboygan County Board of Supervisors
Health & Human Services Committee
2328 Sunflower Avenue
Sheboygan, WI 53081

Bill Goehring
Sheboygan County Board of Supervisors
Health & Human Services Committee
N185 County Road DE
Random Lake, WI 53075

Brian Hoffmann
Sheboygan County Board of Supervisors
Health & Human Services Committee
1621 Pheasant Lane
Sheboygan, WI 53081

Marilyn Montemayor
Sheboygan County Board of Supervisors
Health & Human Services Committee
1015 Logan Avenue
Sheboygan, WI 53083

Vicky Schneider
Sheboygan County Board of Supervisors
Health & Human Services Committee
624 Erie Avenue
Sheboygan, WI 53081

Wendy Schobert
Sheboygan County Board of Supervisors
Health & Human Services Committee
2224 South 16th Street
Sheboygan, WI 53081

Jeanne Kliejunas
Sheboygan County Health & Human Services Committee
2337 Carmen Avenue
Sheboygan, WI 53081

Diane Oppeneer
Sheboygan County Health & Human Services Committee
237 2nd Street
Sheboygan Falls, WI 53085

**2020 Sheboygan County Coordinated Public Transit - Human Services Transportation Plan
Survey Recipient List (cont.)**

Larry Samet
Sheboygan County Health & Human Services Committee
715 Pershing Avenue
Sheboygan, WI 53083

James Golembeski
Executive Director
Bay Area Workforce Development
317 West Walnut Street
Green Bay, WI 54303

Matthew Strittmater
Sheboygan Co. Health & Human Services Dept.
1011 North 8th Street
Sheboygan, WI 53081

Michelle Acevedo
Sheboygan County ADRC
650 Forest Avenue
Sheboygan Falls, WI 53085

Traci Robinson
Sheboygan County ADRC
650 Forest Avenue
Sheboygan Falls, WI 53085

Linda Spitzer
Sheboygan County ADRC
650 Forest Avenue
Sheboygan Falls, WI 53085

Tim Gessler
Economic Support Manager
Sheboygan County Health & Human Services Dept.
3620 Wilgus Avenue
Sheboygan, WI 53081

Angie Buechel
RCS Empowers
1607 Geele Avenue
Sheboygan, WI 53083

Derek Muench
Shoreline Metro
608 S. Commerce Street
Sheboygan, WI 53081

**2020 Sheboygan County Coordinated Public Transit - Human Services Transportation Plan
Survey Recipient List (cont.)**

LeAnne Loveless
Options for Independent Living
PO Box 11967
Green Bay, WI 54307-1967

Sheboygan County Job Center
3620 Wilgus Avenue
Sheboygan, WI 53081

Chris Domagalski, Chief
Sheboygan Police Dept.
1315 North 23rd Street, Suite 101
Sheboygan, WI 53081

Aldersperson Dean Dekker
1227 South 22nd Street
Sheboygan, WI 53081

Aldersperson Ryan Sorenson
Sheboygan City Hall
828 Center Avenue
Sheboygan, WI 53081

Aldersperson Trey Mitchell
2614 Henry Street
Sheboygan, WI 53081

Chad Pelishek
Dept. of Planning & Development
City of Sheboygan
828 Center Avenue, Suite 208
Sheboygan, WI 53081

Mayor Michael Vandersteen
City of Sheboygan
828 Center Avenue
Sheboygan, WI 53081

Charles Windsor
4 North Point Drive
Sheboygan, WI 53081

Roy Kluss
1705 Mead Avenue
Sheboygan, WI 53081

Ryan Zinkel
909 North 8th Street, #100
Sheboygan, WI 53081

**2020 Sheboygan County Coordinated Public Transit - Human Services Transportation Plan
Survey Recipient List (cont.)**

Jane Brill, Executive Director
Generations Intergenerational Center
1500 Douglas Drive, Suite D
Plymouth, WI 53073

Kristen Rollmann
Lakeshore Technical College
1290 North Avenue
Cleveland, WI 53015

Matt Halada
WisDOT Northeast Region
944 Vanderperren Way
Green Bay, WI 54304

Daniel Hein
Town of Sheboygan Chair
1512 N. 40th Street
Sheboygan, WI 53081

Mark Boehlke
Sheboygan Area School District
830 Virginia Avenue
Sheboygan, WI 53081

Ian Ritz
WisDOT Bureau of Transit, Local Roads, Railroads and Harbors
PO Box 7913
Madison, WI 53707-7913

James Schramm
ATU Local 998
608 South Commerce Street
Sheboygan, WI 53081

Brett Edgerle
Village of Kohler
319 Highland Drive
Kohler, WI 53044

Ed Procek
1230 S. 13th Street
Sheboygan, WI 53081

Shad Tenpas
City of Sheboygan Falls Administrator
PO Box 186
Sheboygan Falls, WI 53085-0186

**2020 Sheboygan County Coordinated Public Transit - Human Services Transportation Plan
Survey Recipient List (cont.)**

Martha VandeLeest
RCS Empowers
1607 Geele Avenue
Sheboygan, WI 53083

John Swissler
WisDOT Bureau of Transit, Local Roads, Railroads and Harbors
PO Box 7913
Madison, WI 53707-7913

Al Bosman
Sheboygan County Board of Supervisors
Transportation Committee
W3847 County Road N
Sheboygan Falls, WI 53085

Gary Hesselink
PO Box 114
Hingham, WI 53031-0114

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Appendix D

Copy of Sheboygan County Transportation Coordination Stakeholder Survey

Sheboygan County Transportation Coordination Survey

The following is a survey to obtain input on coordination of transportation services for the elderly and disabled in Sheboygan County. This survey is part of the 2020 Coordinated Public Transit – Human Services Transportation Plan.

Most of this survey focuses on review of the five sections of the “framework for action” discussion from the 2016 planning process, and asks respondents to suggest items to add or delete items that are being “done well” or can be “done better” in the areas of:

1. Making Things Happen by Working Together;
2. Taking Stock of Community Needs and Moving Forward;
3. Putting Customers First;
4. Adapting Funding for Greater Mobility; and
5. Moving People Efficiently.

The final part of the survey involves review of action items in the 2016 plan, asks respondents if they want to keep them in or delete them from the plan, and provides an opportunity to note action items that the respondent believes should be added to the plan. Respondents also have an opportunity to provide miscellaneous comments at the end of the survey.

This survey will take approximately 10 to 15 minutes to complete. Please read the questions carefully before responding. If you have technical issues with responding to the survey, please contact Jeff Agee-Aguayo (contact information is provided below).

We appreciate your time; the information that you provide is very important to updating the plan. If you have any questions regarding this survey or need an alternate option to complete the survey, please contact Jeff Agee-Aguayo by e-mail at jagee@baylakerpc.org or by phone at (920) 448-2820, Extension 103.

Copy of Sheboygan County Transportation Coordination Stakeholder Survey (cont.)

Sheboygan County Transportation Coordination Survey

Part 1: Making Things Happen by Working Together

Part 1 deals with 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 Sheboygan County.

Things that are Done Well (from the 2016 plan):

- There is a good working relationship between Shoreline Metro, the Sheboygan County Aging and Disability Resource Center (ADRC) and other agencies
- The Sheboygan County ADRC works with Shoreline Metro to arrange special trips for the ADRC's customers (mini-tours, trips to meal sites, etc.)
- There is a group effort in monitoring the effects of state and federal legislation
- There is a good effort in providing transportation to the disabled
- Sheboygan County has quarterly Transportation Coordinating Committee (TCC) meetings, and the Sheboygan City Transit Commission meets at least bimonthly
- Shoreline Metro obtained improved dispatching software in 2014, and has used it successfully
- The public has been educated on the availability of web-based resources to explore transportation options and to plan trips

1. What are some things that are done well that can be added to this list?

2. What are some items that can be deleted from this list?

Things that can be Done Better (from the 2016 plan):

- Need to better serve areas of Sheboygan County that are underserved:
 - Provide services in identified underserved areas
 - The southwestern portion of Sheboygan County was identified as an underserved area
- Need to publicize services better
- Match service with the appropriate vehicle
- Get more people involved

1. What are some things that can be done better that can be added to this list?

2. What are some items that can be deleted from this list?

Copy of Sheboygan County Transportation Coordination Stakeholder Survey (cont.)

Sheboygan County Transportation Coordination Survey

Part 2: Taking Stock of Community Needs and Moving Forward

Part 2 deals with service assessment and the review and inventory of services provided which are essential in identifying gaps, needs and duplication of services.

Things that are Done Well (from the 2016 plan):

- The Sheboygan County ADRC and Shoreline Metro do a good job of pinpointing areas where there are duplications in service.
- Needs surveys are being administered to senior citizens, and should continue.
- A paratransit customer needs survey was conducted in early 2016.
- The Sheboygan County ADRC conducted an inventory of its volunteer drivers and an inventory of transportation services provided by group homes, etc., in an effort to better coordinate with these underutilized services (including transportation provided by non-profit as well as for-profit organizations).
- Referrals are made to other providers where temporal or geographic gaps exist, and this practice should continue.
- The county and Shoreline Metro have improved technologically since the last plan update:
 - Social media is used to better publicize services.
 - Information is provided on intercity transportation services available in Sheboygan County on the Shoreline Metro website.
 - An online trip planner is offered for customers.

1. What are some things that are done well that can be added to this list?

2. What are some items that can be deleted from this list?

Things that can be Done Better (from the 2016 plan):

- Conduct needs survey(s) for disabled paratransit passengers (ADRC – countywide).

1. What are some things that can be done better that can be added to this list?

2. What are some items that can be deleted from this list?

Copy of Sheboygan County Transportation Coordination Stakeholder Survey (cont.)

Sheboygan County Transportation Coordination Survey

Part 3: Putting Customers First

Part 3 deals with the ease of access to information about the transportation services provided in Sheboygan County.

Things that are Done Well (from the 2016 plan):

- New Shoreline Metro website in 2016
- Sheboygan County ADRC publication entitled "A Resource Guide for Adults Over 60 and Adults with Disabilities."
- Shoreline Metro and Sheboygan County ADRC referral efforts
- Travel training is offered by Shoreline Metro:
 - Customers can find "bus buddy"/travel training information on the Shoreline Metro website
 - Training is available for both Shoreline Metro fixed-route and Metro Connection services
 - Training is done by Shoreline Metro staff
- Shoreline Metro has improved its marketing efforts in recent years
 - Shoreline Metro developed a specialized transportation brochure
 - Shoreline Metro developed color-coded route guides
- Shoreline Metro improved its transfer point with assigned stalls by route
- Premium services for Metro Connection have been approved, and will be implemented soon

1. What are some things that are done well that can be added to this list?

2. What are some items that can be deleted from this list?

Things that can be Done Better (from the 2016 plan):

- No issues were raised.

1. What are some things that can be done better that can be added to this list?

Copy of Sheboygan County Transportation Coordination Stakeholder Survey (cont.)

Sheboygan County Transportation Coordination Survey

Part 4: Adapting Funding for Greater Mobility

Part 4 deals with identification of accounting procedures that create customer-friendly payment systems while maintaining consistent reporting and accounting procedures across programs.

Things that are Done Well (from the 2016 plan):

- Improved trip data reporting since 2015.
- Improved coordination through updated dispatch scheduling software and technology.
- Agency fares have been instituted at Shoreline Metro.
- When ADA paratransit fares increase, Sheboygan County Section 85.21 fares increase by the same amount (leading to some consistency across programs for customers of both programs).

1. What are some things that are done well that can be added to this list?

2. What are some items that can be deleted from this list?

Things that can be Done Better (from the 2016 plan):

- Continue to improve education and outreach (presentations) to customers and to customer advocates.
- Allow for the electronic purchase of fare media, and offer other promotions.
- Advocate for a Regional Transit Authority (RTA) in Sheboygan County at the state, county and local levels of government, and advocate for other mechanisms of transportation investment.

1. What are some things that can be done better that can be added to this list?

2. What are some items that can be deleted from this list?

Copy of Sheboygan County Transportation Coordination Stakeholder Survey (cont.)

Sheboygan County Transportation Coordination Survey

Part 5: Moving People Efficiently

Part 5 deals with centralized managerial systems to coordinate highly diverse, multimodal service provision.

Things that are Done Well (from the 2016 plan):

- Shoreline Metro and the Sheboygan County ADRC readily share information with each other (including information regarding equipment and information technology).
- Positive momentum in achieving coordination in this area is in place.
- Shoreline Metro has strived to remove redundant and inefficient services in order to streamline services.
- Shoreline Metro has allocated assets more responsibly.
- Shoreline Metro obtained improved dispatching software in 2014, and has used it successfully.

1. What are some things that are done well that can be added to this list?

2. What are some items that can be deleted from this list?

Things that can be Done Better (from the 2016 plan):

- Continue to strive to keep service efficient.

1. What are some things that can be done better that can be added to this list?

2. What are some items that can be deleted from this list?

Copy of Sheboygan County Transportation Coordination Stakeholder Survey (cont.)

Sheboygan County Transportation Coordination Survey

Action Items in The Coordinated Transportation Plan

The following are action items that were in the previous Coordinated Transportation Plan for Sheboygan County. Please indicate whether you would like to see these strategies kept in or deleted from the plan.

1. Continue to monitor representation on the Sheboygan County Transportation Coordinating Committee to make sure that it meets the needs of those served

Keep in the Plan Delete from the Plan

2. Continue to operate the Section 85.21 funded transportation program in Sheboygan County (known locally as "Metro Connection")

Keep in the Plan Delete from the Plan

3. Explore programs (such as State of Good Repair) for possible local grant applications

Keep in the Plan Delete from the Plan

4. Conduct transportation needs survey for the Sheboygan County ADRC

Keep in the Plan Delete from the Plan

5. Transit planning (boarding and alighting and passenger opinion surveys, and complete an updated Transit Development Program for Shoreline Metro)

Keep in the Plan Delete from the Plan

6. Continue travel training program for Shoreline Metro fixed-route operations and for Metro Connection

Keep in the Plan Delete from the Plan

7. Expand public transportation in portions of Sheboygan County not currently serviced by such transportation

Keep in the Plan Delete from the Plan

Are there any action items that you would like to see added to the plan?

Yes No

If yes, please note the action items that you would like to see added to the plan below:

Thank you for taking the time to provide your input. If you have any additional comments, please list them here.

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Appendix E

Sheboygan County Transportation Coordination Stakeholder Survey Results

The responses below were made by stakeholders and members of the public. Any viewpoints and/or spelling and grammatical errors do not reflect that of Bay-Lake Regional Planning Commission or Sheboygan County.

		Part 1			
		Things that are Done Well (from the 2016 plan):		Things that can be Done Better (from the 2016 plan):	
Entry	Entry Date	1. What are some things that are done well that can be added to this list?	2. What are some items that can be deleted from this list?	1. What are some things that can be done better that can be added to this list?	2. What are some items that can be deleted from this list?
1	8/27/2020 15:39			Web base app to provide real time data	
2	8/28/2020 18:20				
3	8/31/2020 15:24			Online purchasing options for bus passes	
4	8/31/2020 19:32	Shared use of vehicles. Availability of drivers. I am anew member of board as of January 2020 and am not familiar with all services.	Again I am new and believe that services from the past were useful.	The last meeting they talked about increasing the rider costs, but it was not voted in.	I am not aware of all services but believe they were in force for good reason.
5	8/31/2020 19:45			Add a more regular bus route to cover Target, PetSmart, etc. as opposed to the less regular route 20.	
6	9/6/2020 16:47				
7	9/8/2020 19:05	Working with the SASD to provide transportation to students		Gather input from more and other agencies that serve the elderly and disabled in Sheboygan Co (i.e. managed care organizations & nursing homes)	
		Part 2			
		Things that are Done Well (from the 2016 plan):		Things that can be Done Better (from the 2016 plan):	
Entry	Entry Date	1. What are some things that are done well that can be added to this list?	2. What are some items that can be deleted from this list?	1. What are some things that can be done better that can be added to this list?	2. What are some items that can be deleted from this list?

Sheboygan County Transportation Coordination Stakeholder Survey Results (cont.)

1	8/27/2020 15:39				
2	8/28/2020 18:20				
3	8/31/2020 15:24				
4	8/31/2020 19:32	Time schedules that are made are always met .	I am not sure	I understand that the service is enjoyed by the users.	I am not aware of problems in the past.
5	8/31/2020 19:45				
6	9/6/2020 16:47				
7	9/8/2020 19:05	New GPS software that allows one to see the location of buses in real time. Software that allows for immediate and accurate boarding and alighting information.		Conduct needs surveys for school transition programs to help plan for future and upcoming needs.	
Part 3					
		Things that are Done Well (from the 2016 plan):		Things that can be Done Better (from the 2016 plan):	
Entry	Entry Date	1. What are some things that are done well that can be added to this list?	2. What are some items that can be deleted from this list?	1. What are some things that can be done better that can be added to this list?	2. What are some items that can be deleted from this list?
1	8/27/2020 15:39				
2	8/28/2020 18:20				
3	8/31/2020 15:24				
4	8/31/2020 19:32	Seniors apparently are meeting their appointments.	I know of none.	I know of no additions needed.	
5	8/31/2020 19:45				
6	9/6/2020 16:47				
7	9/8/2020 19:05	All buses in fleet are fully accessible.		More marketing and educating of options, opportunities, and resources to agencies that can make referrals, etc. such as the schools and managed care organizations.	

Sheboygan County Transportation Coordination Stakeholder Survey Results (cont.)

		Part 4			
		Things that are Done Well (from the 2016 plan):		Things that can be Done Better (from the 2016 plan):	
Entry	Entry Date	1. What are some things that are done well that can be added to this list?	2. What are some items that can be deleted from this list?	1. What are some things that can be done better that can be added to this list?	2. What are some items that can be deleted from this list?
1	8/27/2020 15:39				
2	8/28/2020 18:20				
3	8/31/2020 15:24				
4	8/31/2020 19:32	Fares were discussed but no action was taken.	A different type of token was interduced to simplify confusion with recording.	I understand more education is always needed to update the system.	I have no thoughts.
5	8/31/2020 19:45				
6	9/6/2020 16:47				
7	9/8/2020 19:05				
		Part 5			
		Things that are Done Well (from the 2016 plan):		Things that can be Done Better (from the 2016 plan):	
Entry	Entry Date	1. What are some things that are done well that can be added to this list?	2. What are some items that can be deleted from this list?	1. What are some things that can be done better that can be added to this list?	2. What are some items that can be deleted from this list?
1	8/27/2020 15:39				
2	8/28/2020 18:20				
3	8/31/2020 15:24				
4	8/31/2020 19:32	My friend Derek may have more ideas with his experience	I have no idea.	I have not heard of any problems in keeping schedules.	I have not heard any problems with inefficients.
5	8/31/2020 19:45				
6	9/6/2020 16:47				
7	9/8/2020 19:05				

Sheboygan County Transportation Coordination Stakeholder Survey Results (cont.)

Action Items in The Coordinated Plan								
Entry	Entry Date	1. Continue to monitor representation on the Sheboygan County Transportation Coordinating Committee to make sure that it meets the needs of those served	2. Continue to operate the Section 85.21 funded transportation program in Sheboygan County (known locally as "Metro Connection")	3. Explore programs (such as State of Good Repair) for possible local grant applications	4. Conduct transportation needs survey for the Sheboygan County ADRC	5. Transit planning (boarding and alighting and passenger opinion surveys, and complete an updated Transit Development Program for Shoreline Metro)	6. Continue travel training program for Shoreline Metro fixed-route operations and for Metro Connection	7. Expand public transportation in portions of Sheboygan County not currently serviced by such transportation
1	8/27/2020 15:39	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan
2	8/28/2020 18:20	delete_from_the_plan	keep_in_the_plan	delete_from_the_plan	delete_from_the_plan	keep_in_the_plan	delete_from_the_plan	keep_in_the_plan
3	8/31/2020 15:24	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan
4	8/31/2020 19:32	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan
5	8/31/2020 19:45	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan
6	9/6/2020 16:47	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan
7	9/8/2020 19:05	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan	keep_in_the_plan

Sheboygan County Transportation Coordination Stakeholder Survey Results (cont.)

Entry	Entry Date	Are there any action items that you would like to see added to the plan?	If yes, please note the action items that you would like to see added to the plan below:	Thank you for taking the time to provide your input. If you have any additional comments, please list them here.
1	8/27/2020 15:39	yes	Look into more fuel efficient vehicles.	
2	8/28/2020 18:20		I take a mask because it's required and I get bitched at.	Crooks.
3	8/31/2020 15:24	no		
4	8/31/2020 19:32	no		.i am sorry that I am not more knowledgeable of these areas as I have only been with the board since January 2020.
5	8/31/2020 19:45		Lower monthly pass rate for seniors and disabled.	
6	9/6/2020 16:47	no		
7	9/8/2020 19:05	no		

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Appendix F

Sheboygan County Transportation Coordinating Committee Meeting Agenda

NOTICE OF REMOTE MEETING

SHEBOYGAN COUNTY TRANSPORTATION COORDINATING COMMITTEE

Thursday, October 15, 2020

2:30 P.M.

TO JOIN THE MEETING DIAL PHONE NUMBER:

PHONE: 1-336-914-0191

PIN: 289076555#

AGENDA

- Call to Order
- Certification of Compliance with Open Meeting Law
- Introductions
- Approval of Minutes: July 22, 2020
- Announcements and Correspondence
- Sheboygan County Elderly-Disabled Transportation Program
 - 5310 Vehicle Purchase and Operating Grant
 - 85.21 Elder-Disabled Transportation Grant Proposal
 - Ridership Update
 - Fare Increase for Elderly and Disabled Program Service
 - Review Coordinated Public Transportation Plan
 - Other
- Non-Emergency Medical Transportation
- Shoreline Metro
- Adjournment

Drafted by: Patti Schmitt

Approved by: Michelle Acevedo

Note: Persons with disabilities needing assistance to attend or participate are asked to notify Patti Schmitt prior to the meeting at 467-4100.

A majority of the members of the County Board of Supervisors of any of its committees may be present at this meeting to listen, observe and participate. If a majority of any such body is present, their presence constitutes a "meeting" under the Open Meeting Law as interpreted in *State ex rel. Badke v. Greendale Village Board*, 173 Wis. 2d 553 (1993), even though the visiting body will take no action at this meeting.

Sheboygan County Transportation Coordinating Committee Meeting Minutes

**SHEBOYGAN COUNTY HEALTH AND HUMAN SERVICES
TRANSPORTATION COORDINATING COMMITTEE MINUTES**

REMOTE MEETING
PHONE: 1-336-914-0191
PIN: 289076555#

Date: October 15, 2020 **Called to Order: 2:30 p.m.** **Adjournment: 3:35 p.m.**

MEMBERS PRESENT: Matt Strittmater, Brian Hoffmann, Thomas Wegner, Derek Muench, Gary Hesselink, and Sarah Louisier

OTHERS PRESENT: Traci Robinson, Linda Spitzer, Marie Seger, and Jeff Agee-Aguayo

MEMBERS ABSENT: Michelle Acevedo

Ms. Spitzer called the meeting to order at 2:30 p.m.

CERTIFICATION OF COMPLIANCE WITH OPEN MEETING LAW

The agenda for the Sheboygan County Transportation Coordinating Committee was posted on October 8, 2020 at 12:00 p.m. in compliance with the Open Meeting Law.

INTRODUCTIONS - Brief introductions were given by each committee member.

REVIEW AND APPROVE MINUTES: July 22, 2020

Gary Hesselink made a motion to approve the July 22, 2020 minutes as posted and Derek Muench seconded that motion. Motion carried.

ANNOUNCEMENTS AND CORRESPONDENCE - None.

SHEBOYGAN COUNTY ELDERLY-DISABLED TRANSPORTATION PROGRAM

5310 Vehicle Purchase and Operating Grant

Ms. Spitzer stated the application for the 5310 grant was submitted on August 28, 2020. Ms. Spitzer noted the grant includes a request for a medium size bus. This grant also provides the operational funding for the rural/volunteer transportation program. It also funds the transportation scheduler position which Brittany Schneider holds at this time. Mr. Strittmater requested that in the future the committee members should receive a copy of the application to review a head of time. Brian Hoffmann motioned and Gary Hesselink seconded the approval of the application for the 5310 grant. Motion carried unanimously.

85.21 Elder Disabled Transportation Grant

Ms. Spitzer noted they are in the process of applying for the 85.21 grant. The application must be submitted in December 2020. A Public Hearing was held on October 14, 2020. The total proposal for Sheboygan County is \$302,694.00. The twenty percent match for Sheboygan County is \$60,565.00. These amounts were very similar in 2020. Derek Muench motioned and Gary Hesselink seconded the approval of the application for the 85.21 grant. Motion carried unanimously.

Ridership Update

Ms. Robinson stated due to COVID 19 the rural/volunteer driver program is currently on hold at this time. With the exception of those individuals who need transportation for dialysis or cancer treatments. The rural vans are being utilized at the Adell meal site for the home delivered meals program. These meals are being delivered in the southern part of the county. Department of

Transportation has given permission to use these vans for this purpose therefore the mileage and volunteer service hours can be reported.

Ms. Spitzer noted in the months of July, August and September 2020 there were a total of 348 volunteer hours. There was a total of 148 roundtrip rides provided during this time frame.

Fare Increase for Elderly and Disabled Program Service

Ms. Robinson noted the cost per trip is \$2.50 for the elderly and disabled program and \$3.50 for para transit. Effective January 2, 2021 the rates would be \$3.00 across the board. Mr. Muench noted on September 22, 2020 Shoreline Metro held a public hearing for the fare changes receiving only two comments prior to the hearing. The Transit Commission supported and approved the paratransit fare change from \$3.50 to \$3.00 as well as recommended and support the County changing its fare from \$2.50 to \$3.00. Gary Hesselink motioned and Sarah Louisier seconded for the approval of the fare increase. Motion carried unanimously.

Review Coordinated Public Transportation Plan

Ms. Spitzer introduced Jeff Agee-Aguayo from the Bay-Lake Regional Planning Commission. The committee members were provided a copy of the draft of the 2020 Coordinated Public Transit-Human Services Transportation Plan for Sheboygan County. Mr. Agee-Aguayo discussed the key points of the plan with the committee members. Derek Muench motioned and Gary Hesselink seconded the approval of the 2020 Transportation Plan. Motion carried unanimously.

Other

Ms. Seger noted Orange Cross Ambulance Service is willing to contract for \$250.00 per non-emergency hospital to nursing home transport after hours. These services would go into effect January 2021.

NON-EMERGENCY MEDICAL TRANSPORTATION

Mr. Muench had no update at this time.

SHORELINE METRO

Mr. Muench stated Metro Connection customers no longer receive tokens or punch cards when purchasing fare media. Rather these funds are applied to an e-ride account and this system deducts trips from the individuals account each time the individual rides the bus. It works very similar to a debit card. With the COVID19 pandemic the fare-less media improves the safety of the customers and drivers. It will also decrease costs for maintaining tokens and punch cards.

Mr. Muench noted due the pandemic and schools going virtually there are approximately five to eight students riding at this time. Shoreline Metro does provide face masks for riders that are in need of one. Additional mask signage has been installed on all buses.

Mr. Muench stated a sanitizing fogger was purchased for safety reasons since the pandemic. Each bus is completely sanitized twice a week. It takes about 10 minutes to apply and then let it breath for one hour and this completes the sanitization process.

ADJOURNMENT

Matt Strittmater made a motion that was seconded by Derek Muench to adjourn the meeting at 3:35 p.m. Motion carried.

Patti Schmitt
Recording Secretary

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