



# Manitowoc 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, Manitowoc 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 5311 in the case of Manitowoc 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, Aging and Disability Resource Center (ADRC) of the Lakeshore staff worked with the county’s Mobility Manager at Maritime Metro Transit to develop a survey to gain input on the various transportation services in Manitowoc County. 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 Manitowoc 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 county meeting process to comply with this requirement. In the case of Manitowoc County, the transportation planning 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.

Manitowoc County's Mobility Manager 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 the survey recipient list, Appendix C for a copy of the survey, and Appendix D for the survey results).

### **Public Participation Record**

In lieu of holding a county coordination meeting in 2020, ADRC of the Lakeshore staff worked with the Manitowoc County mobility manager at Maritime Metro Transit to develop a survey to gain input on the various transportation services in Manitowoc County. This survey was conducted from August 19, 2020, through September 4, 2020. Again, the survey approach was chosen due to the COVID-19 pandemic, and WisDOT found that approach to be acceptable.

In addition, the Manitowoc County Transportation Coordinating Committee (TCC) met on December 1, 2020, to approve the Coordinated Public Transit – Human Services Transportation Plan, and stakeholders were invited to participate in this meeting. Appendix E shows the agenda for and minutes of that meeting.

## Chapter 2: Demographic Analysis

### Persons with Disabilities

According to the Wisconsin Department of Administration Demographic Services Center, Manitowoc County had an estimated population of 81,643 in 2019. According to projections made by Commission staff that were extrapolated from the 2014 – 2018 American Community Survey 5-Year Estimates, 4,402 persons are considered elderly disabled, while 5,425 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 2 indicates persons with disabilities in Manitowoc County in 2019.

**Table 1: Persons with Disabilities in Manitowoc County**

Category	Population	Percent of Population
Elderly Disabled	4,402	5.4%
Non-Elderly Disabled	5,425	6.6%
<b>Total</b>	<b>9,827</b>	<b>12.0%</b>

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 Manitowoc County by age cohort.

In 2010, Manitowoc County had 13,714 people age 65 or older, indicated by the light tan shading. By 2040, the population age 65 or older is expected to increase by over 70 percent to 23,340. As a result, this segment of the population will require additional specialized transportation services.

**Table 2: Population of Manitowoc 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	4,550	3,850	(700)	5.59%	4.88%
5 to 9	4,874	4,320	(554)	5.98%	5.47%
10 to 14	5,254	4,630	(624)	6.45%	5.87%
15 to 19	5,484	4,590	(894)	6.73%	5.82%
20 to 24	4,033	3,470	(563)	4.95%	4.40%
25 to 29	4,480	3,620	(860)	5.50%	4.59%
30 to 34	4,404	3,960	(444)	5.41%	5.02%
35 to 39	4,499	3,960	(539)	5.52%	5.02%
40 to 44	5,464	4,190	(1,274)	6.71%	5.31%
45 to 49	6,743	4,750	(1,993)	8.28%	6.02%
50 to 54	6,846	4,800	(2,046)	8.41%	6.08%
55 to 59	6,166	4,910	(1,256)	7.57%	6.22%
60 to 64	4,931	4,530	(401)	6.05%	5.74%
65 to 69	3,810	4,330	520	4.68%	5.49%
70 to 74	2,984	4,810	1,826	3.66%	6.09%
75 to 79	2,501	5,230	2,729	3.07%	6.63%
80 to 84	2,186	4,390	2,204	2.68%	5.56%
85 to 89	1,400	2,810	1,410	1.72%	3.56%
90 or older	833	1,770	937	1.02%	2.24%
<b>Totals</b>	<b>81,442</b>	<b>78,920</b>	<b>(2,522)</b>	<b>100.00%</b>	<b>100.00%</b>
<b>Age 65 or older</b>	<b>13,714</b>	<b>23,340</b>	<b>9,626</b>	<b>16.84%</b>	<b>29.57%</b>

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 Incomes and Low Income Households

The median household income (according to the 2014 – 2018 American Community Survey) was \$53,489 (in 2018 inflation-adjusted dollars, and with a margin of error of \$1,451). Some six of the eight Census tracts located mostly in the City of Manitowoc had median household incomes below the county median household income; one of these Census tracts had a median household income level below 75 percent of the county median household income level. All four of the Census tracts located mostly in the City of Two Rivers had median household income levels below the county median household income; two of these Census tracts had median household income levels below 80 percent of the county median household income level. All of the rural Census tracts in Manitowoc County had median household income levels above the county median household income level.

## Chapter 3: Transportation Providers

### Inventory of Public Transit – Human Services Transportation Services in Manitowoc County

#### Maritime Metro Transit

Maritime Metro Transit (MMT) is a publicly owned and operated fixed-route transit system serving the Cities of Manitowoc and Two Rivers. The City of Manitowoc took over the management operations of the privately owned Manitowoc Motor Coach Company in January 1978. From 1978 through 1999, MMT was known as the Manitowoc Transit System.

MMT is a City of Manitowoc department. The Transit Manager reports to the Director of Public Infrastructure involving all city-related matters, and also reports to the Public Infrastructure Committee of the City of Manitowoc Common Council, which is the assigned standing committee for transit policy. In addition, the Transit Manager consults with the city's Transit Commission on transit matters; the Transit Commission has six citizen members plus one alderman. Ultimately, the final decision on transit matters rests with the Mayor and the Manitowoc Common Council.

MMT currently staffs a Mobility Manager, 17 bus drivers (11 full-time and six part-time), as well as two part-time clerks. MMT is directly overseen by the Transit Manager and Transit Operations Supervisor and a second shift Team Leader. MMT also has 1.5 full-time equivalent mechanics that are overseen by the Fleet Manager, whose time is pro-rated between MMT and the City of Manitowoc Department of Public Infrastructure.

In 1992, MMT initiated paratransit services under the Americans with Disabilities Act (ADA). This is a curb-to-curb service that provides transportation to the disabled population in the community that is unable to ride the fixed-route service. MMT currently contracts with Assist-to-Transport to provide these services, but retains the authority to certify riders. This contract expires in 2021.

In 2006, MMT entered into an agreement with what was then the Manitowoc County Aging and Disability Resource Center (ADRC, now known as the ADRC of the Lakeshore) to provide rides in cooperation with its ADA paratransit services for elderly and disabled persons who live in urban and rural areas of Manitowoc County. Like its ADA paratransit service, MMT currently contracts with Assist-to-Transport to provide these services, but retains the authority to certify riders. This agreement expires in 2021.

#### Service Characteristics

Current regular fixed-route transit services provided in the MMT service area are provided on seven routes; six of these routes (Routes 2, 3, 4, 5, 6A and 6B) exclusively serve the City of Manitowoc portion of the transit service area. Route 1 primarily serves the City of Two Rivers, but also serves the northeastern portion of the City of Manitowoc. All routes except Route 1 and Route 5 provide converge near Manitowoc's central business district; Routes 1 and 2 meet at the Meadow Links Transfer Point on the northeast side of the City of Manitowoc, and Routes 3 and 5 meet in the Harbor town area of the City of Manitowoc. The downtown serves as the main transfer point between most routes, and schedules are designed so that transfers are easily accommodated. The Transfer Station is located at 915 South 11th Street.

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 5:00 a.m. and ends at 7:30 p.m. for Routes 2 and 6B, while weekday service begins at 5:30 a.m. and ends at 8:00 p.m. for Routes 3 and 4. Weekday

service begins at 5:12 a.m. and ends around 7:12 p.m. on Route 1. Weekday service begins at 5:42 a.m. and ends around 7:12 p.m. for Route 5. Weekday service begins at 6:30 a.m. and ends at 6:00 p.m. for Route 6A. Saturday service begins at 9:00 a.m. and ends at 3:30 p.m. for Routes 2, 5 and 6B, while Saturday service begins at 9:30 a.m. and ends at 4:00 p.m. for Routes 3 and 4. Saturday service begins at 9:12 a.m. and ends with an abbreviated trip that starts at 3:12 p.m. on Route 1. Route length is generally one hour for Route 1 (although the last trip for Route 1 on Saturdays is a half hour in length), and is generally a half hour for all other routes on both weekdays and Saturdays.

Frequency of service is variable across the routes. On weekdays, Routes 2, 3, 4 and have service once each hour before 7:00 a.m. and after 5:30 p.m., and have service once each half hour between 7:00 a.m. and 5:30 p.m., while Routes 1, 6A and 6B have service once each hour throughout the service day. On Saturdays, all routes have service once each hour throughout the service day.

Profiles of each of MMT's routes are noted below:

#### *Route 1*

Route 1 is the Two Rivers route, which provides service between the Cities of Manitowoc and Two Rivers. Route 1 travels for an average length of 18.5 miles. Its southern terminus is at the Meadow Links Transfer Point, while its northern terminus is at the intersection of 45th Street and Tannery Road in Two Rivers. Major trip generators served by Route 1 include Roncalli High School, the Woodland Clinic, Aurora Medical Center/Hospital, the Holy Family Memorial clinic, two elementary schools and one middle school in the City of Two Rivers, the Lester Public Library, the Two Rivers Senior Center, Two Rivers City Hall, the Piggly Wiggly and Pick & Save Supermarkets in Two Rivers, and the Manitowoc Social Security office, along with a few apartment complexes and elderly housing facilities in the City of Two Rivers.

Route 1 operates hourly throughout the service day on weekdays and on Saturdays.

#### *Route 2*

Route 2 is the Northeast Loop route, which provides service to the portions of the east side of the City of Manitowoc north of the Manitowoc River, and connects to Route 1 at the Meadow Links Transfer Point. Route 2 travels for a length of 8.1 miles. Its southern terminus is at the Intermodal Transfer Center, while its northern terminus is at the Meadow Links Transfer Point. Major trip generators served by Route 2 include the Manitowoc Public Library, the Wisconsin Maritime Museum, the Manitowoc - Two Rivers YMCA, the Waldo East office complex, the Manitowoc Social Security office, Roncalli High School, the Piggly Wiggly Supermarket in Manitowoc, the north side Aurora Manitowoc Clinic, one junior high school, one alternative high school, the Rahr West Museum, the Salvation Army and the St. Vincent de Paul store, along with a few elderly housing facilities.

#### *Route 3*

Route 3 is the Southwest Loop route, which travels along Franklin Street, Washington Street and Calumet Avenue, and connects to Route 5 at the Western Transfer Point. Route 3 travels for a length of 6.7 miles. Its southern terminus is at Kohl's, while its northern terminus is at the Intermodal Transfer Center. Major trip generators served by Route 3 include the Manitowoc Senior Center, several businesses in the Harbor Town area, restaurants and businesses, Bellin Health Clinic, and the Holy Family Harbor Town Campus. Major stores served by Route 3 include Pick & Save, Lowe's, Kohl's and the Walmart Supercenter.

#### *Route 4*

Route 4 is the Southeast Loop route, which provides service to the mostly residential southeastern portion of the City of Manitowoc east of South 26th Street and south of the Manitowoc River. Route 4

travels for a length of 8.4 miles. Its southern terminus is at Southfield Townhouses, while its northern terminus is at the Intermodal Transfer Center. Major trip generators served by Route 4 include Lincoln High School, the University of Wisconsin Green Bay – Manitowoc campus, three elementary schools (two public and one parochial), a junior high school and a parochial middle school, and the Manitowoc Public Library, along with some apartment complexes and elderly housing facilities.

#### *Route 5*

Route 5 is the West Loop route, and serves the southwestern portion of Manitowoc. It starts its route at the Western Transfer point in Harbor Town where it connects with Route 3. Route 5 travels for a length of 8.1 miles. Its southern terminus is at Goodwill, while its northern terminus is at Jagemann Stamping. Major trip generators served by Route 5 include Aldi's, Petco, Meijer, Manitowoc County Human Services, Festival Foods, Goodwill, Lakeside Foods, the Aurora Walk-In Clinic, Menard's, and the I-43 industrial park.

#### *Route 6A*

Route 6A is the North Central Loop route, which provides service to northern and west central portions of the City of Manitowoc north of Routes 3 and 5. Route 6A travels on South Water Street, Clark Street, Western Avenue, Meadow Lane, Broadway Street, North Rapids Road, Waldo Boulevard, North 23rd Street, Menasha Avenue, North 18th Street, New York Avenue, North 7th Street, Chicago Street, and North 10th Street, along with other street segments. Route 6A travels for a length of 7.9 miles. Its southern terminus is at the Intermodal Transfer Center, while its northern terminus is at the intersection of North Rapids Road and Waldo Boulevard. Route 6A leaves the Intermodal Transfer Center at the bottom of each hour of the service day (alternating with Route 6B). Major trip generators served by Route 6A include Holy Family Memorial Medical Center, Ascend Services (formerly Holiday House), Fleet Farm, Rob's Family Market, the Aquatic Center, and various schools, manufacturers, and small stores.

#### *Route 6B*

Route 6B is the Northwest Loop route. While Route 6B runs along much of the same route structure as Route 6A, it also serves residential neighborhoods on the northwest side of Manitowoc. Route 6B travels on portions of North Rapids Road north of Waldo Boulevard, as well as along portions of Wildwood Drive, Kellner Street, and Menasha Avenue between Kellner Street and North 23rd Street. Unlike Route 6A, Route 6B does not travel on Waldo Boulevard or on North 23rd Street. Route 6B travels for a length of 9.1 miles. Its southern terminus is at the Intermodal Transfer Center, while its northern terminus is at the intersection of Kellner Street and Menasha Avenue. Route 6B leaves the Intermodal Transfer Center at the top of each hour of the service day (alternating with Route 6A). In addition to the trip generators noted for Route 6A, Route 6B serves the Manitowoc County Airport and Ace Hardware.

#### *Fare Structure*

Table 3 illustrates the fare structure of MMT. The full adult cash fare is \$1.50, while the full student cash fare is \$1.00. Bus tickets are also available at ten rides for \$12.00. The day pass costs \$4.00. The monthly pass costs \$30.00; frequent riders can save \$30.00 or more per month (this assumes two rides per day, five days per week for four weeks) by purchasing a monthly pass from MMT at the Intermodal Transfer Center or at any of eight pass outlets in the transit service area. Students age 18 and younger are also eligible to purchase a "summer freedom pass," which provides unlimited rides during the months of June, July and August at the cost of \$30.00. The day pass and summer freedom pass are only available for purchase at the Intermodal Transfer Center.

Cash fares for qualified elderly and disabled persons are less than or equal to half the regular cash

fare. The half fare for elderly and disabled riders is 75 cents. This half fare is available at all times of operation. Proper identification must be shown in order to qualify for the half fare; this can include a Medicare card or a Maritime Metro Reduced Fare Card (which must be applied for). The ADA paratransit fare is \$3.00, or twice the regular cash fare; ADA passengers can also purchase booklets of ten ride tickets for \$30.00 at the Intermodal Transfer Center, at the MMT office or through the mail. Door-to-door ADA paratransit rides are also available.

Children age 4 and under ride free of charge when accompanied by a fare-paying rider. This special fare is designed for mothers, older siblings and babysitters with infants or toddlers, and is not available to groups such as preschools, daycares, or playgroups on field trips. The fare for organized groups of children is 50 cents per rider; typically, these groups involve eight or more individuals.

Transfers between routes are issued free of charge.

**Table 3: Maritime Metro Transit System Fare Structure**

Payment Type	Cost
All Riders	
Transit Tickets (10)	\$12.00
Day Pass	\$4.00
Monthly Pass	\$30.00
Adults (18 - 64 years)	
Cash Fare	\$1.50
Students (with valid student ID)	
Cash Fare	\$1.00
“Freedom Pass” (June - August/ Ages 5 - 17 only)	\$30.00
Seniors (65 & older)/Disabled (all ages)	
Cash Fare*	\$0.80
Children (4 years & under)**	Free
School Groups, Daycares, etc.	\$0.50
Transfers	Free
ADA Paratransit Fare	\$3.00
*Senior/Disabled cash fare requires Metro reduced fare card or Medicare card.	
**Children 4 years and under must be escorted by an adult. Limited to four children per fare-paying rider. Intended for parents, siblings and babysitters with infants or toddlers. Not available to preschool, daycare, or play groups on field trips.	

Source: Maritime Metro Transit System, 2020; and Bay-Lake Regional Planning Commission, 2020.

*ADA Paratransit Program*

Paratransit is an alternative to the fixed-route transit system. It is intended for people who cannot be served by MMT’s fixed-route service due to disability. Service is more flexible in terms of scheduling and routing, is offered on a demand response basis, and is usually provided by lower capacity vehicles, such as vans and minibuses. Paratransit is meant to be complementary to the fixed-route system in terms of service area, service days and hours, and cost.

The Americans with Disabilities Act (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 MMT) 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

eligibility criteria established by the ADA. There is an eligibility determination process administered by MMT for use of this service.

Paratransit services are provided to persons with qualifying disabilities in the Cities of Manitowoc and Two Rivers within three-fourths of a mile of all regular fixed routes. Service is provided on weekdays from 5:00 a.m. to 8:00 p.m., and on Saturdays from 9:00 a.m. to 4:00 p.m. Service is not provided on Sundays or on six observed holidays.

MMT currently contracts with Assist-to-Transport to provide ADA paratransit in the service area. As is indicated in Table 3, the paratransit fare for a one-way trip is \$3.00 at all times of operation; ADA passengers can also purchase booklets of ten ride tickets for \$30.00 at the Intermodal Transfer Center, at the MMT office or through the mail. Personal care attendants may ride free of charge if deemed necessary in the certification process.

Elderly and Disabled Transportation Programs Serving All of Manitowoc County (Including Portions of the County Outside the Maritime Metro Transit Fixed-Route Service Area)

*Aging and Disability Resource Center (ADRC) of the Lakeshore Elderly and Disabled Transportation*

MMT, in cooperation with the ADRC of the Lakeshore, provides curb-to-curb transportation for ambulatory elderly individuals 65 years of age and older and for ambulatory disabled individuals. In addition, MMT, in cooperation with the ADRC of the Lakeshore, provides door-to-door transportation for any non-ambulatory disabled individuals residing in Manitowoc County. There is an eligibility determination process administered by MMT for use of these services. These services are provided under contract with Assist-to-Transport. The ADRC of the Lakeshore receives a County Elderly and Persons with Disabilities Transportation Assistance Program (State Section 85.21) award each year to operate this program. Section 85.21 provides counties with financial assistance to offer transportation to elderly persons and to persons with disabilities.

Service is available on weekdays between the hours of 8:00 a.m. and 4:30 p.m. Service is not available on Saturdays, Sundays, or on six observed holidays. Service is available within Manitowoc County. Medical, nutritional and employment rides have first priority. Social and recreational rides are on a first come, first served basis. Personal care attendants may ride free of charge.

The cash fare for curb-to-curb transportation for ambulatory elderly and disabled individuals is \$2.00 per ride, or \$4.00 per round trip. Trips longer than ten miles are \$3.00 per ride, or \$6.00 per round trip. Trips to meal sites or extra stops cost \$0.75. The cash fare for door-to-door transportation for non-ambulatory disabled individuals is \$4.50 per ride, or \$9.00 per round trip.

*Volunteer Driver Services*

The ADRC of the Lakeshore, with the assistance of MMT's mobility manager, coordinates a rural volunteer driver service for Manitowoc County. Volunteer drivers utilize one of four county-owned vehicles to provide this service; these vehicles include two wheelchair accessible minivans, one full-size Ford Transit van that can accommodate two large wheelchairs, and a Chevrolet Impala.

No application for service is required. However, availability is limited to a maximum of six ambulatory elderly and ambulatory disabled individuals. If seats are available, transportation may also be provided to low income individuals.

Service is available on weekdays between the hours of 8:00 a.m. and 4:30 p.m. Service is not available on Saturdays, Sundays, or on six observed holidays. Service is available to various communities in rural Manitowoc County.

This service has the capacity to establish additional routes on other days in a given rural area as

needed, based on demand. There is a minimum of two riders per trip, with a maximum of six riders. Service may be canceled for those days and areas in which the minimum rider requirement is not met unless a trip is for medical purposes.

The cash fare for curb-to-curb volunteer transportation is \$3.00 per ride, or \$6.00 per round trip. Personal care attendants may ride, but must pay the same fare.

Additionally, the ADRC of the Lakeshore provides transportation to Manitowoc County elderly and/or disabled individuals for out-of-county medical appointments. This is a low-cost transportation service. Cost is determined by mileage to and from the appointment based on Federal mileage reimbursement rates. For additional information regarding this service, MMT's mobility manager can be contacted at (920) 686-6977.

Finally, the ADRC of the Lakeshore has the capability to temporarily provide reduced fare rides to veterans to the three local VA clinics in Cleveland, Green Bay and Appleton, Wisconsin. Locally donated funds support this activity.

#### Medical Transportation Management, Inc. (MTM)

MTM is the non-emergency medical transportation 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 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 filed by calling 866-436-0457. TTY services can be reached at 800-947-3529. MTM's website can be found at: <https://www.mtm-inc.net/wisconsin-website/wisconsin-home/>(.)

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's 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).

#### City of Kiel Transportation Services

The City of Kiel operates a transportation program for residents of that city. Although the program is run through the city's community/senior center, all city residents are eligible to use the program regardless of age or disability. Donations are accepted for transportation services. Currently, this program is not subsidized. Interested riders can contact the Kiel Senior Club at the Kiel Community Center (510 3rd Street, Kiel) by calling (920) 894-7861.

City of Two Rivers TRUST Car

The City of Two Rivers (through its Senior Center) operates this transportation service for city residents age 50 and older within the city limits. Senior Center membership is required (\$15.00 per year), and passengers can purchase a punch card good for ten rides for \$10.00. Ride reservations must be made at least 24 hours in advance. Transportation is provided by volunteer drivers between the hours of 8:00 a.m. and 4:00 p.m. Monday through Friday. Interested riders can contact the Two Rivers Senior Center at (920) 793-5596.

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 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. Manitowoc County veterans who wish to use this service can board the van at the Holiday Inn near the Interstate Highway 43/U.S. Highway 151 interchange on the southwest side of the City of Manitowoc. Advance reservations are required for these trips.

Nursing Homes

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

**Inventory Of Private Transportation Providers In Manitowoc County**

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

**Table 4: Private Transportation Providers in Manitowoc County**

<b>Company</b>	<b>Type(s) of Service Provided</b>
A & J Mobility 333 West Washington Street Valders, WI 54245	Vans for the disabled; sales, rentals, retrofits and service
Airport Connection/GO Riteway 1817 Martin Avenue Sheboygan, WI 53081	Airport Shuttle Service to and from Mitchell International Airport in Milwaukee and to and from Chicago's O'Hare and Midway Airports
Assist-to-Transport 71 Albert Drive Manitowoc, WI 54220	In addition to having contracts for MMT ADA service and Manitowoc County elderly and disabled transportation service, can also provide private pay accessible transportation inside and outside Manitowoc County 24 hours a day, 7 days a week. Also provides transportation services under contract with MTM, Lakeland Care District, Community Care and IRIS.
Brandt Buses, Inc. 71 Albert Drive Manitowoc, WI 54220	Mostly school bus service, with some charter bus service

Table 4: Private Transportation Providers in Manitowoc County (Cont.)

Company	Type(s) of Service Provided
HFM Transportation Services 2300 Western Avenue Manitowoc, WI 54220	Transportation service for Holy Family Memorial patients to or from Holy Family Memorial appointments, same-day surgery, and discharges to long-term care facilities.
Indian Trails Bus Lines 1701 South 41st Street Manitowoc, WI 54220	Intercity Bus Service
Jefferson Lines 1701 South 41st Street Manitowoc, WI 54220	Intercity Bus Service
Lamers Bus Lines 2407 South Point Road Green Bay, WI 54313	Charter Bus Service and Weekend Transportation to and from UW Milwaukee and UW Green Bay
Maritime Cab and Delivery 1313 South 16th Street Manitowoc, WI 54220	Taxi Service
Our Town Taxi 1524 Marshall Street Manitowoc, WI 54220	Taxi Service
Stardust Limousine 17023 County Road F Kiel, WI 53042	Limousine Service
T'riviers Taxi Service 1200 Madison Street Two Rivers, WI 54241	Taxi Service

Source: Aging and Disability Resource Center of the Lakeshore, 2020; Northeast Wisconsin Regional Access to Transportation Committee, 2020; and Bay-Lake Regional Planning Commission, 2020.

# Chapter 4: Action Plan

## Review of Framework for Action Discussion from the 2016 Planning Process

County meeting participants 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 meeting attendees 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 Manitowoc County.

#### Done Well

- The Manitowoc County Transportation Coordinating Committee (TCC) continues to meet and function properly.
- The Manitowoc Mobility Manager works to assure that there are efficiencies in transportation programs, and has helped to improve coordination and communication between agencies.
- The Manitowoc Mobility Manager position has been embraced by stakeholders within the county.
- There has been a good working relationship between the Manitowoc County TCC and Mobility Manager.
- Manitowoc County is committed to providing cost efficient and dependable services.
- The ADRC of the Lakeshore has a Resource Directory (for the elderly and disabled); this directory has been updated, and the online directory is always up to date.
- The Mobility Manager processes applications efficiently. The process takes 1 to 2 days (it used to take over 2 weeks).
- RideScheduler software bridges a gap between the two organizations by allowing ADRC and MMT to have access to the same up-to-date database information in real time to serve the public. It also assists with required reporting.

#### Do Better

- Engage the local independent living district (Options for Independent Living) in county transportation activities and processes.
- Capturing those who would need transportation assistance in the event of an emergency evacuation via the ride scheduling software, and sharing this information with the appropriate agencies (Manitowoc County Emergency Management, etc.).

### 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

- ADRC staff continues to furnish an inventory of providers and services in the area/county (part of the Manitowoc County Resource Directory for the elderly and disabled); this information is

available on paper and online.

- Manitowoc County provides a brief inventory of transportation providers and transportation services in the annual Section 85.21 application.
- All public and private transportation providers in Manitowoc County and adjacent counties are contacted/notified when the ADRC applies for Section 5310 funding.
- Communication is excellent.
- The ADRC continues to work with the City of Manitowoc and Maritime Metro Transit (MMT) to coordinate Section 85.21 program records.
- Efforts were increased to make the public more aware of transportation resources, and these efforts will continue.
- In spite of the COVID-19 pandemic, additional volunteer drivers joined the ADRC of the Lakeshore's volunteer driver programs in 2020.

#### **Do Better**

- Improve communication regarding transportation services with all remaining senior centers/clubs within the county.
- A gap analysis of transportation needs of the elderly and disabled should be conducted no later than 2024.

#### **Section 3: Putting Customers First**

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

#### **Done Well**

- With limited budgets, Manitowoc County's elderly and disabled are adequately served.
- Fares are reasonable and affordable given the costs of the service provided.
- The volunteer drivers are doing an excellent job.
- Driver training is available.
- The ADRC seeks volunteer driver input through communication.
- There are travel opportunities for individuals in the rural portions of Manitowoc County.
- The volunteer driver program continues to include out-of-county non-emergency medical trips, provided that there is availability.
- MMT continues to redesign its transit routes to better serve its customers.
- The Mobility Manager processes applications efficiently. The process takes 1 to 2 days (it used to take over 2 weeks).
- The Mobility Manager was available throughout the COVID-19 pandemic to ensure that customer service and customer relations remained intact.

#### **Do Better**

- Provide subsidized service on weekends and holidays, as well as later on weekday evenings (funding is an obstacle).
- Have customer satisfaction surveys available online.
- Continue to conduct educational programs on how to ride the bus in the various remaining senior centers/clubs in Manitowoc County, and expand these programs to include disability service providers.

- Continue to work to develop or obtain lists of elderly and disabled individuals who may need transportation in the event of an emergency.

#### **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**

- Agencies and providers are always exploring methods to improve efficiency.
- Coordination with the ADRC's partners continues to occur.
- RideScheduler software bridges a gap between the two organizations by allowing ADRC and MMT to have access to the same up-to-date database information in real time to serve the public. It also assists with required reporting.
- More flexible and improved payment options to ride the bus are now available.

##### **Do Better**

- No items were identified.

#### **Section 5: Moving People Efficiently**

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

##### **Done Well**

- The ADRC and MMT cooperate in improving transportation service coordination.
- The Intermodal Transfer Center serves MMT and various mass transportation providers.
- There is a "one stop shop" telephone line for all county transportation services that is housed at MMT (Note: This is a partnership between MMT and the ADRC).
- Central dispatching continues to work well.
- MMT buses have the flexibility to divert to different routes in order to best accommodate passengers using mobility devices.
- RideScheduler software bridges a gap between the two organizations by allowing ADRC and MMT to have access to the same up-to-date database information in real time to serve the public. It also assists with required reporting.
- Out-of-county trips with non-medical trip purposes have been accommodated (when a funding source is identified), provided that there is availability.

##### **Do Better**

- No items were identified.

#### **Other Discussion at the 2020 Coordination Meeting**

There was no additional discussion at the 2020 coordination meeting.

#### **Action Plan Summary**

The 2020 Action Plan was developed by county meeting participants with assistance from Bay-Lake Regional Planning Commission staff. County meeting participants 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 in Manitowoc County, including the parties responsible for implementing the actions, an approximate implementation schedule, and any roadblocks to implementation.

**Table 5: Action Plan Summary: Manitowoc County: 2021 - 2025**

Action Item	Responsible Party	Implementation Schedule	Roadblocks to Implementation
Continue to monitor representation on the Manitowoc County Transportation Coordinating Committee (TCC) to make sure that it meets the needs of those served	Manitowoc County	Ongoing	If changes/ committee expansion are recommended, they need approval from full County Board
Continue to support the city’s Mobility Manager position	City of Manitowoc and ADRC of the Lakeshore	Ongoing	Dependent upon continued receipt of Section 5310 funding
Continue to update the county’s transportation service inventory (as needed), and update the transportation service resource guide (as needed)	City of Manitowoc Mobility Manager	Ongoing	Dependent upon continued receipt of Section 5310 funding
Utilize Section 5310 Program and submit applications for capital equipment (buses and vans, as needed) to replace existing fleets	Eligible service providers in Manitowoc County	Ongoing	Dependent upon continued receipt of Section 5310 funding
Implement plan to increase transportation options for the elderly and persons with disabilities in order to decrease isolation and improve the quality of life for these population groups	ADRC of the Lakeshore and City of Manitowoc Mobility Manager	Ongoing	No roadblocks to implementation. Goals of this plan will include an increase in ridership and contributing to meeting the needs of and improving the quality of life for the elderly and persons with disabilities.
Continue travel training programs for Maritime Metro Transit fixed-route and ADA operations and for county elderly and disabled transportation programs	Maritime Metro Transit and City of Manitowoc Mobility Manager	Ongoing	Maritime Metro Transit has a travel training program, and will continue to market it.
Improve service convenience	City of Manitowoc Mobility Manager	Ongoing	Not Applicable
Expand volunteer driver program	ADRC of the Lakeshore and City of Manitowoc Mobility Manager	Ongoing	Need to continue to find qualified volunteers. Dependent on continued funding of the Section 5310 program.
Encourage agencies with capacity to sell rides to other organizations	ADRC of the Lakeshore and City of Manitowoc Mobility Manager	Ongoing	“Turf” issues/ Local transportation providers (public and private) may not be willing to participate
Conduct boarding and alighting survey for Maritime Metro Transit	Maritime Metro Transit	No later than 2025	Seek WisDOT funding to complete this activity

**Table 5: Action Plan Summary, Manitowoc County, 2021-2025 (Cont.)**

Action Item	Responsible Party	Implementation Schedule	Roadblocks to Implementation
Conduct passenger opinion survey for Maritime Metro Transit	Maritime Metro Transit	No later than 2025	Seek WisDOT funding to complete this activity
Complete Updated Transit Development Program (TDP) for Maritime Metro Transit	Maritime Metro Transit	No later than 2025	Seek WisDOT funding to complete this activity
Complete a gap analysis of transportation needs of the elderly and disabled	City of Manitowoc Mobility Manager	No later than 2024	Not Applicable
Continue to develop or obtain lists of elderly and disabled individuals who may need transportation in the event of an emergency	ADRC of the Lakeshore	Ongoing	Maintaining an accurate listing will be challenging.

Source: City of Manitowoc/Maritime Metro Transit, 2020; Aging and Disability Resource Center of the Lakeshore, 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 Manitowoc County.

**Table 6: Program of Projects for Fiscal Years 2021-2025, Manitowoc 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>Aging and Disability Resource Center of the Lakeshore</u> - No applications	<u>Aging and Disability Resource Center of the Lakeshore</u> - One (1) side entry minivan with four (4) ambulatory positions and one (1) wheelchair position at the cost of approximately \$42,230.	<u>Aging and Disability Resource Center of the Lakeshore</u> - One (1) side entry minivan with four (4) ambulatory positions and one (1) wheelchair position at the cost of approximately \$43,500.	<u>Aging and Disability Resource Center of the Lakeshore</u> - No applications	<u>Aging and Disability Resource Center of the Lakeshore</u> - No applications
	<u>Aging and Disability Resource Center of the Lakeshore</u> - Continued support for Mobility Manager - \$60,820 (excludes local share).	<u>Aging and Disability Resource Center of the Lakeshore</u> - Continued support for Mobility Manager - \$62,640 (excludes local share).	<u>Aging and Disability Resource Center of the Lakeshore</u> - Continued support for Mobility Manager - \$64,520 (excludes local share).	<u>Aging and Disability Resource Center of the Lakeshore</u> - Continued support for Mobility Manager - \$66,460 (excludes local share).	<u>Aging and Disability Resource Center of the Lakeshore</u> - Continued support for Mobility Manager - \$68,450 (excludes local share).
*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 their December 1, 2020, meeting.					

Source: Aging and Disability Resource Center of the Lakeshore, 2020; Maritime Metro Transit, 2020; and Bay-Lake Regional Planning Commission, 2020.

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## Chapter 6: Conclusion

### **Conclusion**

The county meeting participants met on December 1, 2020, identified issues of concern, and developed an action plan. The county meeting participants also approved the program of projects contained in this document.

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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

## Manitowoc County Transportation Coordination Survey Recipient List

Last Name	First Name	Address Street	Apt. #	Address City	State	Zip
Bruckner	Al	2121 Kellner Street		Manitowoc	WI	54220
Bembenek	Alan	2215 S. 18th Street		Manitowoc	WI	54220
Marczak	Alan	420 E. Reed Avenue		Manitowoc	WI	54220
Todd	Anna	1325 N. 8th Street	#113	Manitowoc	WI	54220
Schuh	Annete	9920 Tamarack Road		Reedsville	WI	54230
Oswald	Annette	2913 Shoto Road		Two Rivers	WI	54241
Jowell	Anthony	706 N. 8th Street		Manitowoc	WI	54220
Nemecek	Anthony	22 E. Fremont Street	#107	Kiel	WI	53042
Haen	Arnold	418 Park Lane	#106	Mishicot	WI	54228
Boury	Bill	4753 Vista Road		Manitowoc	WI	54220
Irick	Bob	2808 45th Street		Two Rivers	WI	54241
Klessig	Bob	8789 County Hwy JJ		Manitowoc	WI	54220
Fitzgerald	Bonnie	2021 S. Alverno Road		Manitowoc	WI	54220
Shillin	Brian	418 Park Lane	#207	Mishicot	WI	54228
Thuss	Candace	1500 N. 3rd Street	#223	Manitowoc	WI	54220
Benthein	Carol	818 Manitou Street		Manitowoc	WI	54220
Ley	Cathy	1701 Michigan Ave		Manitowoc	WI	54220
Hagen	Charles	2314 Adams Street		Manitowoc	WI	54220
Dax	Clair	3621 Lowell Street		Two Rivers	WI	54241
Schroeder	Claire	1713 28th Street		Two Rivers	WI	54241
Berry	Colleen	960 S. Rapids Road		Manitowoc	WI	54220
Green	Connie	2230 S 42nd Street	#11	Manitowoc	WI	54220
Schmaling	Dave	1405 20th Street		Two Rivers	WI	54220
Oswald	David	2913 Shoto Road		Two Rivers	WI	54241
Cornelius	David	2207 School Street	A	Two Rivers	WI	54220
Genske	Deanna	2818 Meadow Lane		Manitowoc	WI	54220
Zunker	Debbie	5302 County Road T		Whitelaw	WI	54247
Hanson	Debi	3404 Memorial Drive	B3	Manitowoc	WI	54220
Jones	Debra	1500 N 3rd Street	#121	Manitowoc	WI	54220
Koepke	Debra	1301 Green Street		Manitowoc	WI	54220
Brault	Delores	1 Hamilton Drive		Two Rivers	WI	54241
Kluck	Denise	2602 Forest Avenue	#126	Two Rivers	WI	54241
Koish	Dennis	1858 Mirro Drive		Manitowoc	WI	54220
Schmudlach	Dennis	7608 Seidl Road		Manitowoc	WI	54220
Ebert	Diana	1906 N Union Road		Manitowoc	WI	54220
Brunner	Diane	812 Brunner Road		Manitowoc	WI	54220
Genz	Diane	2021 S. Alverno Road		Manitowoc	WI	54220

Last Name	First Name	Address Street	Apt. #	Address City	State	Zip
Wittek	Dianne	1719 S. 25th Street		Manitowoc	WI	54220
Kreie	Dorothy	3100 Peto Street	#110	Manitowoc	WI	54220
Vogt	Don	501 River Bluff Drive		Manitowoc	WI	54220
Smith	Doug	423 N. 10th Street		Manitowoc	WI	54220
Logerquist	Duane	960 S. Rapids Road		Manitowoc	WI	54220
Karbon	Elaine	3100 Peto St. Apt. #206		Manitowoc	WI	54220
Stinson	Elaine	1500 N. 3rd Street	G9	Manitowoc	WI	54220
Krause	Elizabeth	422 Park Lane	#308	Mishicot	WI	54228
Framness	Ellen	11018 San Road		Whitelaw	WI	54247
Lutzke	Elwin	1635 S. 21st Street		Manitowoc	WI	54220
Lambert	Erwin	610 Rockwood Place		Mishicot	WI	54228
Behnke	Eugene	430 Manitowoc Street		Reedsville	WI	54230
Tepiew	Eugene	1858 Mirro Drive		Manitowoc	WI	54220
Knitter	Floyd	960 S. Rapids Road		Manitowoc	WI	54220
Terry	Gail	1720 Kellner Street		Manitowoc	WI	54220
Hartfield	Gary	2210 Dufek Drive		Manitowoc	WI	54220
Rose	Gary	1510 S. 30th Street		Manitowoc	WI	54220
Harrington	Harley	950 S. Rapids Road	#220	Manitowoc	WI	54220
Johnson	Heather	1700 S. 18th Street	#239	Manitowoc	WI	54220
Durham	Harvey	6501 Mishicot Road		Two Rivers	WI	54241
Rodella	Hector	1020 S. 12th Street		Manitowoc	WI	54220
Shimek	Henry (Hank)	1414 Main Street	#4	Kellnersville	WI	54215
Sleger	Ida	628 Park Street	#5	Kellnersville	WI	54215
Bechle	James	1500 N. 3rd Street	G20	Manitowoc	WI	54220
Kolbeck	James	5005 Vista Road		Manitowoc	WI	54220
Krizek	James	1702 Viebahn Street		Manitowoc	WI	54220
Brockhoff	Janet	2210 S. 42nd Street	#8	Manitowoc	WI	54220
Nelson	Jeffrey	1433 N. 6th Street	#240	Manitowoc	WI	54220
Lucas	Jerilyn	12815 Lakeshore Road		Manitowoc	WI	54220
Owens	Jerilyn	2021 S. Alverno Road		Manitowoc	WI	54220
Baumann	Jim	511 Fremont Street		Kiel	WI	53042
Green	Jim	2230 S. 42nd Street	#11	Manitowoc	WI	54220
McCardle	Jim	508 Buffalo Street		Manitowoc	WI	54220
Prellwitz	Jim	MHCC - 2021 S. Alverno Road		Manitowoc	WI	54220
Wille	Jim	1417 Hazelwood Drive		Manitowoc	WI	54220
Krause	Joan	2021 S. Alverno Road		Manitowoc	WI	54220
Vogts	Joanne	1485 N. 7th Street	#109	Manitowoc	WI	54220
Durham	Jodine	6501 Mishicot Road		Two Rivers	WI	54241
Kreie	John	3100 Peto Street	#110	Manitowoc	WI	54220
Vlasak	John	3100 Peto Street	#102	Manitowoc	WI	54220
Marczak	Joyce	420 E. Reed Avenue	#6	Manitowoc	WI	54220
Polifka	Judy	3313 Yorkshire Lane	#1	Manitowoc	WI	54220
Vlasak	Judy	3100 Peto Street	#102	Manitowoc	WI	54220

Last Name	First Name	Address Street	Apt. #	Address City	State	Zip
Scortino	Julie	1311 Martin Street		Manitowoc	WI	54220
Ottum	Kara	915 S. 11th Street		Manitowoc	WI	54220
Schuster	Karen	1919 27th Street		Two Rivers	WI	54241
Henseler	Karla	2000 Clark Street	#121	Manitowoc	WI	54220
Rupp	Kasey	2000 Johnston Drive	#84	Manitowoc	WI	54220
Kleis	Kay	1308 S. 22nd Street		Manitowoc	WI	54220
Dixon	Kenneth	918 S. 18th Street		Manitowoc	WI	54220
Kornely	Kenneth	1219 S. 36th Street		Manitowoc	WI	54220
Peitersen	Kent	2141 S. 14th Street		Manitowoc	WI	54220
McCredie	Kevan	910 S. 22nd Street		Manitowoc	WI	54220
Novak	Kim	1701 Michigan Avenue		Manitwooc	WI	54220
Schuster	Kim	1919 27th Street		Two Rivers	WI	54241
York	Kim	1858 Mirro Drive		Manitowoc	WI	54220
Zietlow-Hossain	Kristine	1500 N. 3rd Street	#131	Manitowoc	WI	54220
Furst	Lance	209 N. 41st Street		Manitowoc	WI	54220
Smith	Lavila(aka:LEE)	2721 Bobwhite Lane		Manitowoc	WI	54220
Carney	Lee	410 Green Meadow Drive		Reedsville	WI	54230
Klein	Leon	4606 Mishicot Road		Two Rivers	WI	54241
Grider	Linda	915 S. 11th Street		Manitwooc	WI	54220
McNight	Linda	308 Linden Street		Kiel	WI	53042
Pantzlaff	Llyod	8383 Green Street Road		Whitelaw	WI	54247
Spatchek	Marcella	1433 N. 6th Street		Manitowoc	WI	54220
Bembenek	Margaret	2215 S. 18th Street		Manitowoc	WI	54220
Wright	Maragaret	431 Madison Street	#20	Reedsville	WI	54230
Zich	Marilyn	3215 Mishicot Road	#108	Two Rivers	WI	54241
Wisniewski	Marsha	801 27th Street		Two Rivers	WI	54241
Dax	Marvin	3621 Lowell Street		Manitowoc	WI	54220
Grall	Marvin	2021 S. Alverno Road		Manitowoc	WI	54220
Eggert	Mary	300 S. 6th Street	#14	St. Nazianz	WI	54232
Hasche	Mary	4109 Spring Hill Drive		Manitowoc	WI	54220
Wilson	Mary	2104 Garfield Street		Two Rivers	WI	54241
Peitersen	MaryAnn	2141 S. 14th Street		Manitowoc	WI	54220
Hacker	MaryLu	5707 County Rd J		Reedsville	WI	54230
Siedschlag	Maudiaa	5817 Hwy 42		Manitowoc	WI	54220
Cornette	Michael	4121 Cedar Heights Drive		Two Rivers	WI	54241
Schettek	Michael	1216 Arlington Avenue		Manitowoc	WI	54220
Tappendorf	Michael	960 S. Rapids Road		Manitowoc	WI	54220
Denning	Mike	1910 Rankin Street		Manitowoc	WI	54220
Schwister	Beverly	8410 Grimms Road		Reedsville	WI	54230
Seefeld	Myron	437 Birch Lane		Reedsville	WI	54230
Bierke	Nancy	2834 43rd Street		Two Rivers	WI	54241

Last Name	First Name	Address Street	Apt. #	Address City	State	Zip
Boyles	Nancy	2216 12th Street		Two Rivers	WI	54241
Braun	Nancy	1325 N. 8th Street		Manitowoc	WI	54220
Spoentgen	Nancy	1407 N. 4th Street		Manitowoc	WI	54220
Summers	Nancy	643 Manitowoc Street		Reedsville	WI	54230
Thompson	Nicki	809 Flambeau Street		Manitowoc	WI	54220
Denning	Patricia	1910 Rankin Street		Manitowoc	WI	54220
Mickiewicz	Paul	1635 S. 21st Street		Manitowoc	WI	54220
Rodella	Pauline	1020 S. 12th Street		Manitowoc	WI	54220
Tyson	Pauline	203 W. Liberty Drive		St. Nazianz	WI	54232
Tyson	Ray	203 W. Liberty Drive		St. Nazianz	WI	54232
Xiong	Ray	723 Hillcrest Court		Two Rivers	WI	54241
Brozek	Rhonda	2021 S. Alverno Road		Manitowoc	WI	54220
Krause	Rhonda	13902 County Rd X		Newton	WI	53063
Sciortino	Richard	3131 Southbrook Court	#204	Manitowoc	WI	54220
Haucke	Rick	2000 Clark Street		Manitowoc	WI	54220
Blaha	Robert	960 S. Rapids Road		Manitowoc	WI	54220
Scheinoha	Robert	1704 Cedar Grove Drive	2D	Manitowoc	WI	54220
Schwister	Robert	8410 Grimms Road		Reedsville	WI	54230
Tollefson	Robert	2021 S. Alverno Road		Manitowoc	WI	54220
Grall	Roger	137 W Menasha Avenue		Whitelaw	WI	54247
Rosinsky	Ronald	1325 N. 8th Street		Manitowoc	WI	54220
Fitchner	Rose	1325 N. 8th Street	#116	Manitowoc	WI	54220
Sargent	Rose	300 S. 6th Street	#7	St. Nazianz	WI	54232
Framness	Rupert	11018 San Road		Whitelaw	WI	54247
Seefeld	Ruth	437 Birch Lane		Reedsville	WI	54230
Holly	Sandra	717 S 28th Street		Manitowoc	WI	54220
Niespodziany	Sandra	2021 S. Alverno Road		Manitowoc	WI	54220
Henderson	Scott	2210 Dufek Drive		Manitowoc	WI	54220
Muoa	Seng	2013 Herman Road		Manitowoc	WI	54220
Gappa	Sharon	3100 Peto Street	#107	Manitowoc	WI	54220
Herzog	Sharon	318 Monroe Street		Valders	WI	54245
Stark	Sheri	2210 Dufek Drive		Manitowoc	WI	54220
Edwards	Sherman	929 S. 31st Street		Manitowoc	WI	54220
Blahnik	Shirley	628 Park Street	#1	Kellnersville	WI	54215
Fessler	Shirley	5629 Calumet Avenue		Manitowoc	WI	54220
Kelly	Shirley	4323 County Rd CR		Manitowoc	WI	54220
Pritchard	Sonia	16103 Schwartzwald Road		Cleveland	WI	53015
Roekle	Steve	71 Albert Drive		Manitowoc	WI	54220
Romaro	Steve	1600 Deer Brook Drive		Two Rivers	WI	54241
Naidl	Sue	3215 Mishicot Road	#305	Two Rivers	WI	54241
Chapman	Sybilla	2210 Dufek Drive		Manitowoc	WI	54220
Desten	Tammy	1520 17th Street		Two Rivers	WI	54241

Last Name	First Name	Address Street	Apt. #	Address City	State	Zip
Stangel	Tammy	1116 Columbus Street		Manitowoc	WI	54220
Mayr	Theresa	15918 County Rd X Kiel		Kiel	WI	53042
Brunner	Thomas	812 Brunner Road		Manitowoc	WI	54220
Schindler	Thomas	410 Green Meadow Drive	#2	Reedsville	WI	54230
Nicholls	Tim	834 N. 5th Street		Manitowoc	WI	54220
Stetson	Viola	1414 Main Street	#3	Kellnersville	WI	54215
Brown	Wendy	151 Hoover Street	#6	Whitelaw	WI	54247
Murray	William	936 N. 8th Street		Manitowoc	WI	54220
Frazier	Serrina	408 St. Clair Street		Manitowoc	WI	54220
Glischinski	Mary	1325 N. 8th Street		Manitowoc	WI	54220
Bomek	Marie	1700 S. 18th Street	#252	Manitowoc	WI	54220
Krall	Don	3611 Gass Lake Road		Manitowoc	WI	54220
Pearson	Hans	1480 N. 7th Street		Manitowoc	WI	54220
Kaufman	Mary	950 S. Rapids Road		Manitowoc	WI	54220
Hansen	Lois	6451 County Road B		Manitowoc	WI	54220
Dick	Delcie	3215 Mishicot Road	#109	Two Rivers	WI	54220
Kleinfeldt	Steve	8109 Northeim Road		Manitowoc	WI	54220
Frisch	Tom	1500 N. 3rd Street	#232	Manitowoc	WI	54220
Rosseter	Jerry	1510 S. 30th Street		Manitowoc	WI	54220
Pankratz	Dan	1500 N. 3rd Street	G 14	Manitowoc	WI	54220
Gordon	Lisa	4727 Whitetail Court		Manitowoc	WI	54220
Schaefer	Craig	1325 N. 8th Street	#209	Manitowoc	WI	54220
Steltz	Thomas	1914 30th Street		Two Rivers	WI	54241
Schleis	Jerome	1635 S. 21st Street		Manitowoc	WI	54220
Miller	Robbie	423 N. 8th Street		Manitowoc	WI	54220
Debauche	Wayne	1709 Meadow Brook Drive	#207	Manitowoc	WI	54220
Williams	Adam	818 S. 20th Street		Manitowoc	WI	54220
Debauche	Wayne	1709 Meadow Brook Drive	#207	Manitowoc	WI	54220
Thompson	Patrick	2000 Clark Street		Manitowoc	WI	54220
Moore	Diann	2510 Grand Avenue		Manitowoc	WI	54220
Klessig	Marge	8789 County HWY JJ		Manitowoc	WI	54220
Owens	Kathy	1915 S. 18th Street		Manitowoc	WI	54220
Kocourek	Rose	1808 Main Street		Kellnersville	WI	54230
Gatza	Kathy	21912 Main Street		Kiel	WI	53042
Zirk	Stanley	3806 W. Marshall Street		Manitowoc	WI	54220
Johnson	Mike	955 S. 37th Street		Manitowoc	WI	54220
Vaessen	Kathleen	403 Christel Drive		Valders	WI	54245
President	Marlene	1500 N. 3rd Street		Manitowoc	WI	54220
Oestreich	Annette	1500 N. 3rd Street		Manitowoc	WI	54220
Zoch	Constance	1313 Martin Street		Manitowoc	WI	54220
Parins	Kathy	2745 10th Street	C	Two Rivers	WI	54220
Brandenburg	Branden	3109 Mero Street		Manitowoc	WI	54220

Last Name	First Name	Address Street	Apt. #	Address City	State	Zip
Brouchoud	James	5005 Vista Road		Manitowoc	WI	54220
Bowe	David	615 Calumet Avenue		Kiel	WI	53042
Gibson	Aleta	826 N. 14th Street		Manitowoc	WI	54220
Gilbert	Jean	1500 N. 3rd Street	#213	Manitowoc	WI	54220
Hanson	Don	3404 Memorial Drive	B-3	Two Rivers	WI	54241
Schultz	Catherine	1510 S. 30th Street		Manitowoc	WI	54220
Schmaling	Dave	1405 20th Street		Two Rivers	WI	54241
Genske	Deanna	2818 Meadow Lane		Manitowoc	WI	54220
Nicholls	Tim	834 N. 5th Street		Manitowoc	WI	54220
Hagen	Charles	2314 Adams Street		Two Rivers	WI	54220
Brandt	Melissa	510 3rd Street		Kiel	WI	53042
Krause	Jon & Diane	217 E. Church Street		Mishicot	WI	54228
Klein	Leon	4606 Mishicot Road		Two Rivers	WI	54241
Holdorf	Patricia	3400 Yorkshire Lane	#324	Manitowoc	WI	54220
Onlopp	Judith	1120 N. 15th Street		Manitowoc	WI	54220
Glesner	David	1101 Monroe Street	#5	Two Rivers	WI	54241
Nonnemacher	Robert	1433 N. 6th Street	#134	Manitowoc	WI	54220
Reindl	Lorraine	431 Madison Street	#16	Reedsville	WI	54230
Koch	Charles	2221 S. 11th Street		Manitowoc	WI	54220
Schmilski	Paul & Theresa	921 N. 11th Street		Manitowoc	WI	54220

# Appendix C

## Copy of Manitowoc County Transportation Coordination Stakeholder Survey

### Survey of Transportation Needs for Manitowoc County

This is a brief survey concerning transportation needs in Manitowoc County. This survey is part of the Manitowoc County Coordinated Public Transportation Plan update, which is required to be updated every four years. Your input is absolutely necessary!

Please take a few minutes to complete this survey. We very much appreciate your time; the information you provide is very important to the Plan.

If you have any questions regarding this survey, please contact Linda Grider by email at [lgrider@manitowoc.org](mailto:lgrider@manitowoc.org) or by telephone at (920) 686-6977.

Q1. Where do you live?

Zip Code \_\_\_\_\_

City, Town or Village \_\_\_\_\_

Q2. Mark ALL of the types of transportation services you or a family member have used during the past 24 months. (Check all that apply).

- Own Car
- Assist-To-Transport
- Taxi
- Family Member or Friend's Vehicle
- Walk or Bike
- Maritime Metro Transit (bus)
- ADRC Volunteer Transportation Service
- Other (please specify) \_\_\_\_\_

Q3. In your opinion, what do you view as the top challenges facing the delivery of transportation services in Manitowoc County? (Please choose all that apply)

- Too expensive
- Not available where I live
- Not available when I need it
- Doesn't go where I need to go
- Not aware of transportation services available
- Difficult to schedule with transportation provider
- Other (please specify) \_\_\_\_\_

Q4. Do you feel there are transportation needs in Manitowoc County that are not being met?

- YES
  - NO
  - Yes: If Yes, What services would you like to see made available?
- 

Q5. Here is a list of activities that you may participate in. For each activity, please mark what type of transportation source you use for each:

Activity	Own Car	Assist-To-Transport	Taxi	Family or Friend's Vehicle	Walk or Bike	Maritime Metro Transit	ADRC Volunteer Transportation	Other (please specify)
Work								
Church								
Visit Family/Friends								
Medical Appt.								
Shopping/Errands								
Education (self)								
Entertainment								
Other:								

Q6. Now from the same list of activities, please mark how often you travel to each:

Activity	Daily	Weekly	Monthly	Quarterly	Yearly
Work					
Church					
Visit Family/Friends					
Medical Appt.					
Shopping/Errands					
Education (self)					
Entertainment					
Other:					

Q7. From this list of activities please write in approximately how many miles you travel (one-way) to each:

Activity	Miles
Work	
Church	
Visiting Family/Friends	
Medical Appointments	
Shopping/Errands	
Education (self)	
Entertainment	
Other:	

Q8. Do you usually have transportation when you need it?

- YES
- NO

Q9. Are you in need of transportation or more affordable transportation options?

- YES
- NO
- If YES: what type of transportation options are you looking for?

---

Q10. In the past 24 months were you NOT able to get to an activity because you lacked transportation options?

- YES
- NO
- If YES: What activity(s) were you not able to get to?

---

Q11. During what time(s) of the day do you use and/or need transportation most often:

Time of Day	Day(s) of Week	Activity
<input type="checkbox"/> Morning (5:00am to 10:00 am)	_____	_____
<input type="checkbox"/> Mid-Day (10:00 am to 2:00 pm)	_____	_____
<input type="checkbox"/> Late Afternoon (2:00 pm to 7:00 pm)	_____	_____
<input type="checkbox"/> Evenings (7:00 pm to 10:00 pm)	_____	_____
<input type="checkbox"/> Nighttime (10:00 pm to 5:00 am)	_____	_____

Q12. What is the most you are willing to pay for a trip LESS than 10 miles one-way if you needed transportation? \_\_\_\_\_

Q13. What is the most you are willing to pay for a trip of MORE than 10 miles one-way if you needed transportation? \_\_\_\_\_

Q14. Do you require the use of the following device to assist with mobility?

- Cane
- Walker
- Wheelchair
- Another type of mobility device (please specify) \_\_\_\_\_

Q15. What would motivate you to begin using public transportation services?  
\_\_\_\_\_

Q16. What could the transportation system do to make public transportation more attractive to you? \_\_\_\_\_

Q17. Would you use a community car pool to help support a ride sharing system?

- YES
- NO

Q18. How many people live in your household? \_\_\_\_\_

Q19. Which of the following do you use most often to obtain transportation information?

- Transportation Apps or Websites
- Social Media (i.e. Facebook, Twitter, etc.)
- Telephone Call to Transportation Provider
- Organizations such as the ADRC of the Lakeshore, etc. for referrals
- Ask Friends or Family Members for Help
- I do not use technology; information obtained through media, radio, brochures, etc.
- Telephone Call to the One-Stop Shop to speak with Mobility Manager
- Other (please specify) \_\_\_\_\_

Q20. Are you currently employed: please mark all that apply:

- Full-time
- Part-time
- Retired
- Unemployed (temporarily due to COVID-19)
- Unemployed (looking for new job)
- Homemaker
- Student
- Veteran
- Individual with a disability
- Volunteer (please specify)
- Other (please specify)

Q21. What is your age? (please circle)

- 18-24    25-34    35-44    45-54    55-64    65-74    75 -84    85-94    95+

Q22. Contact Information: (if willing to share)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Would you like to be contacted to discuss transportation options that are available to you?

- YES
- NO

**\*\* Please return completed survey by September 4, 2020.**

Thank you for taking the time to share your opinion today!



# Appendix D

## Manitowoc County Transportation Coordination Stakeholder Results

### 2020 - Survey of Transportation Needs for Manitowoc County - Responses

Q1. Where do you live?

Zip Code – Tallied % on separate sheet

City, Town or Village – Cleveland, Kiel, Kellnersville, Manitowoc, Maribel, Mishicot, Reedsville, St. Nazianz, Two Rivers, Valders, Whitelaw

Q2. Mark ALL of the types of transportation services you or a family member have used during the past 24 months. (Check all that apply).

- Own Car - 75
- Assist-To-Transport - 53
- Taxi - 30
- Family Member or Friend's Vehicle - 90
- Walk or Bike - 38
- Maritime Metro Transit (bus) - 30
- ADRC Volunteer Transportation Service - 29
- Other (please specify) – Group Home Staff – 2, Care Provider's Vehicle – 1, Rainbow House – 2, Kiel Senior Wheels – 1, Brandt Bus – 4, Trust Car – 1, MTM – 4

Q3. In your opinion, what do you view as the top challenges facing the delivery of transportation services in Manitowoc County? (Please choose all that apply)

- Too expensive - 30
- Not available where I live - 24
- Not available when I need it - 17
- Doesn't go where I need to go - 11
- Not aware of transportation services available - 32
- Difficult to schedule with transportation provider - 8
- Other (please specify) \_\_\_\_\_

Q4. Do you feel there are transportation needs in Manitowoc County that are not being met?

- YES - 24
- NO - 95

- Yes: If Yes, What services would you like to see made available?

Trips from one hospital to another, Run later on Saturdays and work on Sunday, Door to Door in Door Co. would be better, Assist to Transport or ADRC Transport, Cheaper transportation from Kiel to Manitowoc, Sundays, The rural areas are not easily covered, Handicap accessible transportation from rural areas, Town transportation, Not aware of needs, as I drive, ? Bus, Shopping for elderly people, Weekends – activities other than appointments – perhaps a special church service or a wedding that a wheelchair person would like to attend, Handicap vans for my scooter.

Q5. Here is a list of activities that you may participate in. For each activity, please mark what type of transportation source you use for each:

Activity	Own Car	Assist-To-Transport	Taxi	Family or Friend's Vehicle	Walk or Bike	Maritime Metro Transit	ADRC Volunteer Transportation	Other (please specify)
Work	15	12	2	4	3	16	0	0
Church	37	1	5	30	8	2	0	0
Visit Family/Friends	51	3	0	41	6	8	1	0
Medical Appt.	46	31	7	38	6	9	19	0
Shopping/Errands	50	6	3	40	15	16	3	0
Education (self)	9	0	0	2	1	1	1	0
Entertainment	31	2	5	20	5	6	0	0
Other:								

Q6. Now from the same list of activities, please mark how often you travel to each:

Activity	Daily	Weekly	Monthly	Quarterly	Yearly
Work	29	13	2	0	0
Church	1	54	7	2	2
Visit Family/Friends	3	40	30	8	6
Medical Appt.	0	27	52	36	13
Shopping/Errands	5	79	23	2	0
Education (self)	0	3	1	0	2
Entertainment	3	22	15	5	3
Other:	1	2	1	0	0

Q7. From this list of activities please write in approximately how many miles you travel (one-way) to each:

Activity	Miles (Total and Mean)	
Work	136.75	4.56
Church	274.75	4.23
Visiting Family/Friends	1,392.00	19.89
Medical Appointments	1,340.50	12.08
Shopping/Errands	553.50	6.29
Education (self)	46.00	6.57
Entertainment	328.25	7.82
Other:	24.00	12.00

Q8. Do you usually have transportation when you need it?

- YES - 134  
 NO - 15

Q9. Are you in need of transportation or more affordable transportation options?

- YES - 27  
 NO - 107  
 • If YES: what type of transportation options are you looking for?

---

Q10. In the past 24 months were you NOT able to get to an activity because you lacked transportation options?

- YES - 24
- NO -109

- If YES: What activity(s) were you not able to get to?

Trips from one hospital to another not available, Doctor appointments, Shopping, Church, Any Activities, Exercise class Assist to Transport does not run after 4:00 PM, Medical & legal, Family – Fall River, WI., Shopping and going to Two Rivers, Out of town trips, Senior site, Live strong cancer support group at YMCA, Special Olympics practice, Bowling & bocce ball, Don’t want to over use Assist to Transport, Weekends, Shopping on Sunday, Doctor & visit friends, Virus test – ride got sick at the last minute, Saturday or Sunday services, To hospital for treatment.

Q11. During what time(s) of the day do you use and/or need transportation most often:

Wide range of responses: some merely checked the time of day, some responded in great detail as to specific days of the week without mentioning a particular activity and some did not respond in the activity column.

Time of Day	Day(s) of Week	Activity
<input type="checkbox"/> Morning (5:00am to 10:00 am)	_____	_____
<input type="checkbox"/> Mid-Day (10:00 am to 2:00 pm)	_____	_____
<input type="checkbox"/> Late Afternoon (2:00 pm to 7:00 pm)	_____	_____
<input type="checkbox"/> Evenings (7:00 pm to 10:00 pm)	_____	_____
<input type="checkbox"/> Nighttime (10:00 pm to 5:00 am)	_____	_____

Q12. What is the most you are willing to pay for a trip LESS than 10 miles one-way if you needed transportation? Varied responses from \$2.00 to \$25.00

Q13. What is the most you are willing to pay for a trip of MORE than 10 miles one-way if you needed transportation? Varied responses from “going rate” to anywhere from \$5.00 to \$70.00

Q14. Do you require the use of the following device to assist with mobility?

- Cane - 30
- Walker - 49
- Wheelchair - 10
- Another type of mobility device (please specify) – 4 (various responses)\_\_\_

Q15. What would motivate you to begin using public transportation services?

Responses to this question were: Cost too high, Satisfied, Conveyance, knowing city routes/times better, Easy Access, If the bus was closer by, Dial in to schedule a specific pickup and drop off, COVID over with and pick up on my main street, If my family could not help me, Nothing, Surgery, Go to Work, Hard time getting on bus, To go to work, If I were not able to drive, Being more independent, Do not need & unable to use by self, Cannot use by myself-Staff provides, Just like taking the bus, Learning the routes better, Because he may not be able to drive, If I had nobody else, Necessity, If I was unable to drive, Nothing-Not able to use, Already used, Do not drive and bus stop nearby, I need staff to go along. Caregiver to help with my sight (vision problem), I use now – do not drive, Not available where I live, Live in Manitowoc, Not available in rural area, Couldn't drive myself, Already have transportation, Not being able to drive, Not having a car, Become available, Move to city, \$, Stop at destinations I want to get to, Availability, Bus in Mishicot, Don't need it, Not able because of disability, More time, Currently use, Not being capable to drive or use wheelchair, More stops, what is available (more), If charges are reasonable, Someone to go with me; I lack ability to walk very far, Walker and Help, I am allergic to too many allergens on the bus. This is not an option for me, No care or friend, a real handicap.

Q16. What could the transportation system do to make public transportation more attractive to you?

There were ten Nothing responses and two Don't Knows, other responses were: Satisfied, Extended route time, Home pickup, Closer to take it, Information, zero fee, Nothing, Do not use public transportation, We need more compassion, Sundays, Be on time, Cannot drive, Clean (COVID), Bus services to Valders, Uber, Have it available in rural areas, Not sure, Getting out to the rural areas of the County, Offer in my area, Vans- not all busses, Back to old bus routes, More sheltered stops, More pick up points, Never used it, Need to sit in front seat and assistance getting in, Disabled can get in with wheelchair, More info provided to elderly, location, This is not feasible at this time , Less money and closer to my home.

Q17. Would you use a community car pool to help support a ride sharing system?

- YES - 35
- NO – 78
- Maybe - 3

Q18. How many people live in your household?

- 1 – 81
- 2 – 29
- 3 – 22
- 4 or more - 11

Q19. Which of the following do you use most often to obtain transportation information?

- Transportation Apps or Websites -10
- Social Media (i.e. Facebook, Twitter, etc.) - 7
- Telephone Call to Transportation Provider - 60
- Organizations such as the ADRC of the Lakeshore, etc. for referrals - 31
- Ask Friends or Family Members for Help - 79
- I do not use technology; information obtained through media, radio, brochures, etc. - 27
- Telephone Call to the One-Stop Shop to speak with Mobility Manager - 9
- Other (please specify) \_\_\_\_\_

Q20. Are you currently employed: please mark all that apply:

- Full-time - 11
- Part-time - 28
- Retired - 95
- Unemployed (temporarily due to COVID-19) - 10
- Unemployed (looking for new job) - 1
- Homemaker - 8
- Student - 0
- Veteran - 14
- Individual with a disability - 37
- Volunteer (please specify) - 2
- Other (please specify) - 0

Q21. What is your age? (please circle)

- |            |             |            |          |           |
|------------|-------------|------------|----------|-----------|
| 0 - 18-24  | 8 - 25-34   | 9 -35-44   | 7 -45-54 | 22- 55-64 |
| 40 - 65-74 | 30 - 75 -84 | 28 - 85-94 | 6 - 95+  |           |

Would you like to be contacted to discuss transportation options that are available to you?

- YES - 27
- NO - 100

Please use the space below and/or the back side of the survey to share any additional transportation concerns, comments, suggestions, etc. that you may have. Your input is extremely valuable.

[All comments recorded on a bulleted word document.](#)

#### 2020 Survey of Transportation Needs for Manitowoc County COMMENTS:

- Trips from one hospital to another not available.
- Needed ride to see wife in Milwaukee
- Jordon has yet to use Assist to Transport for anything. He will need a ride to Two Rivers Clinic in the near future. Questions please call Charles Koch @ 920-682-0273. Thank you
- Paul has fused ankles and limited eye sight. I (Theresa) need 2 hip surg. and back surg. (In Milwaukee).
- I had to go to a spinal doctor in Green Bay. You only have to go as far as GV. It is near Costco in Green bay. I had to use the ADRC volunteer it costs me \$65.00. That is too much to pay. The drugers get taken to Milwaukee and all over for absolutely nothing. That is not right. Green Bay, Sheboygan, & Appleton have very good specialists and other services for older people. They should provide cheaper transportation.
- Door County has Door 2 Door. MI has Dial A Ride. \$2 gets me anywhere.
- Some of my travels to various VA clinics and hospital appts. Supplied by your help was greatly appreciated & helpful. 1. Manitowoc city to Cleveland VA clinic is only accessible by ADRC or my Friend. Taxi \$40.00 one way. 2. Travel by intercity bus goes to Green Bay 10:10 AM but comes back only at 5PM.
- I don't need transportation to much because I have an electric scooter. But I would like to get a disability card for Assist to Transport again which I had years ago.
- I travel port to port by sail on the great lakes. Michigan has Dial a Ride in many ports. It is convenient and cost effective as a disabled veteran my ride is discounted. What do we have like this? Dial a Ride is where the "bus" acts like a taxi of sorts. I can call for pickup, I get dropped off at say Walmart. Then when I am done, I call for another ride to my next location, usually the marina...
- It's hard for me to comment because I have a dog & go accordingly
- I am sorry this is late, but I just lost my husband on Aug.7 so I didn't have time to fill this out.
- Don't have any comments at this time.
- No one I spoke with was aware of the need to apply for Assist to Transport, not even the providers who recommended it.
- Thomas lives at a group home 24/7 supervision
- Kenneth is developmentally disabled and lives in a group home.
- Kevin is developmentally disabled and lives in a group home - Wisconsin House
- I think we should have Sundays bus running? And try to get our bus pass back too! Have bus place to open up again.
- Right now using my own car & young adults that are my children help to go to the doctor visits.
- No postage paid envelope enclosed only envelope
- I hope that you will continue to have out-of-town transportation for Dr. and hospital appointments. We may use this in the future.
- Staff transportation is always available Rainbow House
- I am very thankful for Assist to Transport. Thank you
- The MMT is very accommodating to my needs being visually impaired.
- Used Assist to Transport and was very satisfied with the people driving.
- I go to an eye specialist in GB every 4-8 weeks to receive injections. Changed Medicare policy this year & they did not provide rides. Called ADRC & go a ride. The driver talked religion non-stop there & back. That is not acceptable.

- A good place for us to live. I have been here for 2 years and doing well. Family are helpful if needed. Helen Massey
- I like taking the city bus & getting to meet new drivers.
- I live in the country and have very caring neighbors
- Get information from the County Dept of Aging and Disability. The information for transportation from Cleveland to Manitowoc and back. It was going to cost \$45.00 and that was too expensive for me.
- We like your system of dropping us off, that way we're not rushed. Then call for a ride home on our own time frame. More chances to go out to eat and shop
- By the way - I think it is bad policy to run huge buses that are empty. They rumble down Kellner Street & three parking lots, wrecking roads. Seriously, invest in smaller daytime options when large capacity is not usual.
- I could not answer all the questions because she is an individual with special needs, works at Ascend full-time. She gets picked up at the #2 bus in the morning to transit station, gets on the #6 bus to Ascend. Going home it's going backwards. She is happy as long as she can get to work and back home. (Mother) Janice M. Sheahan P.O.A.
- Good job
- I did not answer all of the questions because I didn't know how to answer. (Per bus and Assist) only 3 bags carry on. I try to shop for several weeks. Try to carry on a 6 gallon of milk plus other groceries. Before the bus route changed I used the bus for everything. Since the bus routes changed, not once have I rode on the bus. (I miss it).
- I am house bound. Family takes care of my needs (and meals on wheels).
- Three children recently retired and son-in-law
- Assist to Transport is too expensive. ADRC is very reasonable that's why we use this one. Very pleased with the services provided by ADRC. Drivers are always very pleasant & helpful.
- I've been delighted by the transportation available. I'm particularly grateful to Linda who always knows exactly what I need & can arrange it. Her gracious service is to be commended!
- I will be moving in a few weeks. It would have been good to have transportation available so one is not depending on friends. In the past we have taken the transportation available at that time but it was rather costly. At one time I believe they had sharing the cost but I'm not aware of any transportation for some time. At that time we need it, it was really appreciated. At one time we had a bus from Manitowoc and Appleton - Reedsville to Manitowoc. Those days are gone.
- Four years ago I sold my home up North & moved to Valders. So the reason I've had to use your service was to get to my doctor visits, since I didn't know the area very good. I will have to use you again especially in the winter months.
- On Jan. 23rd Assist to Transport took me to the Cleveland VA. When I got there I had a heart attack, and the man who drove me I heard he gave me CPR. I would like to thank him because I'm alive because of him. Tony Jowell.
- We have a wonderful transportation system in Kiel & it is very affordable & available.
- I use the bus. It works very well. I have a relative & a daughter who take me to appointments.
- So appreciate the services you provide! Hoping to get better so I can give back to the community somehow. Having a hard time adjusting & letting go but I use so many of you services. Thank you so much! God bless.
- I have a husband to take me to my appts.
- I don't get anywhere unless someone can take me, but there are times I have needed ADRC and that has been a God-send for me to get to some Dr's an hour or longer away.
- The hardest part of this is getting my scooter into a vehicle.
- We're blessed to have the transportation help right here in the Kiel area!

<b>Zip Code</b>	<b>Percentage (Out of 156)</b>
53015	0.6%
53042	5.0%
53063	1.0%
54215	0.6%
54220	56.0%
54225	0.6%
54227	0.6%
54228	6.0%
54230	10.0%
54232	3.2%
54241	12.2%
54245	3.0%
54247	0.6%
54320	0.6%
<b>Total</b>	<b>100.0%</b>

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# Appendix E

## Manitowoc County Transportation Coordinating Committee Meeting (Dec. 1, 2020)



### MANITOWOC COUNTY Transportation Coordinating Committee Quarterly Meeting & Public Hearing

DATE: Tuesday, December 1, 2020  
TIME: 10:00 AM  
PLACE: Blue Jeans conferencing

REMOTE MEETING NOTICE: Members of the Transportation Coordinating Committee will be meeting remotely via Blue Jeans conferencing due to the COVID-19 public health emergency as declared by the Manitowoc County Executive.

**Members of the public may attend the meeting on Blue Jeans at the following link:**  
<https://bluejeans.com/964768799>

**Or telephone:**  
1.408.419.1715 (United States)  
Meeting ID: 964 768 799

The meeting is open to the public, but portions of the meeting may be closed if this notice indicates that the committee may convene in closed session. The following matters may be considered and acted upon at the meeting:

1. Call to order by Chairperson Baumann
2. Roll Call
3. Approval of agenda as printed
4. Approval of minutes of the August 19, 2020 meeting
5. Public Comment
  - a. Public Hearing – 85.21 Grant
  - b. 2021-2025 Coordinated Public Transit – Human Services Transportation Plan
  - c. Public Comment on Non-Grant/Coordinated Plan Issues
6. 2020 3rd Quarter Reports (discussion and possible action) – Kim Novak/Linda Grider
7. Correspondence
8. Next meeting date
9. Adjourn

Date: November 18, 2020

Jim Baumann, Chair

By: Kim Novak, Business Services Manager

Any person wishing to attend the meeting who requires special accommodation because of a disability should contact the County Clerk's office at 920-683-4003 at least 24 hours before the meeting begins so that appropriate accommodations can be made.

Persons who are members of another governmental body, but who are not members of this commission, may attend this meeting. Their attendance could result in a quorum of another governmental body being present. Such a quorum is unintended and they are not meeting to exercise the authority, duties, or responsibilities of any other governmental body.

Transportation Coordinating Committee  
December 1, 2020  
Meeting Minutes

**Call to Order:** The meeting was called to order December 1, 2020 at 10:04 am by Chairman Jim Baumann

**Roll Call:**

Present: Jim Baumann, Kara Ottum, Tammy Desten, Charles Hagen, Dave Schmaling, Shirley Fessler, and Steve Roekle. Also in attendance were Linda Grider, Mobility Manager; Kim Novak, Business Services Manager -ADRC of the Lakeshore; Cathy Ley, Director – ADRC of the Lakeshore; Jeff Agee-Aguayo – Bay-Lake Regional Planning Commission; Leanne Loveless – Options for Independent Living; Mary Lynn Rose – Purple (ASL Translator); and Gina Radke – Purple (ASL Translator)

Excused: Shirley Fessler, Deanna Genske, and Steve Roekle

**Approval of Agenda as Printed:** Motion by Hagen, second by Fessler, to approve agenda as printed. Motion was passed unanimously.

**Approval of August 19, 2020 Minutes:** Motion by Hagen, second by Schmaling, to approve the minutes of the previous meeting held on August 19, 2020. Motion was passed unanimously.

**Public Comment:**

- **Public Hearing - 85.21 Grant:** Novak led the Grant application review. Motion to approve application for submission made by Baumann, second by Hagen. Motion was passed unanimously.
- **2021-2025 Coordinated Public Transit – Human Services Transportation Plan:** Jeff Agee-Aguayo of Bay-Lakes Regional Planning Commission led the Plan review. Agenda and minutes from today’s meeting will be added to the Plan. Motion to approve Plan for submission made by Hagen, second by Baumann. Motion was passed unanimously.
- **Public Comment on Non-Grant/Coordinated Plan Issues:** None

**2020 3rd Quarter Reports:** Novak and Grider led the quarterly reports review. Motion made by Hagen, second by Schmaling, to approve the reports as printed. Motion was passed unanimously.

**Correspondence:** None

**Next Meeting Date:** To Be Advised

**Adjourn:** There being no other business, Fessler made motion to adjourn the meeting, second by Baumann. Motion was passed unanimously. Meeting adjourned at 10:45 am.

Respectfully submitted

Kim Novak, Business Services Manager  
ADRC of the Lakeshore

Prepared by:  
Bay-Lake Regional Planning Commission  
1861 Nimitz Drive  
De Pere, WI 54115

**Staff**

**Cindy Wojtczak,  
Executive Director**

**Brandon Robinson,  
Assistant Director**

**\*Jeffrey Agee-Aguayo,  
Transportation Planner**

**Nicole Barbiaux,  
GIS Specialist**

**\*Chris Garcia,  
Transportation Planner**

**Emily Pierquet,  
Administrative Assistant**

**Sydney Swan,  
Economic Development Planner**

**Jeffrey Witte,  
Community Assistance Planner**



**Commissioners**

*Brown County*  
Vacant

*Door County*  
Vacant

*Florence County*  
Larry Neuens  
Edwin Kelley  
Rich Wolosyn

*Kewaunee County*  
Tom Romdenne  
Mary Ellen Dobbins  
Donna Thomas

*Manitowoc County*  
James Falkowski  
Vacant  
\*\*Daniel Koski

*Marinette County*  
Ann Hartnell  
Thomas Mandli  
Michael Kunesh

*Oconto County*  
Dennis Kroll  
\*\*\*\*Terry Brazeau  
Karl Ballestad

*Sheboygan County*  
Ed Procek  
\*\*\*Mike Hotz  
Vacant

\*Project Contributors  
\*\*Chairperson  
\*\*\*Vice-Chairperson  
\*\*\*\*Secretary/Treasurer



