



Manitowoc County

2025-2028

DRAFT Coordinated Public Transit Human Services Transportation Plan

Month Adopted

Prepared by:
Bay-Lake Regional Planning Commission
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Chapter 1: Introduction

Coordinated Public Transit - Human Services Transportation Plan Requirement

The human services transportation provisions of the federal Bipartisan Infrastructure Law (BIL) 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. 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.

Federal transit law requires that the Coordinated Public Transit – Human Services Transportation Plan identify an approved program of projects prior to distribution of funds from Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities Program).

According to Federal Transit Administration (FTA) rules¹, the Coordinated Public Transit – Human Services Transportation Plan must include the following four elements:

1. An assessment of available services that identifies current transportation providers (e.g., public, private, and non-profit)
2. An assessment of the transportation needs for individuals with disabilities, seniors, and people with low incomes;
3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

In addition, WisDOT has required or recommended that the following items be included in the plan. These items include²:

5. County Meeting Invitation List;
6. County Meeting Participant List;
7. County Meeting Flyer;
8. County Meeting Record;
9. Inventory of Transportation Providers servicing County;
10. County Coordination and Assessment Action Plan; and
11. County List of Approved Projects for the Section 5310 Program.

All of these items are included in the plan.

Participation Process

The BIL 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 meeting process to comply with this requirement. In the case of Manitowoc County, transportation planning staff at 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.

1 <https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>

2 <https://wisconsin.gov/Documents/doing-bus/local-gov/astnce-pgms/transit/8521-guide.pdf>

Local staff along with Bay-Lake Regional Planning Commission developed a list of potential representatives using WisDOT-endorsed guidelines, and invited them to participate in the county meeting (see Appendix C for the list of county meeting invitees, Appendix D for a copy of the county meeting agenda, and Appendix E for a copy of the county meeting flyer). In addition, the local news media were informed of the Manitowoc County meeting.

Timeline

BLRPC will submit the final County Coordination Plan to WisDOT. The plan will go into effect for the four-year period from 2025 to 2028. Typically most Public-Transit - Human Services Transportation Plans cover a five-year period. For those counties which are designated as non-attainment or in maintenance for air quality, they must update their plans every four years. As parts of Manitowoc County are considered in maintenance, Manitowoc County’s plan must be updated every four years. If the maintenance designation is ever removed for Manitowoc County, the plan would then be able to update every five years.

Meeting Record

The Manitowoc County meeting was held on April 24, 2024. The county meeting participants are listed in Table 1.

Table 1: Manitowoc County Transportation Coordinating Committee Meeting Attendance List

List of Attendees	
In Person	Affiliation
Shirley Fessler	Manitowoc County Transportation Coordinating Committee
Deanna Genske	Manitowoc County Transportation Coordinating Committee
Heather Ihlenfeldt	Manitowoc County Transportation Coordinating Committee
Cindy Neelis	Manitowoc County Transportation Coordinating Committee
Tim Nicholls	Manitowoc County Transportation Coordinating Committee
Steve Roekle	Manitowoc County Transportation Coordinating Committee
Paul Hacker	Manitowoc County Transportation Coordinating Committee
Lauren Daun	Felician Village
Amber Hutchinson	Painting Pathways Clubhouse
Lori Fure	Manitowoc County Human Services
Kim Novak	ADRC of the Lakeshore Staff
Linda Grider	Maritime Metro Transit
William Fessler	Citizen
Heena Bhatt	Bay Lake Regional Planning Commission Staff
Brian Dickson	Bay Lake Regional Planning Commission Staff

ADRC of the Lakeshore Client Survey

During the development of this coordinated plan, the ADRC of the Lakeshore conducted a survey of their clients to determine the needs of those they serve. As this survey includes questions about their transportation needs, the survey results are being included in this plan. A copy of the survey questions can be found in Appendix G and the survey results are provided in Survey H.

The survey was held between 05/01/24 and 05/31/23.

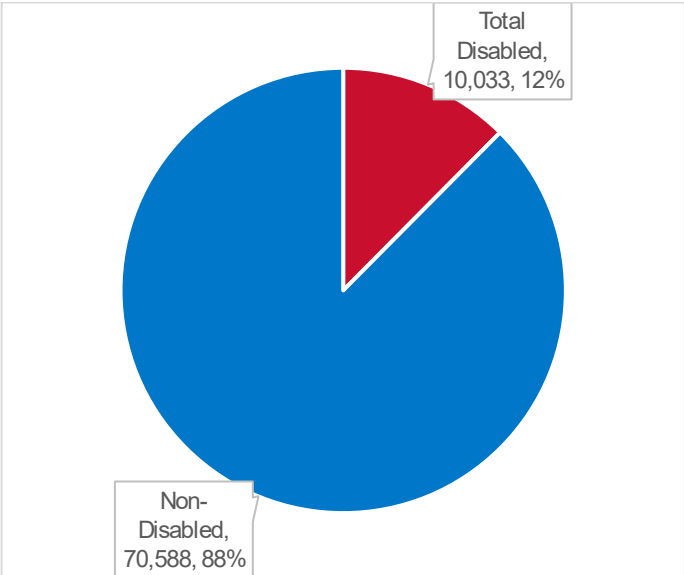
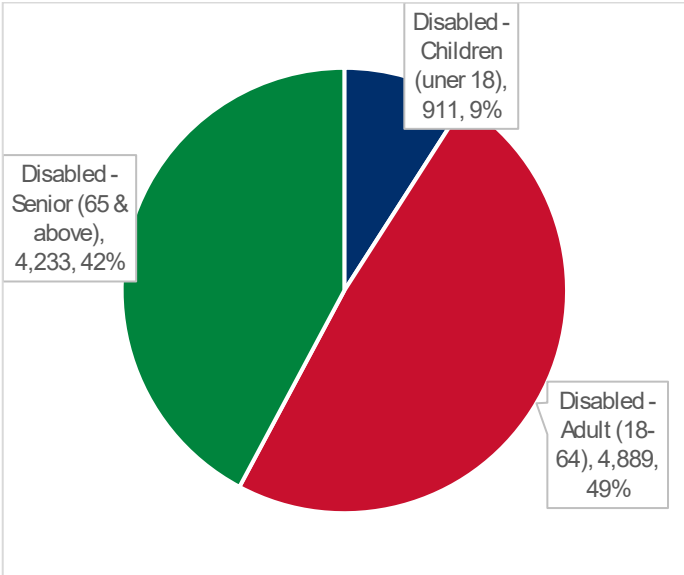
Chapter 2: Demographic Analysis

Persons with Disabilities

According to the US Census, American Community Survey (ACS) 5-year estimates 2018-2022, Manitowoc County had an estimated population of 80,621 in 2022. In the survey, ACS estimates 10,033 individuals are considered disabled in Manitowoc County. Chart 1 breaks down the disability numbers by age group and Chart 2 shows the percentage of disabled to the percentage of non-disabled in Manitowoc County.

Chart 1: Disability by Age Group in Manitowoc Cty, 2022

Chart 2: Disabled Population in Manitowoc Cty, 2022



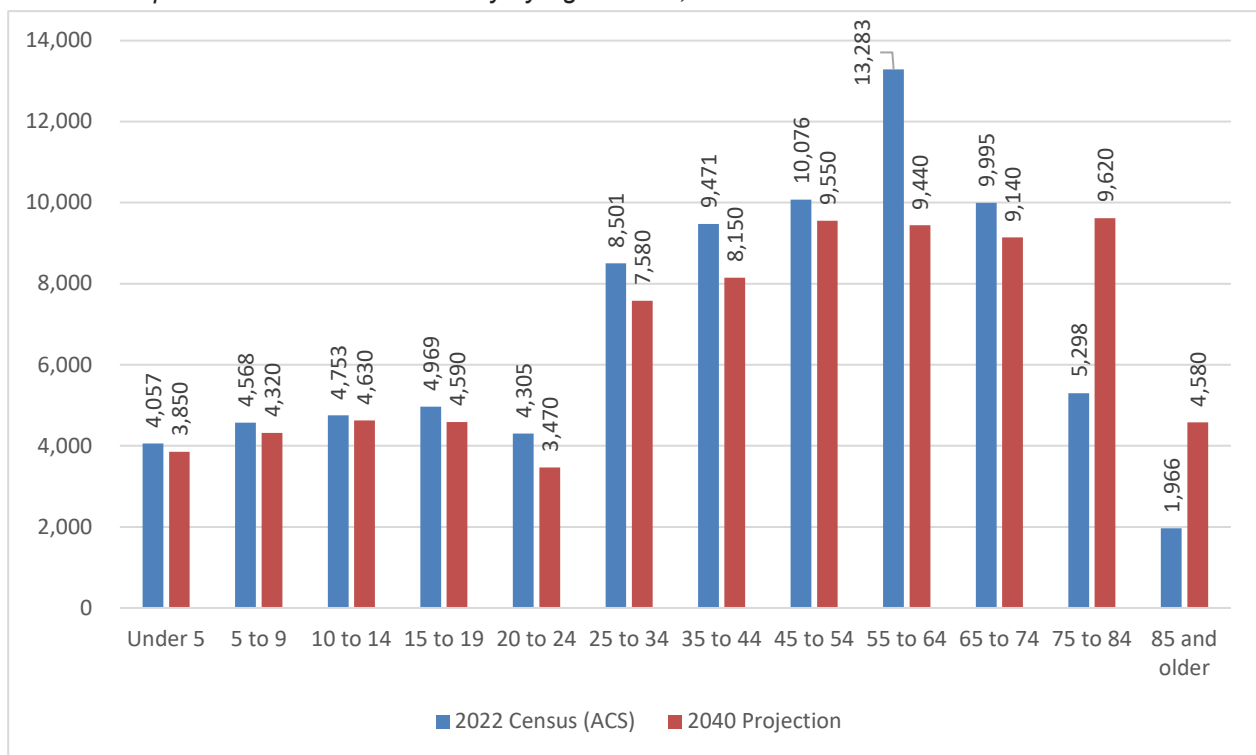
Source: US Census, American Community Survey, 5-year Estimates, 2018-2022 (Population: Total residents in Manitowoc County)

Population by Age Group

In 2022, Manitowoc County had 17,259 people age 65 or older. By 2040, the population age 65 or older is expected to increase by 35% to 23,340. In the same period, the percentage of those 85 and older is expected to increase 133%, while those of working age (15 - 64) is expected to decrease by almost 15%. While many people in their early retirement years may be able to continue transporting themselves, as they age, they will require more assistance for transportation. At the same time, the population of those able to provide assistance in transportation will be decreasing.

Chart 3 summarizes the 2022 Census estimates and future (2040) population of Manitowoc County by age cohort.

Chart 3: Population of Manitowoc County by Age Cohort, 2022 & 2040



Source: US Census, American Community Survey, 5-year Estimates, 2018-2022 (Population: Total residents in Manitowoc County); 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, 2024.

Median Household Incomes and Low Income Households

The median household income in Manitowoc County (according to the 2018 - 2022 American Community Survey) was \$66,412 (in 2022 inflation-adjusted dollars, and with a margin of error of \$2,707). Four of the municipalities (Cities of Manitowoc & Two Rivers, and Villages of Kellnersville and St. Nazianz) had median incomes below the county-wide average. In Manitowoc County, 10.0% of the population was below the poverty level. Five municipalities (Cities of Kiel & Manitowoc, Village of Kellnersville, and Towns of Franklin & Manitowoc) had poverty rates higher than the county-wide average.

Chart 4. Median Household Income of Municipalities in Manitowoc County, 2022

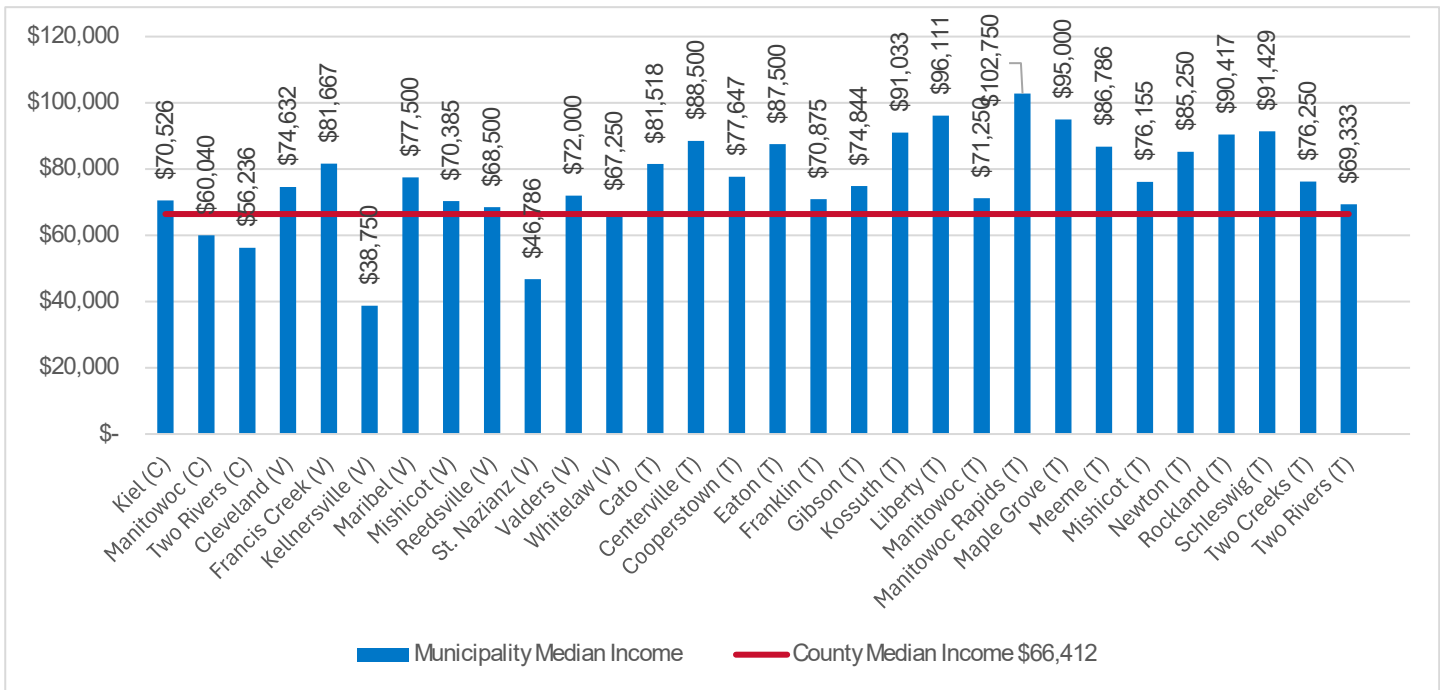
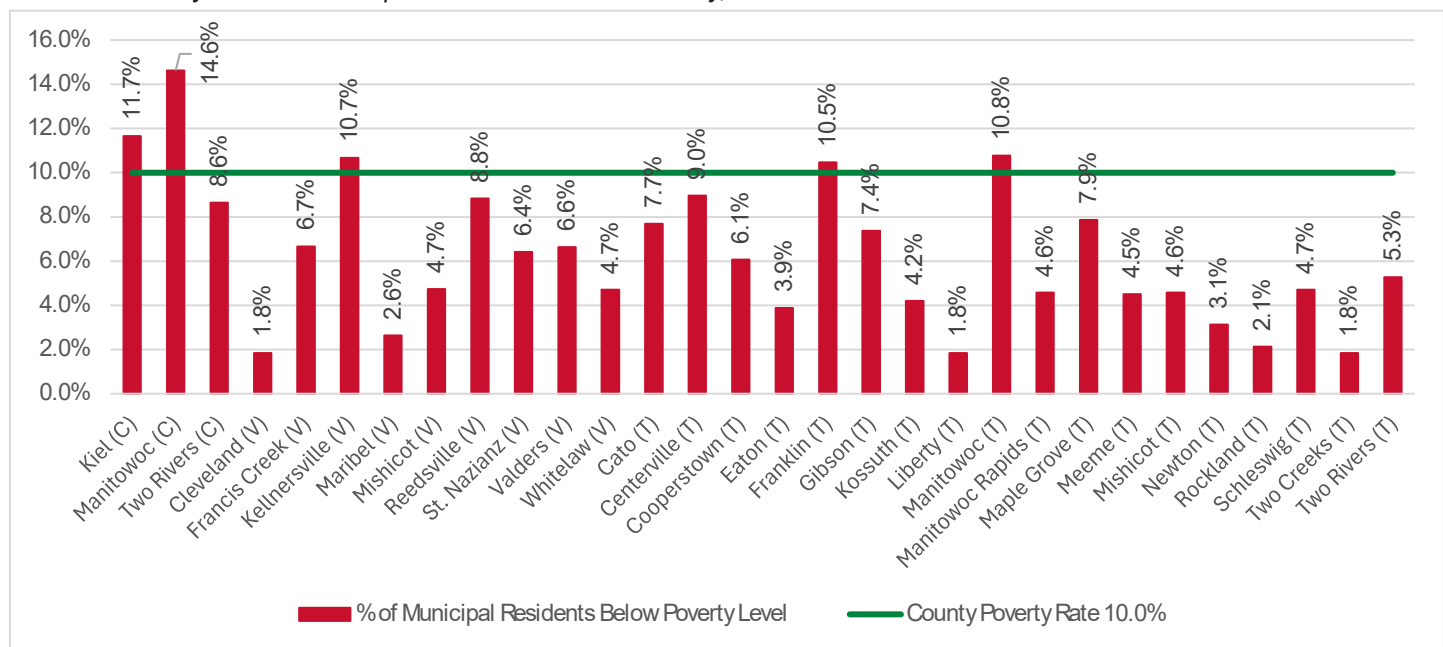


Chart 5. Poverty Rate of Municipalities in Manitowoc County, 2022



Source: US Census, American Community Survey, 5-year Estimates, 2018-2022 (Population: Total residents in Manitowoc County (median income), Population where poverty rate has been determined (poverty level)); and Bay-Lake Regional Planning Commission, 2024.

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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, 18 bus drivers (12 full-time and 6 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 2026.

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 2026.

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 Bayshore Clinic 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 6:12 a.m. and ends around 7:12 p.m. for Route 5. Weekday service begins at 6:30 a.m. and ends at 7:00 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. On weekdays, Routes 2, 3, 4 and 6B have service once each hour after 7:00 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.

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, Menasha Avenue, and Michigan 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, Ace Hardware, and ADRC of the Lakeshore.

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, at any of eight pass outlets in the transit service area, or by using the MMT Token Transit App. 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 2: 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)	\$1.50
Cash Fare	
Students (with valid student ID)	
Cash Fare	\$1.00
“Freedom Pass” (June - August/Ages 5 - 17 only)	\$30.00
Elderly (65 & older)/Disabled (all ages)	
Cash Fare*	\$0.75
Children (4 years & under)**	Free
School Groups, Daycares, etc. (eight people or more)	\$0.50
Transfers	Free
	\$3.00 per ride
ADA Paratransit Fare	\$6.00 Round Trip
*Elderly/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, 2024; and Bay-Lake Regional Planning Commission, 2024.

Manitowoc Maritime Metro System Map

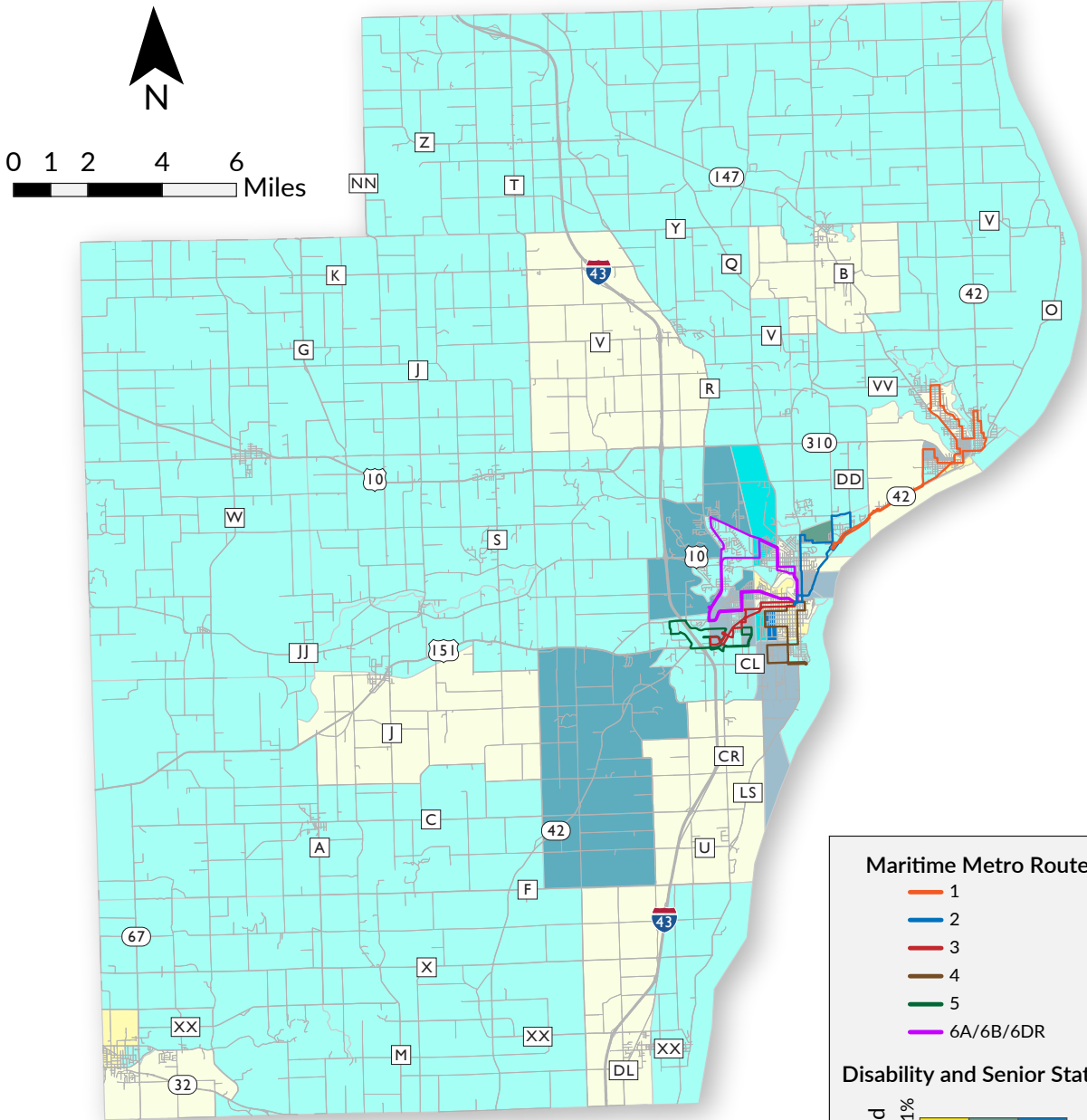
Map 1 below provides an overview of the areas in Manitowoc County which are served by fixed-route public transit. The map identifies areas with a high concentration of elderly residents age 65 and above, and disabled residents under the age of 65.

Contacts and Links

- Phone: (920) 686-3560; Toll-free: (800) 947-3529; Information Line: (920) 686-6555

Map 1. Maritime Metro Transit System Map

Maritime Metro Bus Routes, Manitowoc County With Disabled and Elderly Population Overlay



Maritime Metro Route

- 1 (Orange line)
- 2 (Blue line)
- 3 (Red line)
- 4 (Brown line)
- 5 (Green line)
- 6A/6B/6DR (Purple line)

Disability and Senior Status

Percent Disabled	17%	34%	51%
	20%	40%	60%
		Percent Senior	



Sources: Maritime Metro, 2024; US Census, ACS 5-Year 2018-2022 C21007; Bay-Lake RPC, 2024.
 Disclaimer: This map is neither a legally recorded map, nor a survey, and is not intended to be used as one. This drawing is a compilation of records, information, and data used for reference purposes only. Bay-Lake RPC is not responsible for any inaccuracies contained herein.

Maritime Metro Transit Paratransit

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 6:00 a.m. to 6:00 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 (New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day).

MMT currently contracts with Assist-to-Transport to provide ADA paratransit in the service area. As is indicated in Table 2, the paratransit fare for a one-way trip is \$3.00 at all times of operation. Personal care attendants may ride free of charge if deemed necessary in the certification process.

Contacts and Links

- Phone: (920) 686-3560
- City of Manitowoc ADA Paratransit: <https://www.manitowoc.org/754/City-ADA-Paratransit>

Elderly and Disabled Transportation Programs Serving Rural Manitowoc County

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 4:00 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.

Contacts and Links

- City of Manitowoc Mobility Manager: <https://manitowoc.org/467/Mobility-Manager>
- City of Manitowoc Elderly Program Information: <https://www.manitowoc.org/755/Elderly-Program>
- ADRC of the Lake Shore: <https://www.kewauneeco.org/departments/adrc-of-the-lakeshore/general-information/services/>
- Manitowoc County Aging and Disability Resource Center (Transportation): <https://manitowoccountywi.gov/departments/aging-and-disability-resource-center/transportation/>
- Aging and Disability Resource Center of Kewaunee and Manitowoc Counties: <https://manitowoccountywi.gov/departments/aging-and-disability-resource-center/>

Volunteer Rural Transportation Program

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 4:00 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. The \$6.00 round trip fare applies to 2 or more riders. Single riders are charged \$12.00 per round trip.

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 (NEMT) 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. In August of 2022, Veyo, the current manager for NEMT in Wisconsin was purchased by Medical Transportation Management (MTM), Inc. Veyo has been transitioning to the new system, and as of February 1, 2024, the system has been fully transferred to the new NEMT system.

Contacts and Links

- Schedule a ride: 866-907-1493 or 711 (TTY)
- MTM service Management Portal: <https://mtm.mtmlink.net/#/>
- MTM's website can be found at: [https://www.mtm-inc.net/wisconsin-website/wisconsin- home/\(.\)](https://www.mtm-inc.net/wisconsin-website/wisconsin-home/(.))

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.

Contacts and Links

- Schedule a Ride: (800) 227-2345
- Website: <https://www.cancer.org/involved/volunteer/road-to-recovery.html>

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.

Contacts and Links

- Kiel Senior Club @ Kiel Community Center (510 3rd St, Kiel, WI): (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 \$15.00. Ride reservations must be made at least 24 hours in advance. Transportation is provided by volunteer drivers between the hours of 9:00 am - 3:00 pm Tuesday through Thursday and 9:00 am - 12:00 pm on Friday. Interested riders can contact the Two Rivers Senior Center at (920) 793-5596.

Contacts and Links

- Phone to Schedule Rides: (920) 793-5596 (rides must be scheduled 24 hours in advance)
- Website: <https://www.tworiversseniors.org/seniorcenter/page/trust-car>

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 Clement J. 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. The DAV van departs Manitowoc at 7:30 am to the Milwaukee VA Hospital.

Contacts and Links

- Green Bay DAV Van: (920) 431-2641
- Wisconsin DAV Website: <https://dav-wi.org/dav-van-program.html>

Nursing Homes

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

Inventory of Private Transportation Providers

Several private transportation companies provide services in Manitowoc County. These companies are shown in Table 3.

Table 3: Private Transportation Providers in Manitowoc County

Provider	Service	Phone / Website	Wheelchair Accessible
Assist-to-Transport	<ul style="list-style-type: none"> • Non-Emergency Medical Transportation • Elderly & Disabled Transportation (contracted with MMT and Manitowoc County to provide ADA services) • Private pay accessible transportation inside and outside of Manitowoc County 24/7 • Also contacts with MTM, Lakeland Care District, Community Care, and IRIS • 71 Albert Drive, Manitowoc, WI 54220 • 24/7 Transportation; Office open M-F 7 am – 4:30 pm • Serves Manitowoc County and beyond 	(920) 682-8820	Yes
Felician Village On-the-Go	<ul style="list-style-type: none"> • Non-emergency medical and social appointments for those age 50 and older. • Office Scheduling Hours: Monday – Friday 7:30 am – 4:30 pm • Service Hours: 24/7/365 	(920) 684-7171 x351 (920) 684-7171 x425 https://felicianvillage.org/felician-village-at-home.html	No
Home Instead Senior Care	<ul style="list-style-type: none"> • Transportation for non-emergency and social trips • 24/7 services as requested in Manitowoc County • 1100 S 30th St, Manitowoc, WI 54220 • Offers numerous hands-on senior-care services including transportation. 	(920) 482-0653 https://www.homeinstead.com/home-care-services/	No
HFM Transportation Services	<ul style="list-style-type: none"> • Transportation service for Holy Family Memorial patients to/from Holy Family Memorial appointments, same-day surgery, and discharges to long-term care facilities • 2300 Western Ave, Manitowoc, WI 54220 	(920) 320-2237 https://www.hfmhealth.org/patient/transportation-services	Yes
Amtrak Bus	<ul style="list-style-type: none"> • Intercity Bus Service • Shell Gas Station, 1701 S 41st St, Manitowoc, WI 54220 • Service throughout the USA/Canada with stops in Green Bay, Manitowoc, Sheboygan, and Milwaukee 	https://www.amtrak.com/stations/mtc	Yes

Table 3: Private Transportation Providers in Manitowoc County (cont.)

Provider	Service	Phone / Website	Wheelchair Accessible
Greyhound Bus Lines	<ul style="list-style-type: none"> Intercity Bus Service 1701 S 41st St, Manitowoc, WI 54220 Service throughout the USA/Canada with stops in Green Bay, Manitowoc, Sheboygan, and Milwaukee 	(800) 231-2222 https://www.greyhound.com/bus/manitowoc-wi/manitowoc-shell	Yes (advance notice required)
Indian Trails Bus Lines	<ul style="list-style-type: none"> Intercity Bus Service 1701 S 41st St, Manitowoc, WI 54220 Service throughout the USA/Canada with stops in Milwaukee, Manitowoc, Sheboygan, Green Bay, Oconto, Peshtigo, and Marinette in Wisconsin, & Menominee, Escanaba, Marquette, and Hancock in Michigan 	(800) 292-3831 https://www.indiantrails.com/	Yes (advance notice required)
Jefferson Lines	<ul style="list-style-type: none"> Intercity Bus Service 1701 S 41st St, Manitowoc, WI 54220 Bus routes through Minnesota & Wisconsin with stops in Green Bay, Manitowoc, Sheboygan, and Milwaukee 	(800) 451-5333 https://www.jeffersonlines.com/	Yes (advance notice required)
Megabus / Coach USA (Wisconsin Coach Lines)	<ul style="list-style-type: none"> Intercity Bus Service Sheboygan Transit Center at 830 Pennsylvania Ave, Sheboygan, WI Bus routes through Minnesota & Wisconsin with stops in Green Bay, Sheboygan, Manitowoc, and Milwaukee Airport Shuttle service to Mitchell (Milwaukee) and O'Hare (Chicago) 	https://us.megabus.com/ https://www.coachusa.com/wisconsin-coach	
GO Riteway	<ul style="list-style-type: none"> Airport shuttle service to/from Mitchell International Airport in Milwaukee and O'Hare and Midway Airports in Chicago 1817 Martin Ave, Sheboygan, WI 53081 24/7 Service as requested 	(920) 452-5452 https://www.goriteway.com/	No
Maritime Cab & Delivery	<ul style="list-style-type: none"> Taxi Service Ride United provides eligible rides for employment, education, health, food, legal, housing and economic stability. Rides must be scheduled 1 day in advance and are only available to residents of Manitowoc County. 1313 S 16th St, Manitowoc, WI 54220 	(920) 686-1300 (Ride United trips must be announced at time of booking)	No
Our Town Taxi	<ul style="list-style-type: none"> Taxi Service 1524 Marshall St, Manitowoc, WI 54220 	(920) 629-7941	No
T'ivers Taxi Service	<ul style="list-style-type: none"> Taxi Service 1200 Madison St, Two Rivers, WI 54241 	(920) 794-9494	No
Stardust Limousine	<ul style="list-style-type: none"> Limousine Service 17023 County Road F, Kiel, WI 53042 	(920) 773-2270	No
Brant Buses, Inc.	<ul style="list-style-type: none"> Charter & School Bus Service 71 Albert Dr, Manitowoc, WI 54220 Transportation as needed within Wisconsin 	(920) 682-8823 http://www.brandtbuses.com/	No

Table 3: Private Transportation Providers in Manitowoc County (cont.)

Provider	Service	Phone / Website	Wheelchair Accessible
Lamers Bus Lines	<ul style="list-style-type: none"> Charter Bus Service Weekend transportation to and from UW-Milwaukee & UW-Green Bay 2407 South Point Rd, Green Bay, WI 54313 	(920) 496-3600 https://www.golamers.com/	Yes
Lamers Bus Lines	<ul style="list-style-type: none"> Charter Bus Service Weekend transportation to and from UW-Milwaukee & UW-Green Bay with stops in Manitowoc & Sheboygan 2407 South Point Rd, Green Bay, WI 54313 	(920) 496-3600	Yes
A & J Mobility	<ul style="list-style-type: none"> Vans for the disabled: sales, rentals, retrofits; and service 1330 Mid Valley Dr, De Pere, WI 54115 	(920) 632-4882 https://www.aandjmobility.com/	Yes

Source: Manitowoc County Transit Coordinating Committee, 2024; Manitowoc County Department of Human Services, 2024; Northeast Wisconsin Regional Access to Transportation Committee (NEW RAT.org), 2024; and Bay-Lake Regional Planning Commission, 2024.

Chapter 4: Action Plan

Review of Framework for Action Plan (based on the 2020 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 2020. 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.
- Manitowoc County has a well developed Marketing Plan for the Ride-Share program.
- 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.
- During Manitowoc County Emergency Drills, the ADRC of the Lakeshore always has a comprehensive list of all persons needing assistance in the event of an emergency evacuation.
- 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 Maritime Metro Transit (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.

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.
- Communications regarding transportation services with senior centers/clubs within the county has improved since the last plan.
- Efforts were increased to make the public more aware of transportation resources, and these efforts will continue.

Do Better

- A gap analysis of transportation needs of the elderly and disabled should be conducted no later than 2029.

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).
- Manitowoc County and the ADRC of the Lakeshore have been providing educational programs on how to ride the bus in the various senior centers/clubs in Manitowoc County, and expand these programs to include disability service providers.

Do Better

- Provide subsidized service on weekends and holidays, as well as later on weekday evenings (funding is an obstacle).

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 2024 Coordination Meeting

There was no additional discussion at the 2024 coordination meeting.

Action Plan Summary

The 2024 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 4 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 4: Action Plan Summary: Manitowoc County: 2025 – 2029

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

Table 4: Action Plan Summary, Manitowoc County, 2025-2029 (Cont.)

Action Item	Responsible Party	Implementation Schedule	Roadblocks to Implementation
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 and 85.21 programs.
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 2029	Seek WisDOT funding to complete this activity
Conduct passenger opinion survey for Maritime Metro Transit	Maritime Metro Transit	No later than 2029	Seek WisDOT funding to complete this activity
Complete Updated Transit Development Program (TDP) for Maritime Metro Transit	Maritime Metro Transit	No later than 2029	Seek WisDOT funding to complete this activity
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, 2024; Aging and Disability Resource Center of the Lakeshore, 2024; and Bay-Lake Regional Planning Commission, 2024.

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Chapter 5: Program of Projects

2025-2028 Program of Projects

The Bipartisan Infrastructure Law (BIL) requires that this county Coordinated Public Transit – Human Services Transportation Plan identify an approved program of projects prior to the distribution of funds from the Section 5310 program (Enhanced Mobility of Seniors and Individuals with Disabilities Program).

Table 5 summarizes the program of projects for Manitowoc County by unanimous consensus by the members of the Manitowoc County TDD at their April 24, 2024 meeting.

Table 5: Program of Projects for Fiscal Years 2025-2029, Manitowoc County

Fiscal Year	Agency	Project	FTA 5310 *	Local	Total
FY 2025	ADRC of the Lakeshore	One Large Bus	\$105,600	\$26,400	\$132,000
	ADRC of the Lakeshore	Mobility Manager Support	\$68,450	\$17,113	\$85,563
FY 2025 Total			\$174,050	\$43,513	\$217,563
FY2026	ADRC of the Lakeshore	No application			
	ADRC of the Lakeshore	Mobility Manager Support	\$71,873	\$17,968	\$89,841
FY2026 Total			\$71,873	\$17,968	\$89,841
FY 2027	ADRC of the Lakeshore	No application			
	ADRC of the Lakeshore	Mobility Manager Support	\$75,466	\$18,867	\$94,333
FY 2027 Total			\$75,466	\$18,867	\$94,333
FY 2028	ADRC of the Lakeshore	No application			
	ADRC of the Lakeshore	Mobility Manager Support	\$79,239	\$19,810	\$99,049
FY 2028 Total			\$79,239	\$19,810	\$99,049
FY 25-28 Total			\$400,628	\$100,157	\$604,786

*Applicant will continue to apply for listed project(s) if not funded in the year in which they are listed. Any provided cost estimates are based on 2024 costs. Increased costs in future years due to inflation and other factors, does not require an amendment to the plan. Delays in purchasing of capital projects due to supply change issues or other factors beyond the applicant's control, does not require an amendment to the plan.

Source: Aging and Disability Resource Center of the Lakeshore, 2024; Maritime Metro Transit, 2024; and Bay-Lake Regional Planning Commission, 2024.

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Chapter 6: Plan Approval

Plan Approval

The Coordination Plan is formally adopted when the following criteria is met:

1. The Manitowoc County Board resolution to formally approve the Manitowoc County Human Services Transportation Plan is officially adopted.
2. The Bay Lake Regional Planning Commission resolution to formally approve the Manitowoc County Human Services Transportation Plan for the four-year duration. Both resolutions can be found in Appendix D.

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Chapter 7: Conclusion

Conclusion

The county meeting participants met on April 24, 2024, 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

Grant Funding Table

Table A1: List of Available Grant Funding

Grant	Funding Sources	Eligible Activities	Match
Operations			
Urbanized / Rural Area Formula Program	<p>FTA: §5307 (Urban) §5311 (Rural)</p> <p>State: \$85.20</p> <p>Local: Fares, County, Municipalities, School Districts</p>	Direct or contracted transit operating activities.	<p>Variable: Approximately 50-60% Federal/State share. Varies by year and community base on formula.</p>
Enhanced Mobility of Seniors and Individuals with Disabilities Formula Program	<p>FTA: §5310</p> <p>State: \$85.21</p> <p>Local: Fares, County, Others</p>	Acquisition of transportation services under a contract or volunteer driver programs to meet transportation needs of the elderly and persons with disabilities.	<p>Variable: The Federal/State share for this program is calculated by a formula.</p>
Human Resources & Training	<p>FTA: §5314</p> <p>State: n/a</p> <p>Local: As identified</p>	Competitive grant to fund employment training, increasing minority and female employment in public transit, research, and training.	Federal / Non-federal share is identified when a NOFO is issued.
Metropolitan, State-wide, and Non-Metropolitan Transportation Planning Programs	<p>FTA: §5303 §5304</p> <p>State: n/a</p> <p>Local: As identified</p>	Developing transportation plans and programs	80% Federal / 20% Non-federal
Capital			
Bus & Bus Facilities / Urbanized-Rural Area Formula Program (capital purchases)	<p>FTA: §5339 §5307 (Urban) §5311 (Rural)</p> <p>State: n/a</p> <p>Local: As identified</p>	Planning, engineering, and design of transit projects and technical studies; capital investments in bus and bus-related activities;	80% Federal / 20% Non-federal

Grant	Funding Sources	Eligible Activities	Match
Enhanced Mobility of Seniors and Individuals with Disabilities (capital Purchases)	FTA: §5310 State: n/a Local: As identified	Procurement of buses and vans, wheelchair lifts, IT systems to serve elderly and disabled clients.	80% Federal / 20% Non-federal
Congestion Mitigation and Air Quality Program	Federal: 23 USC 149 State: n/a Local: As identified	Funding for areas in non-attainment or maintenance for ozone, carbon monoxide, and/or particulate matter. Used for any transit capital expenditures as long as it has an air quality benefit.	80% Federal / 20% Non-federal. A 90%/10% match may be allowed depending on the grant award.
Areas of Persistent Poverty Program	Federal: Consolidated Appropriations Act of 2022 Local: As identified	Competitive grant to better serve environmental justice populations with better access to transit.	Federal / Non-federal share is identified when a NOFO is issued.
Innovative Coordinated Access and Mobility Grants	Federal: FAST 3006(b) Local: As identified	Competitive grants to improve access to public transportation by building partnerships among health, transportation and other service providers.	Federal / Non-federal share is identified when a NOFO is issued.

Federal Transit Assistance Programs

Federal Formula Grant Program for Urbanized Areas (FTA Grant 5307)

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.

Manitowoc County is not eligible for this grant at this time.

Contacts and Links

- WisDOT: <https://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/fed-urban.aspx>
- FTA: <https://www.transit.dot.gov/funding/grants/urbanized-area-formula-grants-5307>

Federal Formula Grant Program for Rural Areas (FTA Grant 5311)

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.

Eligible Activities

- Enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, and recreation;
- Assist in the maintenance, development, improvement, and use of public transportation systems in non-urbanized areas;
- Encourage and facilitate the most efficient use of all transportation funds used to provide passenger transportation in non-urbanized 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 non-urbanized transportation.

Contacts and Links

- WisDOT Website: <https://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/fed-rural.aspx>
- FTA: <https://www.transit.dot.gov/rural-formula-grants-5311>

Rural Transit Assistance Program (FTA Grant 5311(b)(3))

Allocates federal funds (49 U.S.C. §5311(b)(3)) to further the development of skills and abilities for persons involved in providing transit services to rural and small urban areas.

Contacts and Links

- WisDOT: <https://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/rtap.aspx>
- Wisconsin RTAP: <https://www.wisconsinrtap.com/>
- FTA: <https://www.transit.dot.gov/funding/grants/rural-transportation-assistance-program-5311b3>

Enhanced Mobility for Seniors and Individuals with Disabilities (FTA Grant 5310)

This program (49 U.S.C. §5310 / Wisconsin Statue §85.22) 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.

Eligible Activities

Traditional Section 5310 project examples include:

- Buses and vans
- Wheelchair lifts, ramps, and securement devices
- Transit-related information technology systems, including scheduling/routing/one-call systems
- Mobility management programs
- Acquisition of transportation services under a contract, lease, or other arrangement

Nontraditional Section 5310 project examples include:

- Travel training
- Volunteer driver programs
- Construction of an accessible path to a bus stop, including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features
- Improvements to signage, or way-finding technology
- Incremental cost of providing same day service or door-to-door service

- Purchase of vehicles to support new accessible taxi, rides sharing and/or vanpooling programs
- Mobility management programs

Contacts and Links

- WisDOT: <https://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/enhanced-mob.aspx>
- WisDOT Mobility Management: <https://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/mobility.aspx>
- FTA: <https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>

Bus and Bus Facilities Program (FTA Grant 5339)

This federally-funded formula and discretionary capital grant program (449 U.S.C. §5339 / FAST Act Section 3017) provides capital funding to public transit systems to replace, rehabilitate, and purchase buses and related equipment and to construct bus-related facilities.

Contacts and Links

- WisDOT: <https://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/bus-program.aspx>
- FTA: <https://www.transit.dot.gov/funding/grants/busprogram>

Human Resources & Training (FTA Grant 5314 (b))

Under this new formula program (49 U.S.C. §5314(b)), FTA may make grants or enter into contracts for human resource and workforce development programs as they apply to public transportation activities. Such programs may include:

- Employment training;
- An outreach program to increase minority and female employment in public transportation activities;
- Research on public transportation personnel and training needs; and
- Training and assistance for minority business opportunities.

Contacts and Links

- FTA: <https://www.transit.dot.gov/funding/grants/human-resources-training-5314-b>

Statewide Transit Planning Grant Program (FTA Grant 5304)

Wisconsin's Statewide Transit Planning (49 U.S.C. §5304) Program supports local and regional transit planning efforts by offering funding for relevant studies and plans. Funding is available at up to 80 percent of eligible expenses. Eligible applicants include Metropolitan Planning Organizations (MPOs), local government authorities, and operators of public transportation systems.

Contacts and Links

- WisDOT: <https://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/planning.aspx>
- FTA: <https://www.transit.dot.gov/funding/grants/metropolitan-statewide-planning-and-nonmetropolitan-transportation-planning-5303-5304>

Congestion Mitigation and Air Quality Program [CMAQ] (23 USC 149)

CMAQ (23 U.S.C. §149) provides funding to areas in non-attainment or maintenance for ozone, carbon monoxide, and/or particulate matter. States that have no non-attainment or maintenance areas still receive a minimum apportionment of CMAQ funding for either air quality projects or other elements of flexible spending. Funds may be used for any transit capital expenditures otherwise eligible for FTA funding as long as they have an air quality benefit.

Contacts and Links

- FTA: <https://www.transit.dot.gov/funding/grants/grant-programs/flexible-funding-programs-congestion-mitigation-and-air-quality>
- FHWA: https://www.fhwa.dot.gov/environment/air_quality/cmaq/
- WisDOT: <https://wisconsin.gov/Pages/doing-bus/local-gov/astnce-pgms/aid/cmaq.aspx>

Innovative Coordinated Access and Mobility Grants

Access and Mobility Partnership Grants (FAST Section 3006(b)) seek to improve access to public transportation by building partnerships among health, transportation and other service providers. This program provides competitive funding to support innovative projects for the transportation disadvantaged that will improve the coordination of transportation services and non-emergency medical transportation services.

Contacts and Links

- FTA: <https://www.transit.dot.gov/funding/grants/grant-programs/access-and-mobility-partnership-grants>
- WisDOT Mobility Management: <https://wisconsin.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/mobility.aspx>

State Transit Funding Opportunities

State Urban Mass Transit Operating Assistance Program (Wisconsin State Statute §85.20)

The State Urban Mass Transit Operating Assistance program (codified in Wisconsin State Statute §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.

Contacts and Links

- WisDOT: <https://wisconsin.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/state-urban.aspx>

County Elderly and Persons with Disabilities Transportation Assistance Program (Wisconsin State Statute §85.21)

The purpose of this program (Wisconsin State Statute §5.21) 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.

Contacts and Links

- WisDOT: <https://wisconsin.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/county-eld.aspx>

Tribal Transportation for Elders (Wisconsin Statute §85.215)

The Tribal Elderly Transportation Assistance Program (Wisconsin Statute §5.215) provides the eleven federally recognized Tribes of Wisconsin with financial assistance to provide transportation services to tribal elders both on and off the reservations.

Contacts and Links

- WisDOT: <https://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/tribal-eld.aspx>

Wisconsin Employment Transportation Assistance Program (WETAP)

The Wisconsin Department of Transportation (WisDOT) sponsors this an annual competitive grant program combining state and federal funding sources into one coordinated program to help local areas address transportation needs for low-income workers. Lack of transportation is a significant barrier to getting and keeping jobs for low-income workers. Improving transportation options can improve the economic outcomes for these workers.

The WETAP program focuses on funding activities that support the following:

- New or expanded transportation services that address the employment-related transportation needs of eligible low-income workers;
- Shared solutions such as ridesharing, public transportation expansion, vanpools, or carpools;
- Individual solutions, such as car repair or used car loan programs;
- Coordinated transportation solutions based on a local planning process involving local stakeholder in order to address service gaps and avoid duplication.

This program is funded in part by the Federal Transit Administration (FTA), state funds from the Wisconsin Department of Workforce Development and state funds from WisDOT.

Contacts and Links

- WisDOT: <https://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/wetap.aspx>
- WisDOT Mobility Management: <https://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/mobility.aspx>

Appendix B

Manitowoc County Meeting - List of Invitee's

Table A2: Manitowoc County Meeting - List of Invitees

Contact	Title	Organization	Address	City, State, Zip
MAILED INVITATIONS:				
Katie Schmit	Director of Operations	Angelus Senior Living Community	1010 Bayshore Drive	Manitowoc, WI 54220
Jane Pribek		Association for the Developmentally Disabled - Manitowoc Co.	PO Box 1302	Manitowoc, WI 54221-1302
Karen Johnston	Director	Catholic Charities	206 North 8th Street	Manitowoc, WI 54220
Ardie Kerscher-Caldwell	Guardian Representative	Corporate Guardians of NE Wisconsin	PO Box 1177	Two Rivers, WI 54241
Alicia Haugen	VR Specialist	Division of Vocational Rehabilitation	705 Viebahn Street, Ofc L118	Manitowoc, WI 54220
Luke Schubert	President & CEO	Felician Village	1635 S 21st Street	Manitowoc, WI 54220
Laura Ruelle	Resident Manager	Field Crest Manor	3100 Southbrook Court	Manitowoc, WI 54220
Sharon Walling	Team Leader	Froedtert Holy Family Memorial Medical Center	2300 Western Avenue	Manitowoc, WI 54220
Emily Rademacher	Executive Director	Hamilton Health Services	1 Hamilton Drive	Two Rivers, WI 54241
Sara Meier	Director	InCourage	300 East Reed Avenue	Manitowoc, WI 54220
Scott Stuckmann	Director	Lakeshore CAP	702 State Street	Manitowoc, WI 54220
Cindy Grindheim	Executive Director	Manitowoc Health Care Center	2021 South Alverno Road	Manitowoc, WI 54220
James Feil	Superintendent	Manitowoc Public School District	2902 Lindbergh Drive	Manitowoc, WI 54220
Dan Matthews	Owner	Maritime Cab	1313 South 16th Street	Manitowoc, WI 54220
Mary Dufek	Administrator	Northridge Medical & Rehabilitation Center	1445 North 7th Street	Manitowoc, WI 54220
Brian Portzen	Executive Director	Painting Pathways	1226 Washington St	Manitowoc, WI 54220
Michael Free	Director	River's Bend Health & Rehabilitation	960 S. Rapids Road	Manitowoc, WI 54220
Michelle Stockton	Admissions Coordinator	Shady Lane Assisted Living & Rehab	1235 South 24th Street	Manitowoc, WI 54220
Shirley Fessler	Transportation Coordinating Committee	TCC Member	5629 Calumet Avenue	Manitowoc, WI 54220
Michael Ethridge	Executive Director	The Haven	1003 Marshall Street	Manitowoc, WI 54220
Tom Buchholz	Director	WisDOT Northeast Region Office	944 Vanderperren Way	Green Bay, WI 54304

Table A2: Manitowoc County Meeting - List of Invitees (cont.)

Name	Title	Company	Email
EMAILED INVITATION			
Wendy Hutterer	Director	ADRC of the Lakeshore	wendyhutterer@manitowoccountywi.gov
Deanna Genske	Executive Director	Ascend Services, Inc.	dgenske@ascendservicesinc.org
Steve Roekle	Owner	Assist-To-Transport	steve@brandtbuses.com
Dan Koski	Committee Member	Bay Lakes Regional Planning Commission	dkoski@manitowoc.org
Greg Grotegut	Committee Member	Bay Lakes Regional Planning Commission	ggrotegut@manitowoc.org
James Falkowski	Committee Member	Bay Lakes Regional Planning Commission	jamesfalkowski@manitowoccountywi.gov
Linda Grider	Mobility Manager	City of Manitowoc	lgrider@manitowoc.org
Tiffany Graziano	Program Manager	Community Care, Inc	Tiffany.Graziano@communitycareinc.org
Jan Graunke	Executive Director	Hope House	jgraunke@hopehousemc.org
Melissa Brandt	Community Services Manager	Kiel Community Center	missy.brandt@kielwi.gov
Supervisor Don Weiss	Transportation Coordinating Committee Vice Chair	Manitowoc County	donweiss@manitowoccountywi.gov
Supervisor Paul Hacker	Transportation Coordinating Committee Chair	Manitowoc County	sup.paulhacker@manitowoccountywi.gov
Lori Fure	Department Director	Manitowoc County Human Services Dept.	lorifure@manitowoccountywi.gov
Curtis Hall	Manager	Manitowoc Senior Center	chall@manitowoc.org
Kevin Bottesi	Transit Supervisor	Maritime Metro Transit	kbottessi@manitowoc.org
Sandra Popp	Assistant Director	Options for Independent Living	sandyp@optionsil.org
Birgit Kelly		TCC Member	birgit.rentel.kelly@gmail.com
Cindy Neelis		TCC Member	cneelis@comcast.net
Dave Schmaling		TCC Member	schmaling.dave@yahoo.com
Diane Johnson	District Administrator	Two Rivers Public School District	diane.johnson@trschoools.k12.wi.us
Heather Ihlenfeldt	Director	Two Rivers Senior Center	heahl@two-rivers.org
Ashley Bender	Executive Director	United Way Volunteer Center	ashley@unitedwaymanitowoccounty.org
Todd Brehmer	Department Director	Veteran's Service - Manitowoc County	toddbrehmer@manitowoccountywi.gov
Lori Jacobson	Specialized Transit	Wisconsin Dept. of Transportation	lori.jacobson@dot.wi.gov
Steve Hirshfeld	Transit Section	Wisconsin Dept. of Transportation	stephen.hirshfeld@dot.wi.gov

Appendix C

Manitowoc County Meeting —Agenda

2025 - 2029 COORDINATED PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION PLAN

MANITOWOC COUNTY

Wednesday, April 24, 2024, at 1:00 p.m.

**Manitowoc County Heritage Building
1701 Michigan Avenue
Manitowoc, WI 54220**

AGENDA

1. Welcome and Introductions
2. Overview and Purpose
3. County Coordination Assessment Exercise
4. Development of the Action Plan
5. Approval of County Projects
6. Adjourn

Facilitated by:

Brian Dickson
Transportation Planner
Bay-Lake Regional Planning Commission
(920) 448-2820, Extension 113
bdickson@baylakerpc.org

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Appendix D

Manitowoc County Meeting —Flyer

Manitowoc County Transportation Coordination Meeting



2025-2029 Manitowoc County Transportation Coordinated Plan Review Meeting. This is an opportunity to give input to the 5 year transportation plan document which depicts area's we are doing well, area's to improve, and proposed projects.

Date: April 24, 2024

Time: 1:00 PM - 2:00 PM

Manitowoc County Heritage Building

1701 Michigan Ave.

Manitowoc, WI 54220

For information about the meeting, please contact Kim Novak at
(920) 683-4180 or
kimnovak@manitowoccountywi.gov.

Meeting Flyer Distribution

The public transit human services meeting flyer was distributed to the following locations:

1. ADRC of the Lakeshore, 810 Lincoln St, Kewaunee, WI 54220
2. Manitowoc County Courthouse, 1010 S 8th St, Manitowoc, WI 54220
3. Meeting notice is advertised on radio spots on WCUB
4. Press release was sent to the local newspaper, the Herald Times

Appendix E

Transportation Coordinating Committee Meeting 4/24/24 —Minutes

Transportation Coordinating Committee
 April 24, 2024
 Meeting Minutes

Call to Order: The meeting was called to order April 24, 2024 at 1:00 pm by Chair Supv. Hacker.

Roll Call:

Present: Tim Nicholls, Shirley Fessler, Paul Hacker, Deanna Genske, Steve Roekle, Heather Ihlenfeldt, and Cindy Neelis. Also in attendance was Linda Grider, Mobility Manager; Kim Novak, Business Services Manager - ADRC of the Lakeshore; Brian Dickson, Bay Lakes; Heena Bhatt, Bay Lakes; Amber Hutchinson, Painting Pathways; Lauren Daun, Felician Village at Home; Lori Fure, Manitowoc County Human Services; William Fessler, citizen.

Excused: Dave Schmalig, Birgit Kelly, Kevin Bottesi, and Supv. Mike Grambow.

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

Approval of Minutes of the January 31, 2024 Meeting: Motion by Roekle, second by Genske, to approve the minutes of the previous meeting held on January 31, 2024. Motion was passed unanimously.

Public Comment: New traffic lights by Menards are very sturdy. Withstood a terrible accident yesterday.

Manitowoc County Coordinated Transportation Plan Draft:

Brian Dickson led the Manitowoc County Coordinated Transportation Plan review and discussion. A few changes were noted. Brian will work on updating the draft and send the revised draft for review and approval at the next TCC meeting.

2024 1st Quarter Reports: Novak and Grider led the quarterly reports review. One change noted to 5310 Ridership report to add another digit to VIN number (need 6). Motion made by Genske, second by Roekle, to approve the reports with change noted. Motion was passed unanimously.

Correspondence: None.

Election of Officers: Roekle made motion to nominate Hacker for Chairperson. There being no other nominations Hacker moved to close nominations and cast a unanimous vote, seconded by Genske. Motion carried.

Roekle made motion to nominate Grambow for Vice Chair. There being no other nominations Hacker moved to close nominations and cast a unanimous vote, seconded by Fessler. Motion carried.

Roekle made motion to nominate Fessler for 2nd Vice Chair. There being no other nominations Hacker moved to close nominations and cast a unanimous vote, seconded by Hacker. Motion carried.

Transportation Coordinating Committee Meeting 4/24/24 - Minutes (cont.)

Transportation Coordinating Committee
April 24, 2024
Meeting Minutes

Committee Member Concerns – Novak expressed concern that By Laws need to be updated due to change in committee structure. This will be topic on next agenda. Coordinated Plan will also be topic on next agenda.

Adjourn: There being no other business, Roekle made motion to adjourn the meeting, second by Genske. Motion was passed unanimously. Meeting adjourned at 2:24 pm.

Respectfully submitted,

Kim Novak, Business Services Manager
ADRC of the Lakeshore

Transportation Coordinating Committee

Each person who signs the Attendance Report and Expense Claim Voucher declares and affirms, subject to the penalties of Wis. Stat. § 946.32(1), that he or she believes the information he or she has provided is true and acknowledges that such information is required by the Manitowoc County Clerk to maintain official county records and to process the expense claim voucher.

ATTENDANCE REPORT & EXPENSE CLAIM VOUCHER:

Date: April 24, 2024 Start time: 1:00 pm
 Location: Manitowoc County Heritage Bldg End time: 2:34 pm

Employee No.	Name	Signature If present at meeting, sign name. If not present, Chair write EXCUSED or ABSENT.	Round-Trip Miles	- ADMIN USE ONLY - Mileage Paid
	BOTTESI, Kevin	Excused		46450.53038
36717	FESSLER, Shirley	<i>Shirley Fessler</i>	—	
56809	GENSKE, Deanna	<i>Deanna Genske</i>		
	IHLENFELDT, Heather	<i>Heather Ihlenfeldt</i>		
	KELLY, Birgit	Excused		
	NEELIS, Cindy	<i>Cindy Neelis</i>		
	NICHOLLS, Tim	<i>Tim Nicholls</i>		
41273	ROEKLE, Steve	<i>Steve Roekle</i>		
	SCHMALING, Dave	Excused		
<hr/>				
900496	GRAMBOW, Supv. Mike	Excused		
900265	HACKER, Supv. Paul - Chair	<i>Paul Hacker</i>	2.5	

NOTE: Return this form to the COUNTY CLERK Office within ten days of the meeting.

Paul Hacker
CHAIRPERSON SIGNATURE

4-24-24

Attendance

<u>Name</u>	<u>Agency</u>
John H. Hentel	TRSE on other form
Laura D	Felician Village
Amber Hutchins	Painting Pathways Clubhouse
Lori Fure	Human Services - mtwc cty
Kim Novak	ADRC
Linda Grider	mmT

Appendix F

ADRC of the Lakeshore Client Survey



We want to hear from you!

The ADRC of the Lakeshore is hoping to hear from you as we develop our 2025-2027 Aging Plan. Your ideas and thoughts will help guide the goals we create to improve our services and programs over the next three years.

1) Please select the option that best describes you:

- 60 years or older
- Caring for someone 60 years or older
- Other (ex. Home Health Care Worker): _____

2) What are the top three things that need to improve to help older adults in your community as they age?

- | | |
|--|--|
| <input type="checkbox"/> Transportation options | <input type="checkbox"/> Support for family caregivers |
| <input type="checkbox"/> Access to healthy food | <input type="checkbox"/> Mental Health support and services |
| <input type="checkbox"/> In-home care support | <input type="checkbox"/> Dementia/Alzheimer's support |
| <input type="checkbox"/> Social isolation/loneliness | <input type="checkbox"/> Access for the disabled |
| <input type="checkbox"/> Understanding Medicare | <input type="checkbox"/> Advocacy for older adults |
| <input type="checkbox"/> Get/stay fit and healthy | <input type="checkbox"/> Access to resources for minority groups |
| <input type="checkbox"/> Home repairs/up-keep | <input type="checkbox"/> Social opportunities |
| <input type="checkbox"/> Affordable housing options | |

Other: _____

Other: _____

3) Tell us what you love about the community in which you live? Please choose three:

- | | |
|---|--|
| <input type="checkbox"/> Feel respected/included by community members | <input type="checkbox"/> Adequate outdoor spaces |
| <input type="checkbox"/> Receive community information in a timely manner | <input type="checkbox"/> Access to health services and community resources |
| <input type="checkbox"/> Opportunity for civic participation/employment | <input type="checkbox"/> Access to affordable housing |
| <input type="checkbox"/> Ways to stay fit and healthy | <input type="checkbox"/> Opportunity for social participation |
| <input type="checkbox"/> Suitable transportation options | <input type="checkbox"/> Other: _____ |

4) What are some services or events you have seen or heard of in other communities that would be beneficial to older adults in your community (ex. Pop-Up Events, Intergenerational events)?

5) What do you think you (or the older adults in your life) will need in the next several years to help remain as independent as possible?

6) Please circle your level of familiarity with each of the following programs and services available to older adults through the ADRC of the Lakeshore.

Nutrition Program (Senior Dine-In, Home Delivered Meals):
 Not at All Slightly Moderately Very Extremely

Caregiver Support Program (Resources, Support Groups, etc):
 Not at All Slightly Moderately Very Extremely

Health and Wellness Programs (Stepping On, Bingocize, etc):
 Not at All Slightly Moderately Very Extremely

Elder Benefits Services (Medicare Assistance, Senior Care, etc):
 Not at All Slightly Moderately Very Extremely

Dementia/Alzheimer's Support (Memory Screens & Cafés, etc):
 Not at All Slightly Moderately Very Extremely

Transportation Program (Provides rides to appointments, etc):
 Not at All Slightly Moderately Very Extremely

ADRC of the Lakeshore Client Survey (cont.)

7) Please let us know how the ADRC can improve in the following areas:

Nutrition Program: _____

Caregiver Support Program: _____

Health and Wellness Programs: _____

Elder Benefit Services: _____

Dementia/Alzheimer's Support Program: _____

Transportation Program: _____

.....

If you are interested in providing more detailed answers or would like to attend our public hearing, please leave your contact information below and a staff member will contact you.

Name: _____

Phone Number: _____

Additional Demographic Information

I live in:

Manitowoc County Kewaunee County

Demographic Information:

I have used ADRC services

I have not used ADRC services

Location you received this survey:

Thank you for helping us create a better Aging Plan for Manitowoc and Kewaunee Counties!

**Please return to:
Aging and Disability Resource Center of the Lakeshore
1701 Michigan Avenue
Manitowoc, WI 54220**

Appendix G

ADRC of the Lakeshore Client Survey - Results

Aging Plan Survey

246

Responses

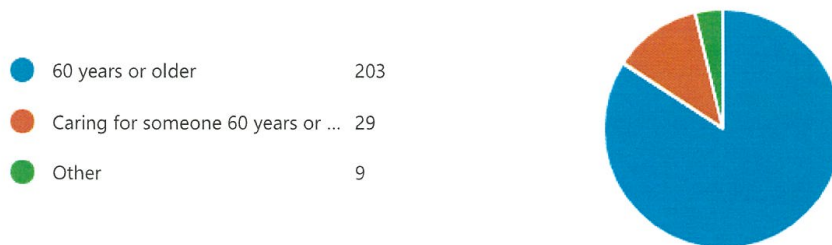
03:53

Average time to complete

Active

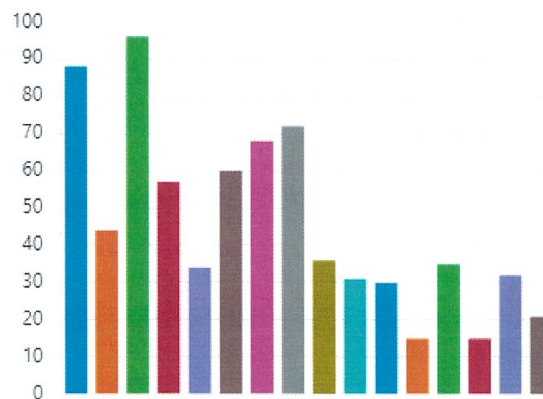
Status

1. Please select the option that best describes you:



2. What are the top three things that need to improve to help older adults in your community as they age?

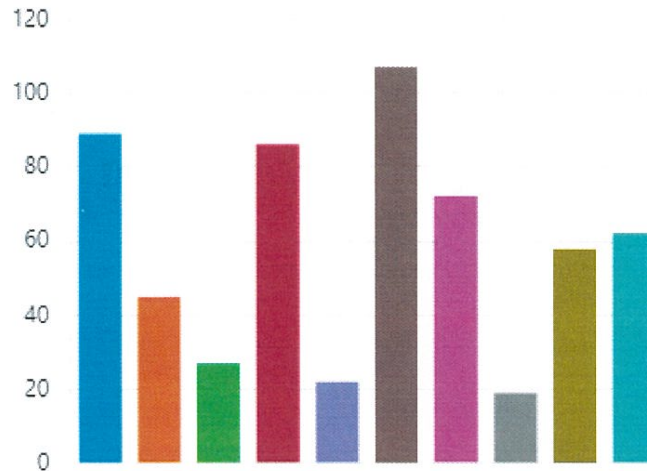
Transportation options	88
Access to healthy foods	44
In-home care support	96
Social isolation/loneliness	57
Understanding Medicare	34
Get/stay fit and healthy	60
Home repairs/up-keep	68
Affordable housing options	72
Support for family caregivers	36
Mental health support and servi...	31
Dementia/Alzheimer's support	30
Access for individuals with a dis...	15
Advocacy for older adults	35
Access to resources for minority...	15
Social opportunities	32
Other	21



ADRC of the Lakeshore Client Survey - Results (cont.)

3. What do you love about the community in which you live? Please choose three:

● Feel respected/included by com...	89
● Receive community information...	45
● Opportunity for civic participati...	27
● Ways to stay fit and healthy	86
● Suitable transportation options	22
● Adequate outdoor spaces	107
● Access to health services and co...	72
● Access to affordable housing	19
● Opportunity for social participat...	58
● Other	62



4. What are some services or events you have seen or heard of in other communities that would be beneficial to older adults in your community (ex. Pop-Up Events, Intergenerational Events)?

72

Responses

Latest Responses

5. What do you think you (or the older adults in your life) will need in the next several years to help remain as independent as possible?

178

Responses

Latest Responses

"My wife is handicapped in a wheelchair for 10 years. We need ...

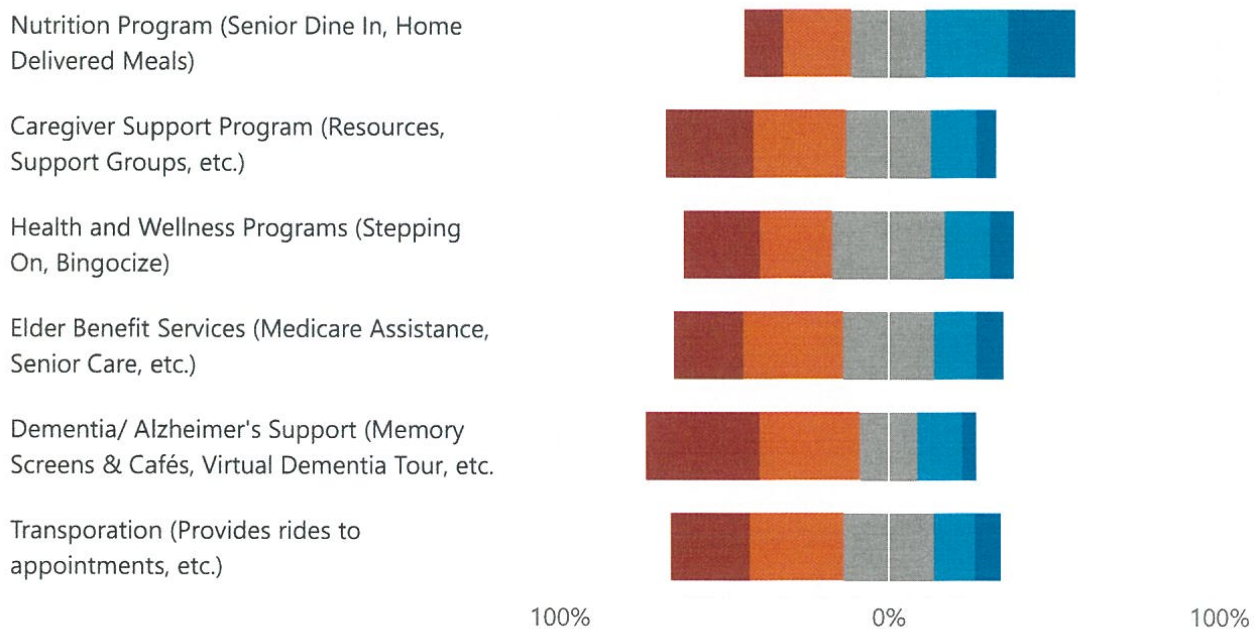
"Maybe Transportation "

"In-home care and down-size home for parents. "

ADRC of the Lakeshore Client Survey - Results (cont.)

6. Please select your level of familiarity with each of the following programs and services available to older adults through the ADRC of the Lakeshore.

■ Not at All ■ Slightly ■ Moderately ■ Very ■ Extremely



7. Please let us know how the ADRC can improve any of the following areas: Nutrition Program, Caregiver Support Program, Health and Wellness Program, Elder Benefit Services, Dementia/Alzheimer's Support Program, and Transportation Program:

134

Responses

Latest Responses

"Nutrition Program- Meals on wheels in not very appealing to ...

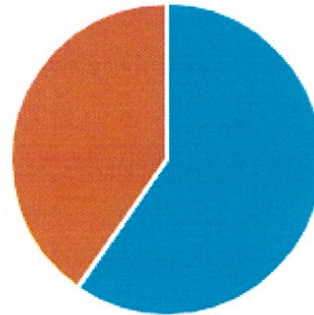
"Nutrition Program- More soups"

"Many good programs; great newsletter; accessible for phone ca..."

ADRC of the Lakeshore Client Survey - Results (cont.)

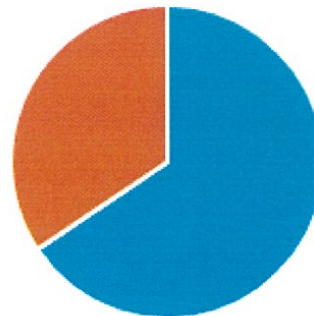
8. What county do you live in?

● Manitowoc County	139
● Kewaunee County	94



9. Have you used ADRC Services?

● Yes	145
● No	76



10. Location you received this survey:

240
Responses

Latest Responses
"Paper Form"
"Paper Form- Mail"
"Paper Form- Luxemburg Meal Site"

11. If you are interested in providing more detailed answers or would like to attend our public hearing, please leave your name and phone number below and a staff member will contact you.

34
Responses

Latest Responses

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

Staff

Brandon Robinson,
Executive Director

Sydney Swan,
Assistant Director

*Heena Bhatt,
Transportation Planner

*Brian Dickson,
Transportation Planner

*Natalie Blackert,
GIS Specialist

Raquel Orta,
Administrative Assistant

Open,
Community Assistance Planner

Lydia Semo,
Environmental Planner

Bryce Thompson,
Planning Assistant



Commissioners

Brown County

Vacant

Door County

Vacant

Florence County

Larry Neuens

Edwin Kelley

Rich Wolosyn

Kewaunee County

Tom Romdenne

Stan Johnson

Debra Noel

Manitowoc County

***Dan Koski

James Falkowski

Greg Grotegut

Marinette County

****Ann Hartnell

Thomas Mandli

Michael Kunesh

Oconto County

Dennis Kroll

Terry Brazeau

Karl Ballestad

Sheboygan County

**Mike Hotz

Ed Procek

Ryan Sorenson

*Project Contributors

**Chairperson

***Vice-Chairperson

****Secretary/Treasurer



ADRC

Aging & Disability Resource Center
of the Lakeshore