

# **City of Manitowoc – Maritime Metro Transit**

## **2017 WisDOT Transit System Management Performance Review**

### **Background**

Section 85.20 of the Wisconsin Statutes requires the Wisconsin Department of Transportation (WisDOT) to conduct transit system management performance reviews (MPRs) at least every five years. The driving force behind this initiative implies that regular review by objective yet knowledgeable outside parties will help ensure the State's investment in transit is being spent efficiently while generating a reasonable level of benefits. WisDOT hired SRF Consulting Group to lead the City of Manitowoc MPR. SRF is a full-service transportation planning and design consulting firm established in 1961 headquartered in Minneapolis-Saint Paul, Minnesota, with a branch office located in Madison, Wisconsin. The SRF Team includes Bob Bourne from Bourne Transit Consulting, a recognized expert in transit planning, management, and operations.

### **Project Staff**

#### **Bob Bourne – Project Analyst – Bourne Transit Consulting (Ames, IA)**

Bob Bourne with Bourne Transit Consulting specializes in transit consulting services to small urban transit systems, universities, and rural transit systems. After a successful career as the Transit Manager of CyRide in Ames, Iowa and management experience with the Chicago Transit Authority, Bob has more than 30 years of experience and has worked with more than 30 transit systems in solving a variety of planning, operating, and management challenges.

Bob is an expert at evaluating organization and staffing levels within local transit agencies, as well as applying “best practices” in operations, management, maintenance, planning, labor relations, and marketing. Throughout his career, Bob has developed an extensive network of transit managers, planners, and other transit professionals, contributing to his deep knowledge of the diverse and ever-changing challenges facing transit in small urban communities and university campuses. Bob has participated in the 2011-12, and 2016-2018 WisDOT MPRs as a subcontractor to SRF.

#### **Jacob Knight, AICP – Project Analyst – SRF Consulting Group (St. Paul, MN)**

A Senior Planner in SRF's Transit Planning practice, Jacob specializes in transit service and strategic planning, Title VI analysis and compliance, and GIS and data analysis. Primarily, Jacob works with small urban and rural communities to evaluate existing transit service, develop strategies to improve efficiency, effectiveness, and mobility, and consider opportunities to grow organizational capacity. He has worked on 20 WisDOT MPRs, including transit systems of varying sizes and organizational structures. Jacob has worked on transit projects throughout Wisconsin and the Upper Midwest, including in Appleton, Hayward, Janesville, Kenosha, Menomonie, Oshkosh, Stevens Point, among many others.

Prior to joining SRF, Jacob worked in the Service Development department at Metro Transit (Twin Cities), where he planned and evaluated transit service changes, developed fixed route schedules and service plans, and conducted community engagement activities.

#### **Joseph Kapper, AICP – Project Manager – SRF Consulting Group (St. Paul, MN)**

Joseph is an urban and regional planner with a broad background in transportation policy analysis, transit planning, and effective public program and project delivery. As a member of SRF's Transit Planning practice, Joseph provides technical assistance in transit planning throughout the Upper Midwest. His focus areas include leading management consulting efforts for transit agencies, transit service and operations planning, state and federal compliance, university campus transit planning, and community engagement. He works with transit managers and policymakers in a variety of settings to improve the effectiveness and efficiency of a variety of transit modes.

Prior to joining SRF, Joseph spent more than three years with WisDOT serving Wisconsin's transit community as the primary contact for technical assistance for various areas of transit policy, working with grant subrecipients to implement transit capital and operating projects. He has also held positions in planning and bus operations at Metro Transit (Twin Cities).

