

2014-2018 Winnebago County Human Services Public Transportation Coordinated Plan

December, 2013



East Central Wisconsin
Regional Planning Commission

ECWRPC

Calumet • Menominee • Outagamie • Shawano • Waupaca • Waushara • Winnebago

INTRODUCTION

PURPOSE

Federal transit law, as amended by Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) (2005), and continued in Moving Ahead for Progress in the 21st Century Act (MAP-21) (2012), requires that projects selected for funding under the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program be “derived from a locally developed, coordinated public transit-human services transportation plan” and that the plan be “developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public.”¹

MAP-21 repealed 5316 (Job Access and Reverse Commute) and 5317 (New Freedom) programs. 5316 projects are now eligible for funding under public transportation grants programs (5311 and 5307), which do not require coordinated planning. 5317 projects are now eligible under 5310 and require coordinated planning. Wisconsin State Statute 85.21 (Specialized Transportation Assistance Program) candidate projects also require coordinated planning to receive funding. Projects selected for 5310 and 85.21 funding must align with the County Human Services-Public Transportation Coordinated Plan.

The Wisconsin Department of Transportation (WisDOT) has designated the Regional Planning Commission (RPC) and/or the Metropolitan Planning Organization (MPO) as the lead agency to facilitate the coordinated planning process. East Central Wisconsin Regional Planning Commission (ECWRPC) is the RPC for Winnebago County.

PLANNING PROCESS

A County Human Services-Public Transportation Coordinated Plan is a five year plan dedicated to sharing resources both intra- and inter-county to assist the transportation disadvantaged public in getting rides based on their individual mobility needs. Broad and encompassing strategies and actions are developed to enhance the mobility needs of the elderly and disabled for the life of the plan.

According to Federal Transit Administration (FTA) rules, a human service-public transportation coordination plan must include the following four elements:

1. An assessment of available services that identifies current transportation providers (e.g., public, private and nonprofit);
2. An assessment of the transportation needs for individuals with disabilities and older adults. The assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts and gaps in service;
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.

¹ <http://www.dot.wisconsin.gov/localgov/transit/toolkit.htm> 9-3-2013

The county human service-public transportation coordination plan was conducted through the following planning process (**Table 1.**):

Table 1. County Human Service-Public Transportation Coordination Planning Steps	
Planning Steps	Time
Step 1. Set facilitation meeting date, time and locations	August – ECWRPC and County
Step 2. Review and update invite list	August – ECWRPC and County
Step 3. Inventory - An assessment of available services that identifies current transportation providers (e.g., public, private and nonprofit)	August – ECWRPC
Step 4. Survey - An assessment of the transportation needs for individuals with disabilities and older adults. Three surveys were designed for the provider, business/agency and user to get a comprehensive outlook on the transportation system	September - ECWRPC and County
Step 5. Invitation Letter and Flyer	September - ECWRPC
Step 6. Newspaper advertisement/public notice	September - ECWRPC
Step 7. Develop 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	October/November – Facilitation Meeting
Step 8. Prioritize strategies based on resources, time, and feasibility for implementing specific strategies and/or activities identified	October/November – Facilitation Meeting
Step 9. Plan formulation	November - ECWRPC
Step 10. Final plan submittal	December 20, 2013 - ECWRPC

INITIATING THE PLANNING PROCESS

ECWRPC contacted Winnebago County through their Human Services-Public Transportation “Champion” or project lead and informed them that the 2008 Winnebago County Human Services-Public Transportation Coordinated Plan needed to be updated for 2014-2018. ECWRPC worked directly with the Champion to set up and implement the planning process. The Champion or ECWRPC is the first contact for all planning questions. ECWRPC and the Champion will be the keeper of the plan.

Winnebago County’s champion:
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 Winnebago County Department of Human Services
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EXISTING SYSTEM & ASSESSMENT

DEMOGRAPHIC PROFILE

It is important to understand the transportation customer/user demographics prior to making any planning changes to the county human service-public transportation coordination plan. **Table 2.** depicts a substantial increase in population in the 45 to 64 years old and 65+ years old cohorts. Transportation accommodations should be considered for these members of the county.

Table 2. Winnebago County					
Population by Age Cohort					
Age Cohort	2000		2010		2000 to 2010
	Number	Percent of Total	Number	Percent of Total	Percent Change
Median Age	35.4		37.9		7.1
Total Population	156,763		166,994		6.5
Under 18 Years Old	37,343	23.8	36,132	21.6	-3.2
18 to 24 Years Old	18,493	11.8	19,870	11.9	7.4
25 to 44 Years Old	47,595	30	43,349	26.0	-8.9
45 to 64 Years Old	33,669	22	45,307	27.1	34.6
65 + Years Old	19,663	12.5	22,336	13.4	13.6

Source: US Census Bureau 2000 and 2010, Table DP-1

Table 3. illustrates the disability characteristics in 2011; another group of users that will need transportation services with the county.

Table 3. Winnebago County				
Disability Characteristics, 2011				
Characteristics	Estimate	MOE	Estimate	MOE
Total civilian non-institutionalized population with disability	17,512	+/-1,233	10.8%	+/-0.8
Population under 5 years	54	+/-50	0.5%	+/-0.5
With a hearing difficulty	38	+/-42	0.4%	+/-0.4
With a vision difficulty	32	+/-35	0.3%	+/-0.4
Population 5 to 17 years	1,496	+/-360	5.7%	+/-1.4
With a hearing difficulty	164	+/-125	0.6%	+/-0.5
With a vision difficulty	238	+/-145	0.9%	+/-0.6
With a cognitive difficulty	1,088	+/-308	4.2%	+/-1.2
With an ambulatory difficulty	185	+/-154	0.7%	+/-0.6
With a self-care difficulty	297	+/-135	1.1%	+/-0.5
Population 18 to 64 years	9,114	+/-952	8.7%	+/-0.9
With a hearing difficulty	1,790	+/-374	1.7%	+/-0.4
With a vision difficulty	1,623	+/-442	1.6%	+/-0.4
With a cognitive difficulty	4,086	+/-654	3.9%	+/-0.6
With an ambulatory difficulty	4,215	+/-625	4.0%	+/-0.6

Characteristics	Estimate	MOE	Estimate	MOE
With a self-care difficulty	1,447	+/-308	1.4%	+/-0.3
With an independent living difficulty	3,097	+/-485	3.0%	+/-0.5
Population 65 years and over	6,848	+/-591	32.3%	+/-2.7
With a hearing difficulty	3,337	+/-428	15.7%	+/-2.0
With a vision difficulty	1,504	+/-389	7.1%	+/-1.8
With a cognitive difficulty	1,656	+/-416	7.8%	+/-1.9
With an ambulatory difficulty	4,202	+/-521	19.8%	+/-2.4
With a self-care difficulty	1,765	+/-427	8.3%	+/-2.0
With an independent living difficulty	2,725	+/-438	12.8%	+/-2.0

Source: U.S. Census Bureau, 2009-2011 American Community Survey, Table S1810

INVENTORY

ECWRPC conducted an inventory of the county-wide specialized transportation service providers (public, private, and private non-profit). All providers were contacted by phone and asked to provide information to a series of questions relating to their transportation service. Questions included agency name, primary contact, number of vehicles, profit or non-profit clientele served, hours of operation, types of vehicles, types of equipment, reservation process and geographic coverage area. An example of the provider information worksheet is located in **Appendix A. Table 4**. Depicts the Winnebago Specialized Transportation Inventory.

Table 4. Winnebago County Provider Inventory										
Type	Name	Agency Name	Address	Contact Person	Phone #	Clientele Served	Operation days hours	Cost per trip	Types of Vehicles	Lifts or Ramps
Program	Rural Transportation for the Elderly and Disabled	Oshkosh City Cab Company, Inc.	2723 Harrison St., Oshkosh, WI 54901	Barb Davies	(920) 235-7029	Disabled or 60+	24/7	Rural Program - \$6 or \$12, City Program - \$1.50, \$2.50, or \$5.00 (after hours), & Private Pay. \$1 convenience fee added for same day trips.	12 vehicles (sedans and minivans)	no lifts/ramps
Program	Elderly Transportation (Dial-A-Ride)	Town of Menasha/Fox Valley Cab	719 W Frances St., Appleton, WI 54914	Todd Hahnemann (Fox Valley Cab)	(920)-734-4545	Residents ages 60+ (Ambulatory)		\$3.50	cars	no lifts/ramps
Program	Cab-U-Lance Program	Oshkosh City Cab Company, Inc.	2723 Harrison St., Oshkosh, WI 54901	Barb Davies	(920) 235-7029	Elderly and disabled wheel chair vans and taxi	24/7	Contract with city of Oshkosh – reduced fair ride. First 5 miles is 28 dollars and additional 2.50 after	vans, mini vans, cars	Hydraulic Lifts and Safety, Wheel Chari Van Service
Program	Northern Winnebago Dial-a-Ride	Fox Valley Cab	719 W Frances St., Appleton, WI 54914	Carol Kasimor (with City of Neenah)	(920) 886-6128	Age 60 and over (Ambulatory); individuals with qualifying disabilities	M-F: 6:00am-7:00pm; Sat: 6:00am-2:00pm	\$3.50 per ride (must be a certified rider)	vans	No lifts/ramps
Program	Adult Services - Oshkosh	Lakeside Packaging Plus, Inc.	100 W Fernau Oshkosh, WI 54901	Margaret Winn		Adults with developmental disabilities		N/A	N/A	N/A
Program	Valley Transit II	Valley Transit (contracted through Running, Inc.)	801 S Whitman Ave, Appleton, WI 54914	Deborah Wetter- Amy Erickson, Nikki Voelzke, Sal La Puma	(920)-832-5800	People with disabilities and seniors ages 60+	People w/ disabilities: (M-F 5:30am-10:00pm, Sat 7:30am-10:00pm, Sun 7:30am-2:00pm, no service on major holidays) Seniors: (M-F 9:00am-5:00pm, no service on weekends or major holidays)	Basic: \$3.60 (M-Sat); Premium: \$6.00 (M-Sat); Sun Service: \$11.00 (exact change is required; rates are for one-way service)	ADA vans, cars (non-ADA)	lifts/ramps (max wheelchair dimensions: 30"W x 48"L, combined weight of rider and wheelchair cannot be > than 600 lbs.)
Program	Medical Transport (Fox Valley Cab Inc.)	Fox Valley Cab	719 W Frances St., Appleton, WI 54914	Todd Hahnemann (Fox Valley Cab)	(920)-734-4545	Anyone confined to a wheelchair 34" or less	24/7	\$50.00	vans/mini vans	lifts/ramps
Program	The Connector Service	Valley Transit (contracted out to Running Inc. Transit Services)	801 S Whitman Ave, Appleton, WI 54914	Amy Erickson (Paratransit Coordinator)	(920)-832-5800	Ambulatory Individuals	Transportation is available 20 hours a day, six days a week (The Connector does not operate between the overnight hours of midnight and 4 am, on Sundays or on holidays.)	\$1.80 (bus fare), \$3.00 (ESA), \$5.00 (ESH)	bus	lifts/ramps

Type	Name	Agency Name	Address	Contact Person	Phone #	Clientele Served	Operation days hours	Cost per trip	Types of Vehicles	Lifts or Ramps
Program	Department of Veterans Services Transportation	Winnebago County Department of Veterans Services	504 Algoma Blvd, Oshkosh, WI54903	Robert Stone			8:00am - 4:30pm, M - F			
Program	Access to Jobs	GO Transit	926 Dempsey Trail, Oshkosh, WI 54902							
Program	Bus Buddy Program	Lutheran Social Services of Wisconsin	820 W College Ave, Appleton, WI 54914	Holly Keenan, Mobility Manager	(920) 225-1740	Any adult or children with or without disabilities	M-F: 8:30am-4:30pm	\$1.80	bus	
Provider	Fox Valley Cab	Fox Valley Cab	719 West Frances St., Appleton, WI 54914	Todd Hahnemann						
Provider	Oshkosh City Cab Company, Inc.	Oshkosh City Cab Company, Inc.	2723 Harrison St., Oshkosh, WI 54901	Barb Davies	(920) 235-7029	Elderly and disabled wheel chair vans and taxi	24/7	Contract with city of Oshkosh – reduced fair ride. First 5 miles is 28 dollars and additional 2.50 after	vans, mini vans, cars	Hydraulic Lifts and Safety, Wheel Chair Van Service
Provider	Kobussen Inter City - Route 10	Kobussen LTD	3034 Omro Rd., Oshkosh, WI 54904	any staff member can assist with transportation needs		elderly, disable, ambulatory, wheelchair bound individuals	M-F: 9am-5pm	\$6.00 one way	vans/small buses	lifts
Provider	Make the Ride Happen	Make the Ride Happen	820 College Ave, Appleton, WI 54914	Holly Keenan, Mobility Manager	(920) 225-1740	Over age 65	M-F: 8am-4pm	Donations welcome	Private vehicles	N/A
Provider	ADVOCAP	ADVOCAP	2929 Harrison St., Oshkosh, WI54901	Tony Beregszazi						
Provider	Cerebral Palsy and ARC	Cerebral Palsy and ARC	36 Broad St., Suite 120, Oshkosh, WI 54901	Lorraine Yarbrough						
Provider	GO Transit Buses	GO Transit	926 Dempsey Trail, Oshkosh, WI 54902	Chris Strong, David Vickman	(920) 232-5341, (920) 232-5340	Both elderly and disabled, low income workers, general public	M-Sat: 6:15am-6:45pm	\$2-\$12 depending on the program	17 buses, 12 vans, 12 cars	All vans and bus ramp/lift equipped ADA standard (600 lbs. max) 30 inches wide 12 vans: same standard with some that have a max of 800 lbs. and 32 inches

Type	Name	Agency Name	Address	Contact Person	Phone #	Clientele Served	Operation days hours	Cost per trip	Types of Vehicles	Lifts or Ramps
Provider	Valley Transit Fixed Route Bus	Valley Transit Fixed Route Bus	801 S Whitman Ave, Appleton, WI 54914	Deborah Wetter- Amy Erickson, Nikki Voelzke, Sal La Puma	(920) 832-5800	People with disabilities and seniors ages 60+	People w/ disabilities: (M-F 5:30am-10:00pm, Sat 7:30am-10:00pm, Sun 7:30am-2:00pm, no service on major holidays) Seniors: (M-F 9:00am-5:00pm, no service on weekends or major holidays)	Basic: \$3.60 (M-Sat); Premium: \$6.00 (M-Sat); Sun Service: \$11.00 (exact change is required; rates are for one-way service)	ADA vans, cars (non-ADA)	lifts/ramps (max wheelchair dimensions: 30"W x 48"L, combined weight of rider and wheelchair cannot be > than 600 lbs.)
Provider	Lutheran Homes of Oshkosh Transportation	Lutheran Homes of Oshkosh	225 N Eagle St, Oshkosh, WI 54902	Kathryn Nichols	(920) 232-5249	Elderly clients of Lutheran Homes	Scheduled and group trips; requested individual trips	Some at no cost depending upon ride	Buses and van	Buses (lifts); van (ramp)
Provider	Clarity Care, Inc.	Clarity Care, Inc.	424 Washington Ave., Oshkosh, WI 54901	Nancy Knoll-Gartner	(920) 236-6560	Clarity Care consumers	24/7		18 vans	
Provider	Evergreen Retirement Community	Evergreen Retirement Community	1130 N. Westfield Street, Oshkosh, WI 54902	Linda Malewiski		Transport residents to/from Oshkosh medical facilities	8am-5pm		van	ramp
Provider	Riverview Transportation, LLC	Riverview Transportation, LLC	1395 Broderick Rd, Omro, WI 54963	Elton Hill	(920) 410-7627	Primarily West of Oshkosh, but will provide trips anywhere	24/7	\$5 anywhere in City of Omro, \$1 mile outside of Omro	2 sedans, 1 van	N/A
Provider	Salvation Army	Salvation Army	417 Algoma Boulevard Oshkosh, WI 54901		(920) 232-7660	Direct Assistance with transportation to medical appointments, bus passes	As requested			

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PARTICIPATION SOLICITATION

Public participation throughout the planning process was solicited through a variety of means including surveys, flyers, invitation letters, legal notices and personal calls. The invitation list, invitation letter, flyer and legal notices are located in **Appendix B**.

ASSESSMENT

An assessment of the specialized transportation system is imperative to the success of a County Human Service-Public Transportation Coordination plan. Evaluating the county demographics; geographic service area; what is done well; what can be done better; challenges and roadblocks; and needs, gaps and service redundancies will help the county put together a plan that will better meet the needs of the users.

To assess the transportation system, ECWRPC and Winnebago County developed two surveys; one for transportation providers and a second for the customers/users. Surveys were created with Survey Monkey and web links were added to the Winnebago County page on the Northeast Wisconsin for Regional Access to Transportation (NEWRAT) website (www.newrat.org). NEWRAT is a committee dedicated to providing transportation to northeast Wisconsin for all users, and a natural fit for the County Human Service-Public Transportation Coordination Plan. A copy of the Winnebago webpage is located in **Appendix C**.

TRANSPORTATION PROVIDER AND BUSINESS/AGENCY SURVEY RESULTS

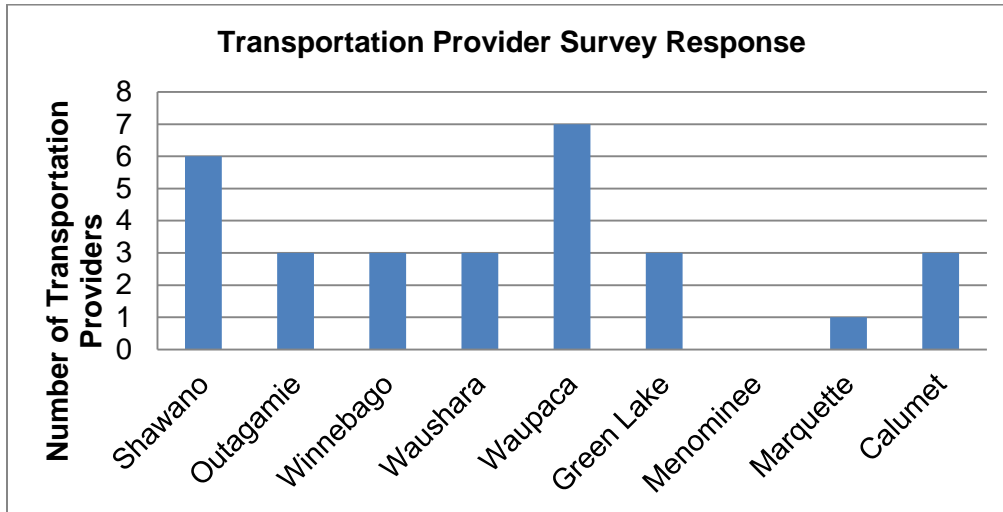
The transportation provider survey was developed with the transportation provider in mind. The goal of the survey was to determine the following:

1. What things are done well within the county in reference to specialized transportation?
2. What specialized transportation gaps or needs exist?
3. What are the barriers that prevent individuals from having adequate transportation within the county?
4. Is there duplication of services?
5. What weaknesses do you see in the system and how can they be improved?
6. Are any of the identified 2008 plan needs and gaps still an issue?

Transportation providers were referred to the provider survey on the NEWRAT website after ECWRPC conducted the inventory. A follow-up email was also sent to the transportation provider with a direct link to the survey. The transportation provider survey can be found in **Appendix D-1**. The results can be found below.

Transportation Provider Survey Results

Question 1. What county do you reside in? (Results represent all counties that participated in the survey)



Note: The remaining questions are specific to Winnebago County.

Question 2. What are things done well within the County in reference to specialized transportation?

Things done well

- Service is available county-wide
- Interest by community transportation providers to work on coordinating transportation efforts to not duplicate efforts; increase transportation availability to those who find it difficult to receive transportation.

Question 3. What specialized transportation gaps or needs exist within the County?

Gaps or Needs within the system

- No county or regional mobility manager
- Limited options for trips leaving the county
- Some city fixed transit stops are not accessible for persons who would otherwise use fixed route, so they need to look to specialized transportation

Question 4. What are the barriers that prevent individuals from having adequate transportation within the County?

Barriers that prevent individuals from adequate transportation

- Some programs limit number of trips that can be taken each month
- Programs are contained within political boundaries (city programs provide trips only within city, county programs provide trips only within county)
- Limited number of providers

Question 5. Do you see duplication of transportation services? If so, what?**Duplication of transportation services**

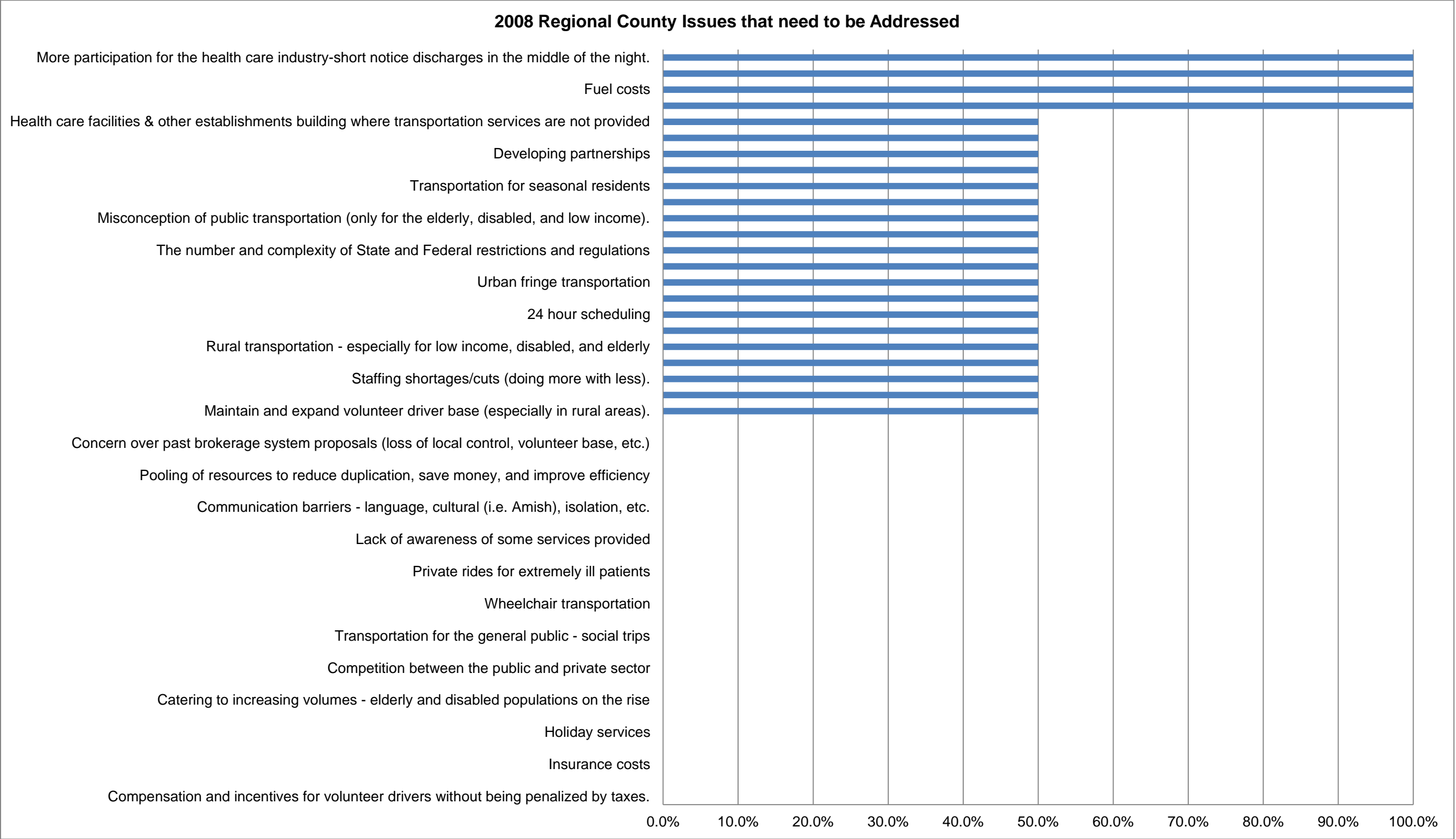
- Possibly with volunteer transportation

Question 6. What weaknesses do you see in the system? How could they be improved?**Weaknesses within the transportation system**

- We need a mobility manager that can actively understand issues and lead process to solve problems
- Commitment to identify a growth plan with the Make A Ride Happen for the southern Winnebago County area

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Question 7. According to the 2008 Regional County Coordinated Public & Human Services Transportation Plan, which are still issues that need to be addressed?



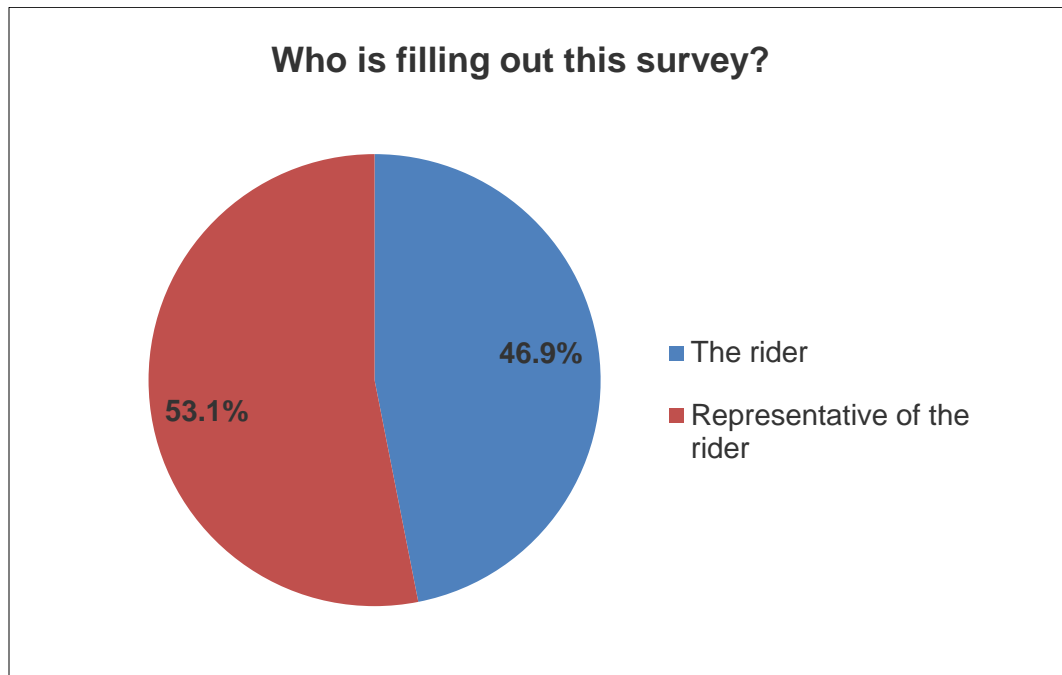
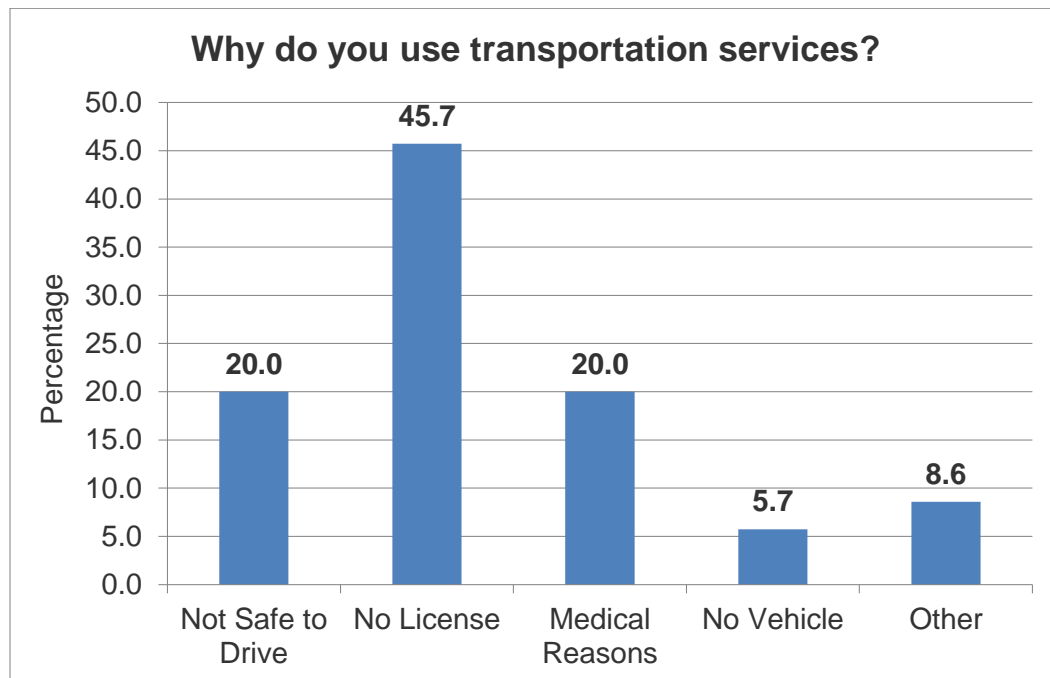
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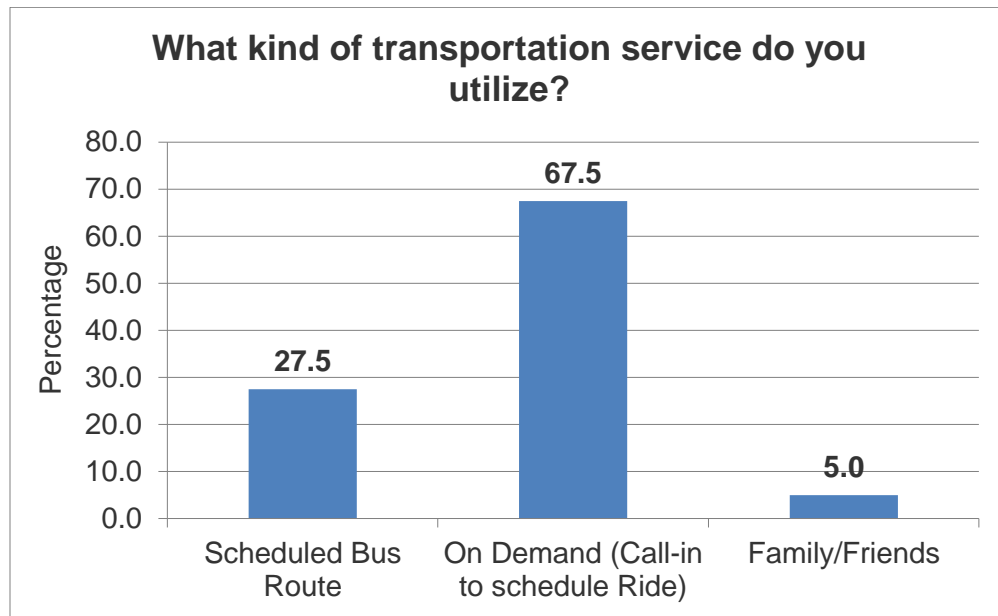
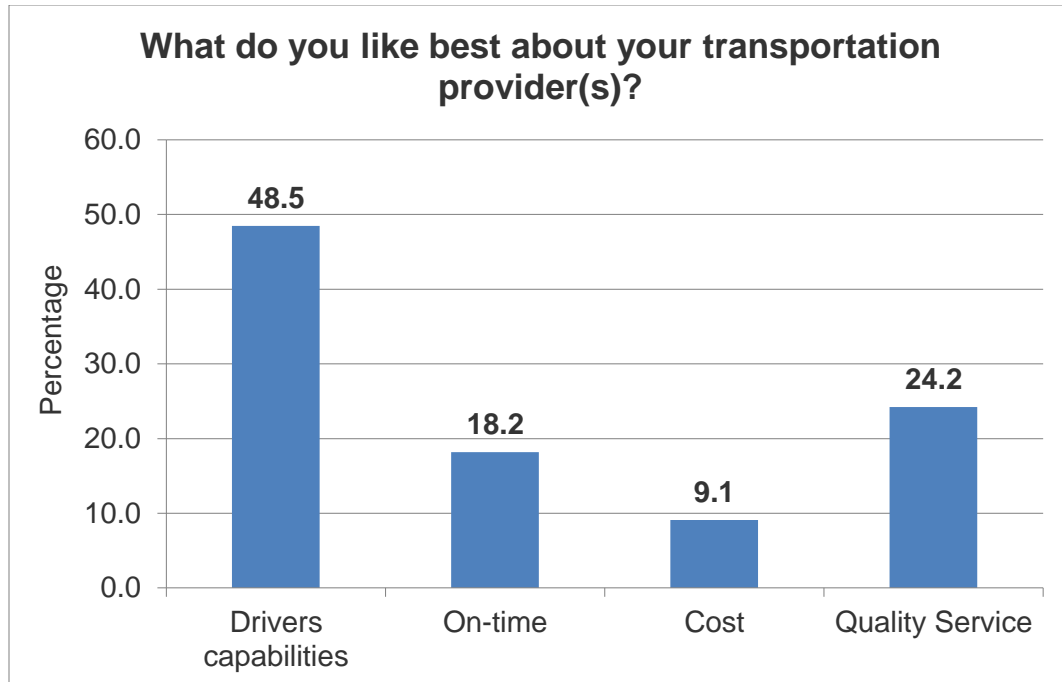
User Survey Results

The user survey was developed to analyze the transportation system from the user's perspective. The goal of the survey was to determine the following:

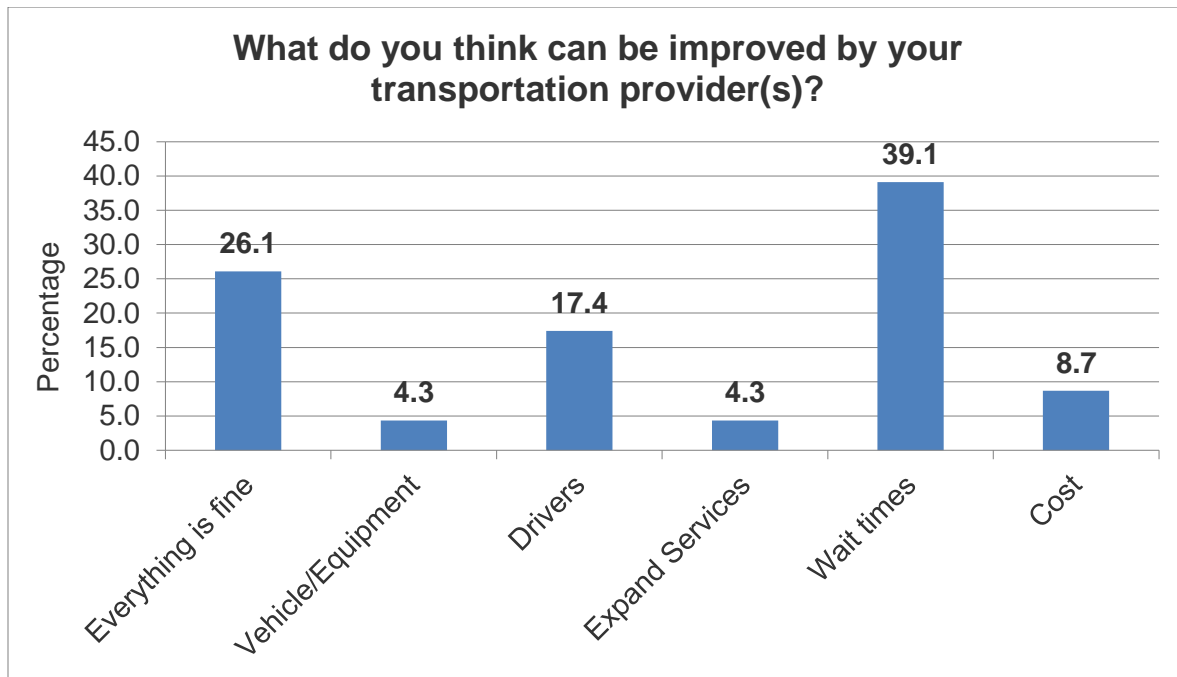
1. Who is filling out this survey?
2. Why do you use transportation services?
3. What kind of transportation service do you use?
4. What do you like best about your transportation provider(s) in terms of the overall experience?
5. What do you think can be improved by your transportation provider(s) in terms of the overall experience?
6. Why do you use multiple transportation providers?
7. How many time(s) do you use transportation services in a given week?
8. Whether or not the transportation provider's vehicles have adequate equipment to meet the user's needs (ramp, lift, straps, railings, etc.).
9. What is the best way to communicate information about these services?
10. What is your preferred way to make arrangements for transportation?
11. Whether or not arranging transportation meets the user's needs.
12. How would you rate your transportation reservation process?
13. In general, I feel safe when I use transportation services.
14. In general, transportation services are convenient and meet my needs.
15. In general, transportation drivers are professional.
16. In general, transportation vehicles are well maintained.
17. In general, transportation services allow me to make my destination on time.

The transportation user survey was made available on-line (Survey Monkey) and was handed out in person. The majority of the surveys were collected face to face. A total of 32 user surveys were collected for Winnebago County. The transportation user survey can be found in **Appendix D-2**. The results are included below.

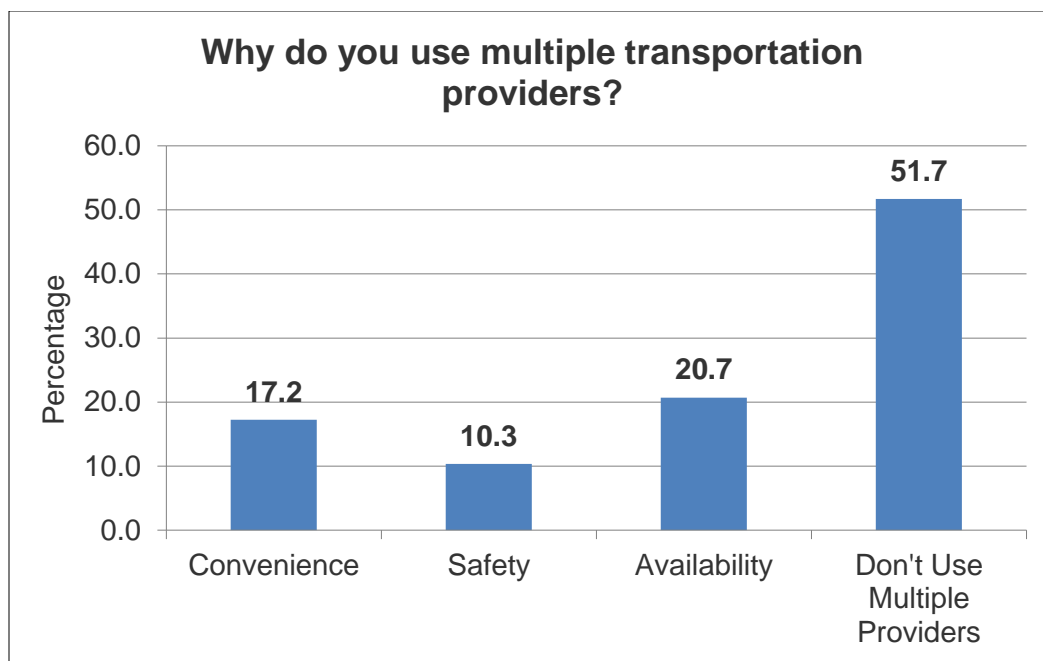
Question 1. Who is filling out this survey?**Question 2. Why do you use transportation services?**

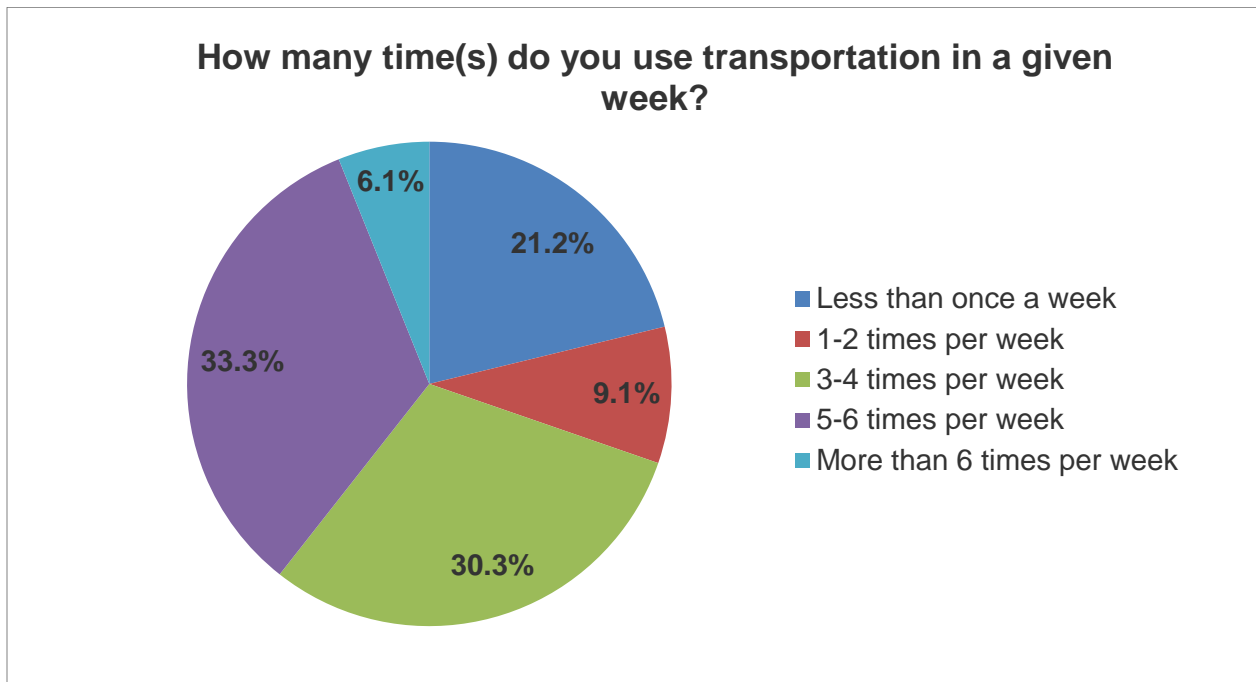
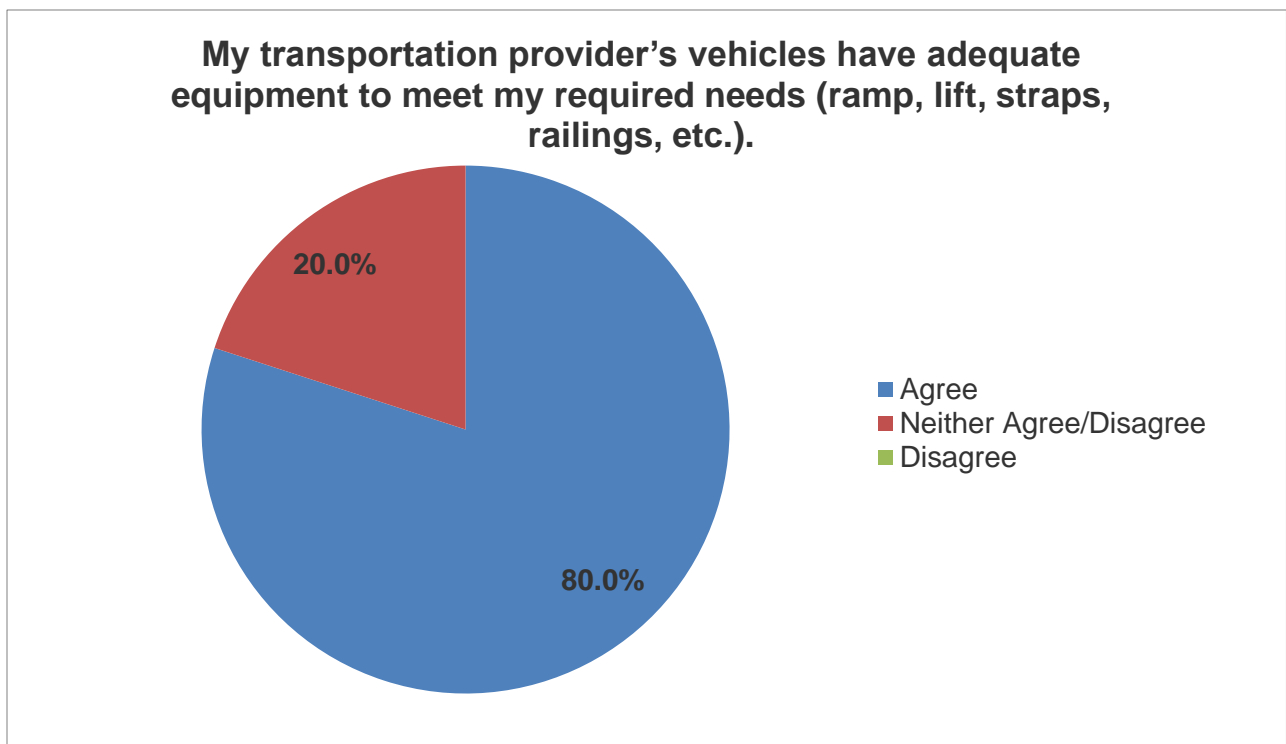
Question 3. What kind of transportation service do you utilize?**Question 4. What do you like best about your transportation provider(s) in terms of the overall experience?**

Question 5. What do you think can be improved by your transportation provider(s) in terms of the overall experience?

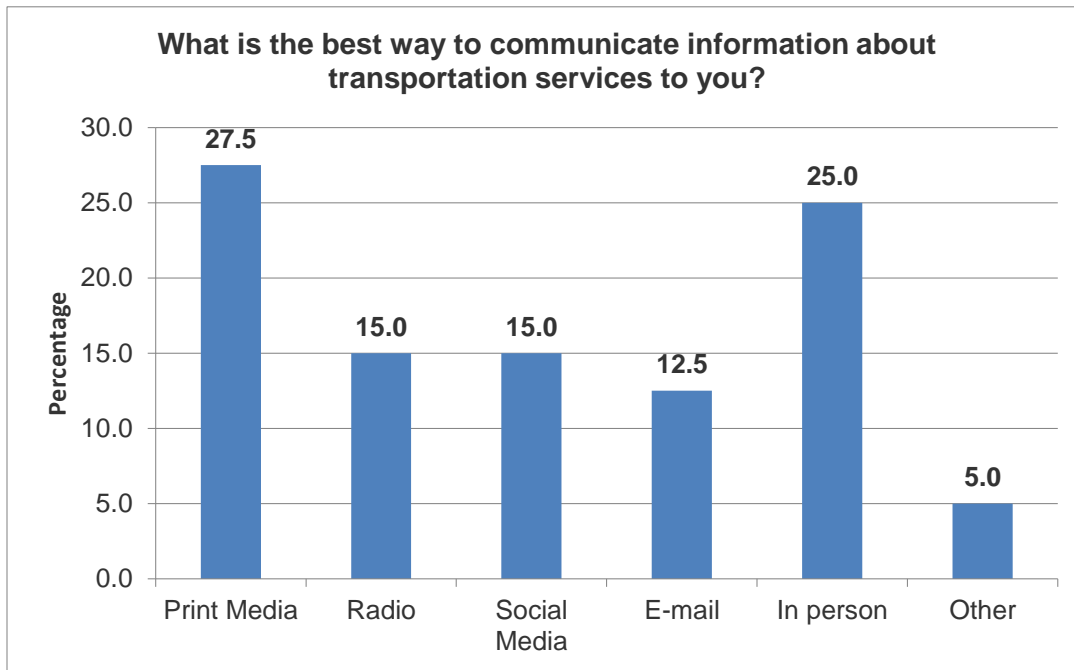


Question 6. Why do you use multiple transportation providers?

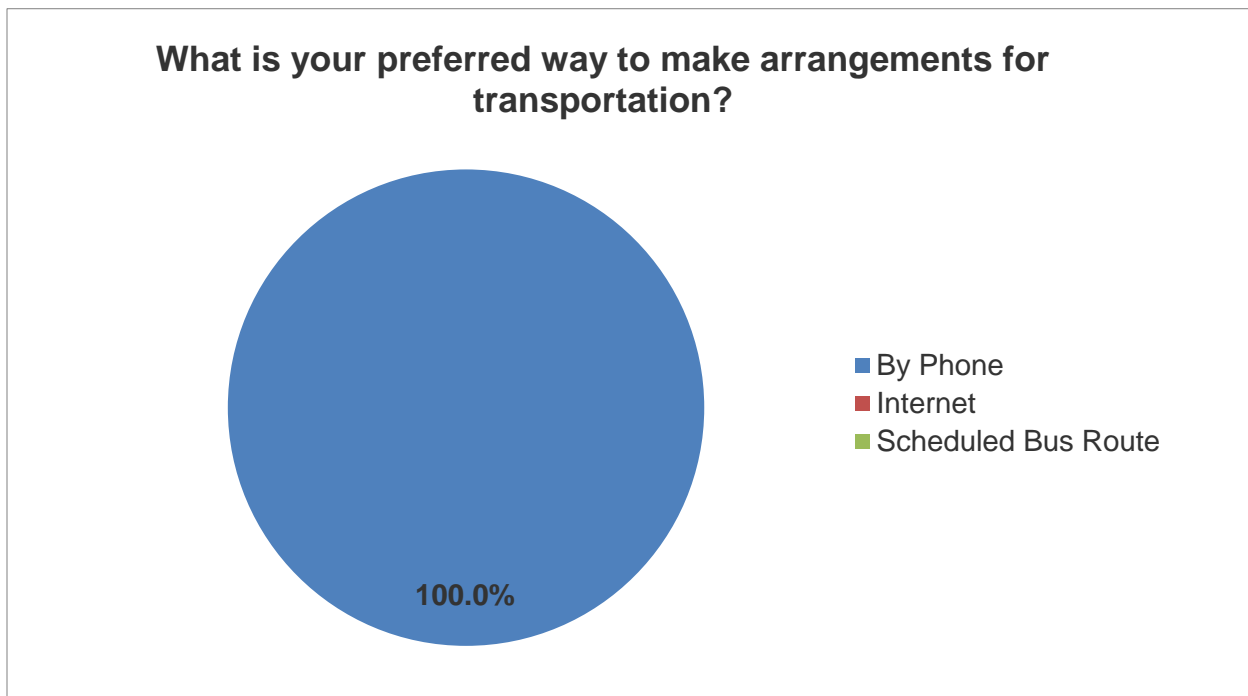


Question 7. How many time(s) do you use transportation in a given week?**Question 8. My transportation provider's vehicles have adequate equipment to meet my required needs (ramp, lift, straps, railings, etc.).**

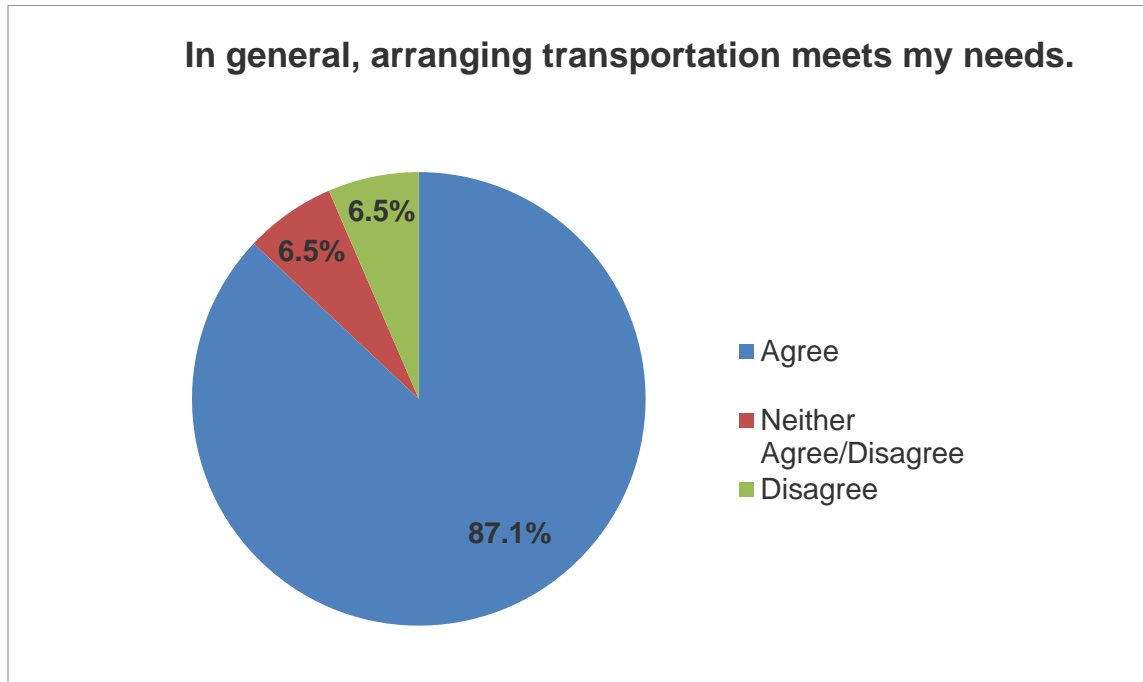
Question 9. Many times transportation services go unused because people do not know what options exist. In your opinion, what is the best way to communicate information about these services to you?



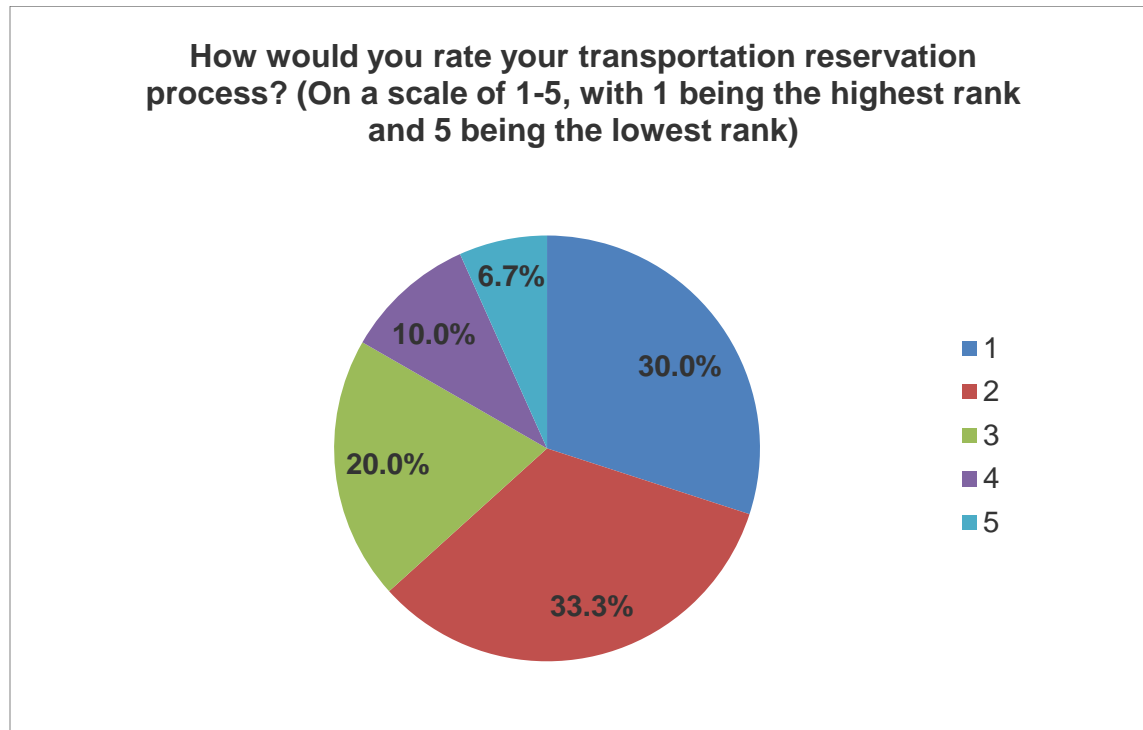
Question 10. What is your preferred way to make arrangements for transportation?



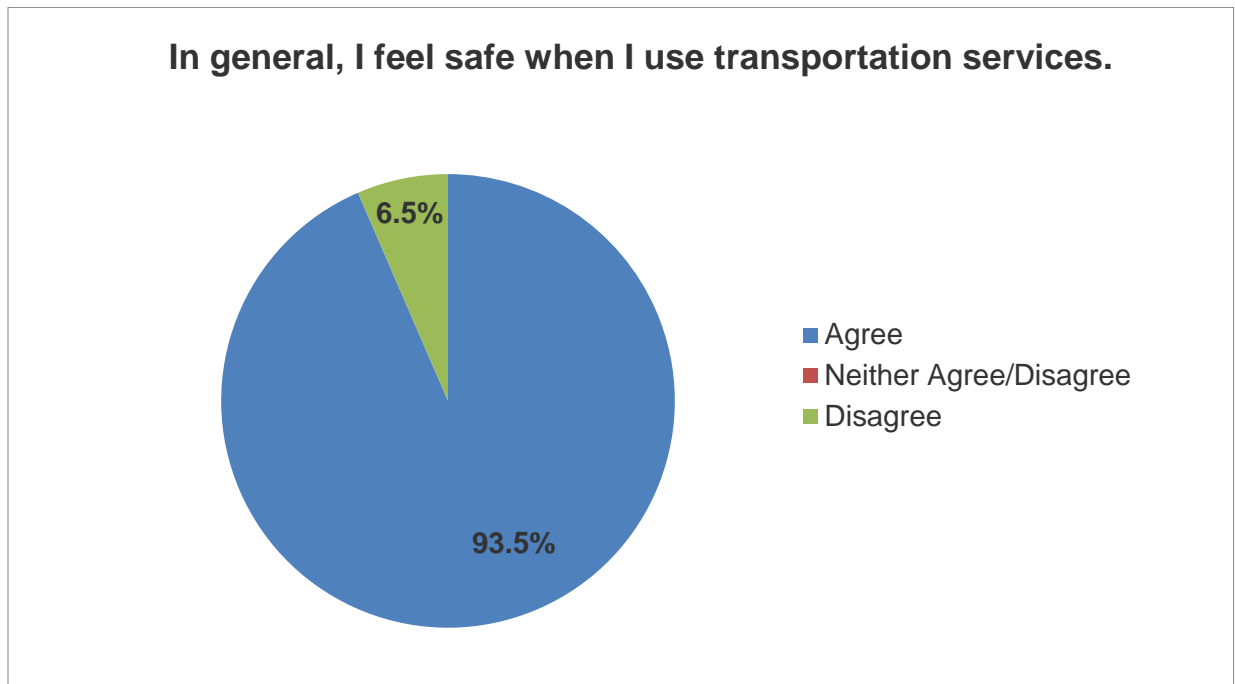
Question 11. In general, arranging transportation meets my needs.



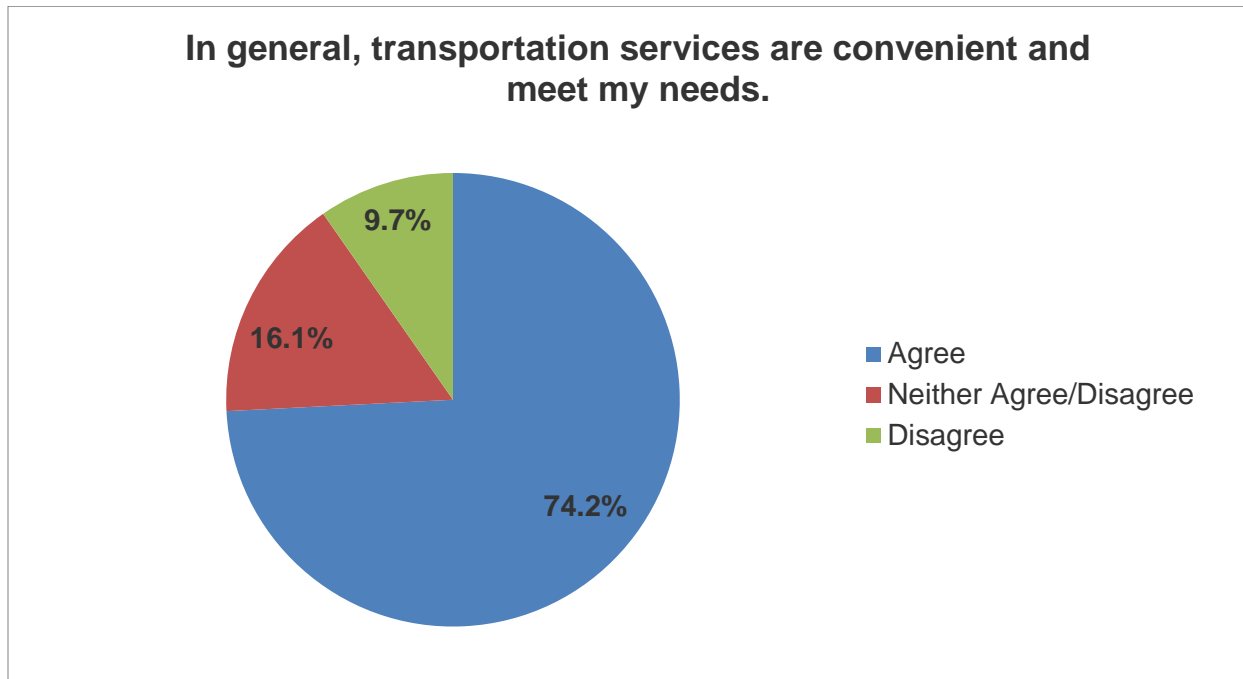
Question 12. How would you rate your transportation reservation process?



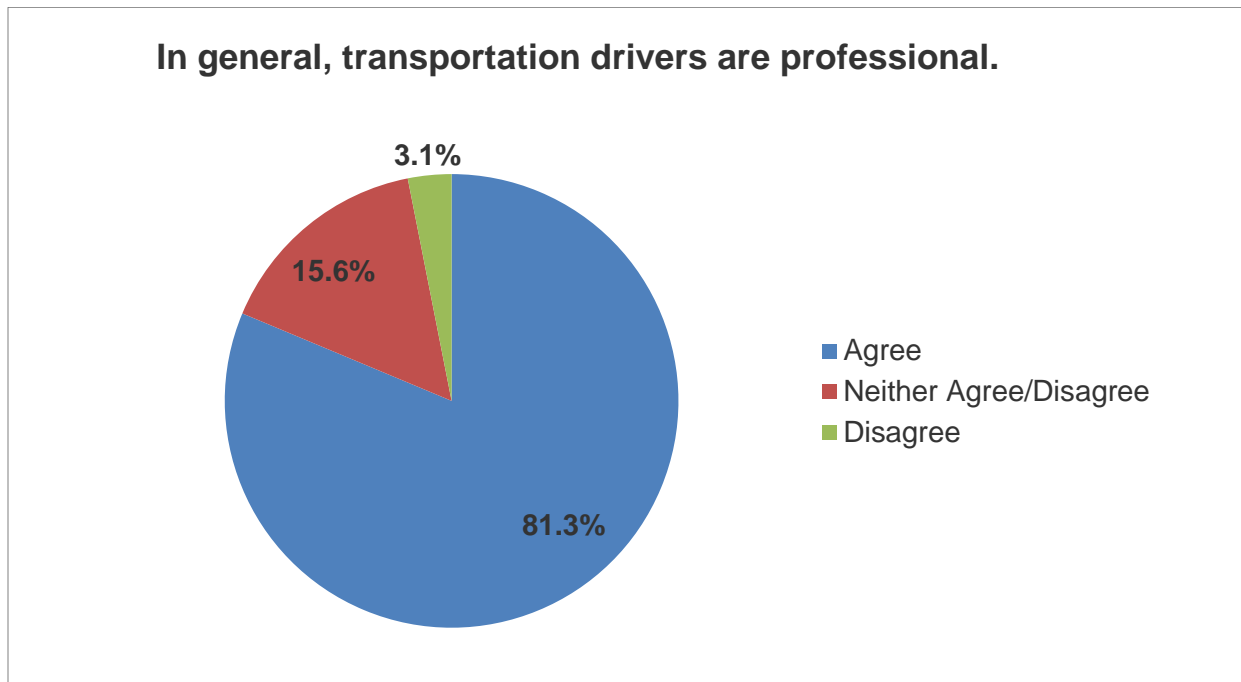
Question 13. In general, I feel safe when I use transportation services.



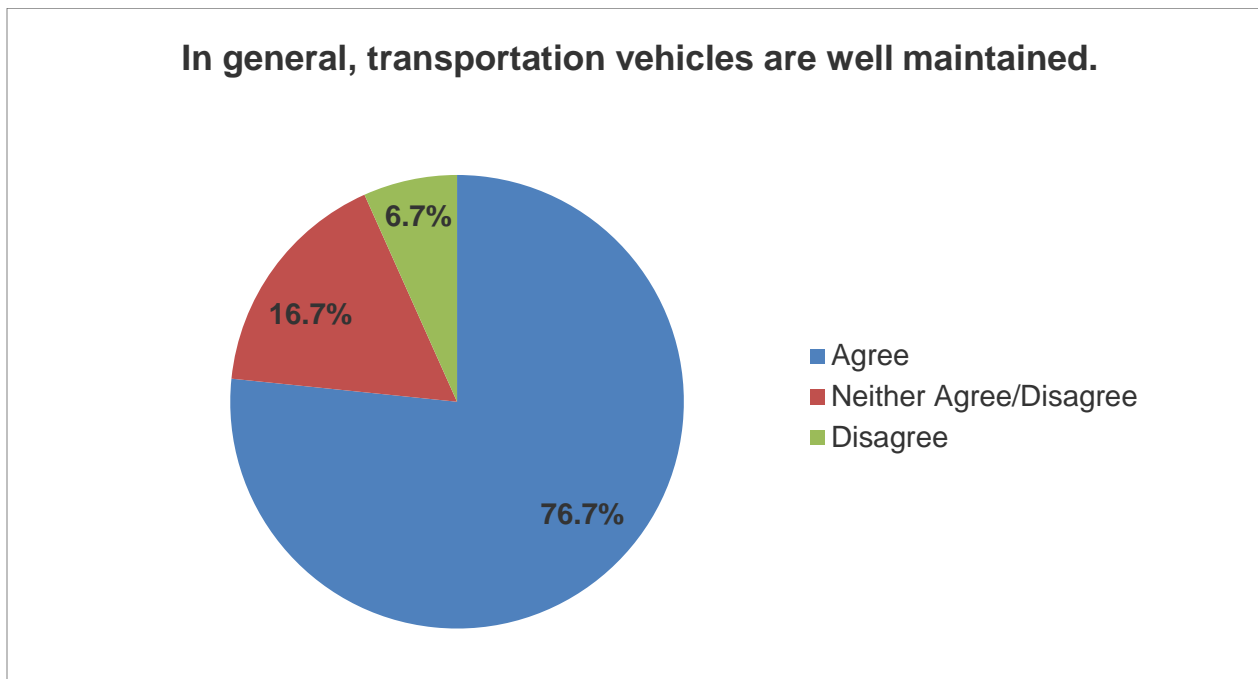
Question 14. In general, transportation services are convenient and meet my needs.



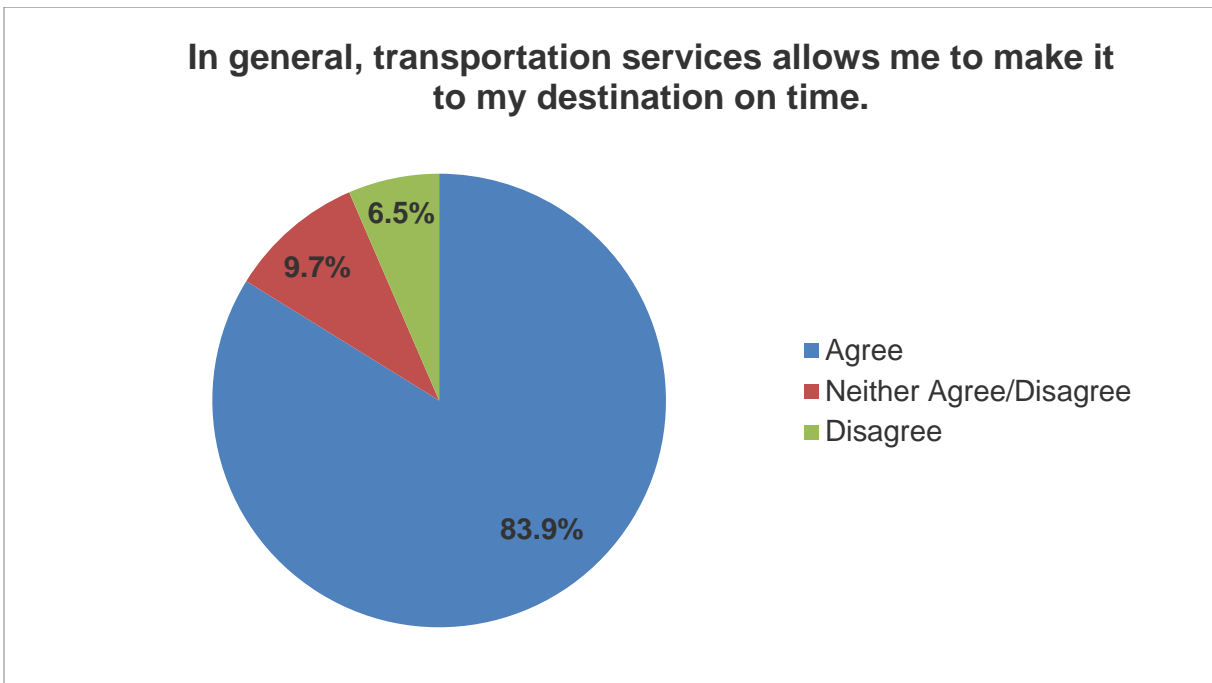
Question 15. In general, transportation drivers are professional.



Question 16. In general, transportation vehicles are well maintained.



Question 17. In general, transportation services allow me to make it to my destination on time.



SYSTEM SUMMARY ANALYSIS

Things Done Well

- Service is available county-wide
- Interest by community transportation providers to work on coordinating transportation efforts to not duplicate efforts; increase transportation availability to those who find it difficult to receive transportation.
- Driver capabilities - knowledge, compassionate (user perspective)
- Overall quality of service (user perspective)

Gaps or Needs within the system

- No county or regional mobility manager
- Limited options for trips leaving the county
- Some city fixed transit stops are not accessible for persons who would otherwise use fixed route, so they need to look to specialized transportation
- Long wait times (user perspective)
- Provide funds for programs that invest in public transportation Ex. WINR donated wheels program - purchase and repair program for low income individuals to get to work (2008)
- Reduce the 24 hour calling and make it more "on-demand" (2008)
- Why can't meetings be coordinated between the three counties (2008)
- Better coordination of non-urgent medical coordination (2008)
- More effective way to provide weekend transportation; possible providing service on Sundays in Oshkosh (2008)
- Communicate what these programs are and understand them and possibly apply for more funds (2008)
- Encourage more consumers to be involved (2008)
- Encourage consumers to attend Winnebago County Specialized Transportation Council (2008)
- Get the word out about the services to potential riders, Information on services (2008)
- More publicity on the Oshkosh to Neenah route to more users i.e. to mall (2008)
- Timing expanded for transit buses: to Sundays and evenings; recertification process in not consumer friendly (2008)
- Coordination center related to transportation and mobility management (2008)
- Look at extended bus hours and buses for special events (County Fair, Waterfest, Sawdust Days) (2008)
- Look at additional tie-downs on the buses, so more than two wheelchairs could ride at a time (2008)
- Vouchers for transportation home if someone attends a gov't meeting (2008)
- Getting from Oshkosh to Neenah for special services; wheelchair or during non-service hours (2008)
- Put bike racks on buses (2008)
- Funding should meet the consumer/provider needs; regulations vs. client needs (2008)
- Expand hours (evenings and weekends) (2008)

Barriers that prevent individuals from having adequate transportation

- Some programs limit number of trips that can be taken each month
- Programs are contained within political boundaries (city programs provide trips only within city, county programs provide trips only within county)
- Limited number of providers

Weaknesses within the transportation system

- We need a mobility manager that can actively understand issues and lead process to solve problems
- Commitment to identify a growth plan with the Make A Ride Happen for the southern Winnebago County area

PUBLIC FACILITATION – STRATEGIES, RESPONSIBILITY AND PRIORITIZATION

The Winnebago County Human Services-Public Transportation Coordinated Plan Public Facilitation took place on November 12, 2013 at the Best Western Premier Waterfront Hotel & Convention Center in Oshkosh. The facilitation was designed to gather feedback from the public, transportation providers, agencies, businesses, and government officials on the following: (**Table 5.**)

- Gaps, needs and barriers with the transportation system;
- Strategies to counter gaps, needs and barriers;
- Responsible parties;
- Timeline and prioritization; and
- Identification of future projects

The public facilitation members in attendance became the Planning Committee. The public facilitation sign-in-sheet is located in **Appendix E.** and the Summary of Proceedings is located in **Appendix F.** **RESULTS OF THE COUNTY HUMAN SERVICES-PUBLIC TRANSPORTATION COORDINATED PLAN PUBLIC FACILITATION (TABLE 5.)**

Table 5. Winnebago Action Plan

Location: Oshkosh		Date: 11-12-13	
<i>Gaps, Needs & Barriers</i>	<i>Strategies and or Actions to overcome gaps & needs</i>	<i>Responsible Parties</i>	<i>Priority</i>
No county or regional mobility manager	Utilize the Winnebago Specialized Transportation Study to contact other counties for regional transportation coordination, coordination center, look at other case studies/examples	Winnebago County, surrounding counties, Make the Ride Happen, ECWRPC, ADVOCAP, transportation providers	1
Limited options for trips leaving the county	Additional funding sources, local funding sources (specifically look for matching funds), establishing a transportation coordination center	Transportation providers, Winnebago County, potential employers	3
Some city fixed transit stops are not accessible for persons who would otherwise use fixed route, so they need to look to specialized transportation	Evaluate transit stops (through the Transportation Development Plan (TDP) or additional options), education of property owners, increase funding	Winnebago County, Make the Ride Happen, ECWRPC, ADVOCAP, transportation providers	
Long wait times (user perspective)	Taking a deeper look into the system, eligibility requirements (evaluate and improve), continue to work with existing agencies (Evergreen, Lutheran Homes, Cerebral Palsy, North Point, Clarity Care)	Transportation providers, Winnebago County, City of Oshkosh, local municipalities potential employers, local agencies	2
Provide funds for programs that invest in public transportation (i.e. ADVOCAP) donated wheels program - purchase and repair program for low income individuals to get to work (2008)	More funding sources, additional local funding sources, continue to work with existing agencies/businesses, employment transportation	Transportation providers, Winnebago County, City of Oshkosh, local municipalities potential employers, local agencies	

<i>Gaps, Needs & Barriers</i>	<i>Strategies and or Actions to overcome gaps & needs</i>	<i>Responsible Parties</i>	<i>Priority</i>
Reduce the 24 hour calling and make it more "on-demand" (2008)	Greater coordination with healthcare agencies in northern Winnebago County (ThedaCare, Affinity, Aurora)	Transportation providers, Winnebago County, Make the Ride Happen, healthcare providers	4
Better coordination of non-urgent medical coordination (2008)	Talk with legislators about funding restrictions, DHS, greater coordination with state and federal agencies	All interested parties	
More effective way to provide weekend transportation; possible providing service on Sundays in Oshkosh (2008)	Re-evaluate at the next TDP, coordination with local/regional employers	Transportation providers, Winnebago County, potential employers, churches	5
Communicate what these programs are and understand them and possibly apply for more funds (2008)	Coordination center, education/marketing/advocating for existing programs	Families, customers, churches, County, transit providers	
Lack of public involvement and user knowledge of available services (2008)	Advertise, post meeting announcements in buses, cabs, at the Transit Center, Bus terminals, word of mouth	All interested parties	
Coordination center related to transportation and mobility management (2008)	Coordination center, education/marketing/advocating for existing programs	Families, customers, churches, County, transit providers	
Look at additional tie-downs on the buses, so more than two wheelchairs could ride at a time (2008)	Continue to track and monitor, research new tie down methods, uniform design standards (talk with legislators and the manufacturers)	Transit providers	
Getting from Oshkosh to Neenah for special services; wheelchair or during non-service hours (2008)	Continue to investigate case by case	Cities of Oshkosh, Neenah, Winnebago County	
Transfer timing issues with Route 10 (service between Oshkosh and Fox Cities)	Better coordination with GO Transit and Valley Transit	GO Transit, Valley Transit	
Focus on rural transportation needs	Use the Winnebago Transportation Study, expanding the volunteer driver program	Winnebago County, transportation providers	

PROGRAMS/PROJECTS Table 6.

Table 6. Programs/Projects					
Program	FY 14	FY 15	FY 16	FY 17	FY 18
5310	Bethel Home/Lutheran Homes of Oshkosh, Make the Ride Happen, Oshkosh Senior Center, Cerebral Palsy-ARC, ADVOCAP, Salvation Army	Bethel Home/Lutheran Homes of Oshkosh, Make the Ride Happen, Oshkosh Senior Center, Cerebral Palsy-ARC, ADVOCAP, Salvation Army	Bethel Home/Lutheran Homes of Oshkosh, Make the Ride Happen, Oshkosh Senior Center, Cerebral Palsy-ARC, ADVOCAP, Salvation Army	Bethel Home/Lutheran Homes of Oshkosh, Make the Ride Happen, Oshkosh Senior Center, Cerebral Palsy-ARC, ADVOCAP, Salvation Army	Bethel Home/Lutheran Homes of Oshkosh, Make the Ride Happen, Oshkosh Senior Center, Cerebral Palsy-ARC, ADVOCAP, Salvation Army
85.21	Winnebago County	Winnebago County	Winnebago County	Winnebago County	Winnebago County

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PLAN ADOPTION

The Winnebago County Human Services-Public Transportation Coordinated Plan is formally adopted when the following criterion is met:

1. Summary of Proceedings from the Winnebago County Specialized Transportation Council approving the County Human Services-Public Transportation Coordinated Plan for the five year duration. (Summary of Proceedings is located in **Appendix G.**)

AMENDMENT PROCEDURE

If a Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program or State Statue 85.21 Specialized Transportation Assistance Program project is identified after the approval of the plan and is not included; an amendment is required.

AMENDMENT PROCEDURE

For the project recipient to receive Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program or State Statue 85.21 Specialized Transportation Assistance Program funds the following needs to take place:

- Project recipient will notify ECWRPC and County Champion of the project.
- Project recipient will submit to ECWRPC and County Champion a copy of grant.
- ECWRPC and County Champion will send amendment request to the Planning Committee and Winnebago County Specialized Transportation Council.
- If Planning Committee and the Winnebago County Specialized Transportation Council give their blessing, then the plan will be amended.
- The amended plan will be sent to WisDOT to update their copy along with the following:
 - A narrative summary describing the reasons for the amendment;
 - Description of the amendment process; and
 - Documentation to show the Planning Committee has been consulted.

SUMMARY OF MEETING EVALUATIONS

Winnebago County Facilitation Evaluation

	Strongly Agree		Agree		Strongly Disagree	Don't Know	Average
General Meeting Questions	1	2	3	4	5	6	#
The information covered in the group discussions, examples and explanations was understandable.	4	1	5	1	0	0	2.27
The meeting provided a good forum for communication about public/human services transportation coordination.	4	2	5	0	0	0	2.09
Participation at the meeting was from a broad stakeholder group.	1	6	3	1	0	0	2.36
The county/region's prioritized action plan is comprehensive and realistic.	2	1	7	1	0	0	2.64
The county/region has a working coordination team.	3	1	2	4	1	0	2.91
The 2008 coordination plan has been implemented.	0	1	4	4	1	1	3.73
Developing the prioritized action plan was meaningful and valuable.	3	1	3	3	0	1	2.91
I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	3	2	4	1	0	0	2.30
Facilitator Questions							
Facilitator was knowledgeable about the meeting process.	4	1	6	0	0	0	2.18
The information was presented in a clear, logical format.	3	3	4	1	0	0	2.27

Additional Meeting Evaluation Notes

- Ten survey respondents (91 percent) thought that 'not enough' time was allotted for the facilitation; one respondent (9 percent) thought that it was 'about right'.
- Survey respondents appreciated the discussion on establishing a regional mobility coordinator and being able to meet and talk with other transportation providers within the county.
- On-going issues included lack of funding for existing and future programs, rural transportation, too many options for transit.

-
- Survey respondents felt that more clarification could have been provided for specific coordination of services and discussion of current transit system issues.
 - Survey respondents felt more specific examples/case studies could have been provided to use as a comparison for the local system; with a focus on user resources, family, community and personal responsibility
 - ADRC consumer needs are not being met.

Appendix A.

Inventory Worksheet

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Specialized Transportation Agency Information Worksheet

Coordinated Public/Human Service Transportation Planning Process			
Transportation Agency Contacted:			
Person Contacted:			
Person Conducting Inventory:			
Phone Number:		Date of Inventory:	

Introduction:

Hello my name is _____ and I am from the East Central Wisconsin Regional Planning Commission. We are in the process of developing a Coordinated Public/Human Service Transportation Plan for the County by starting with an inventory of all transportation providers within the county. We'd greatly appreciate it if you or an appropriate member of your staff would be willing to answer a few questions regarding the services your agency provides.

Transportation Study Background Information:

Federal transit law, as amended by SAFETEA-LU (2005), and continued in MAP-21 (2012), requires that projects selected for funding under the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program be "derived from a locally developed, coordinated public transit-human services transportation plan" and that the plan be "developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public."

MAP-21 repealed 5316 (Job Access and Reverse Commute) and 5317 (New Freedom) programs. 5316 projects are now eligible for funding under public transportation grants programs (5311 and 5307), which do not require coordinated planning. 5317 projects are now eligible under 5310 and require coordinated planning.

Plans are required for counties to receive their 85.21 state funds!

The goal of the coordinated planning process is to develop a five-year plan that emphasizes strategies for specialized transportation that are broad and encompassing to accommodate action items.

If leaving a message:

Hello my name is _____ and I am from the East Central Wisconsin Regional Planning Commission. ECWRPC is in the process of developing a Coordinated Public/Human Service Transportation Plan for the County by beginning with an inventory of all transportation providers within the county. We'd greatly appreciate it if you or an appropriate member of your staff would be willing to answer a few questions regarding the specialized transportation services your agency provides. If you are willing to answer a few questions, please call me at your earliest convenience at (920) 751-4770, extension 6830. Thank you for your time and help in this process.

Questions:
1. Verify program name and agency/contractor
Program Name: Agency Name/Contractor:
2. Update Agency Contact Information
Website: Mailing Address (Number, Street, City, Zip): Agency/Program Contact Person: Agency/Program Contact Phone Number: Agency/Program Contact E-mail:
3. Program/Agency Specifics
Are you for profit or non-profit? If non-profit – Have you or are you planning on applying for federal funding such as 5310 or state funding such as 85.21? (Which ones) Clientele Served: (elderly/disabled/both/ambulatory) Days and Hours of Operation: Rider Fares: Type and number of vehicles (bus, van, car): Type of Equipment (Lifts/Ramps): Do the vehicles have any lifts or ramps for wheelchairs?

If lifts/ramps are available, what are their weight lifting capabilities?

How do riders contact your agency to access services? (phone, internet [website/email], fixed route)

What is the program's geographic coverage/service area?

In addition to the information gathered here, please take the time to fill out an online specialized transportation survey which is geared towards transit providers. Your input will help us determine what is going well and what needs improvement.

The survey is located at the Northeast Wisconsin Regional Access to Transportation website (www.newrat.org). Please select your county or counties that you provide service to by clicking on the map provided on the home page and click on the link titled **Transportation Provider Survey** to complete the survey. We will also email you the link to the survey.

Thank you for taking the time to help plan for the future!

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Appendix B.
Invitation list, Invitation Letter, Flyer and
Legal Notices

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Date: September 16, 2013

Dear Invitee,

Federal transit law, as amended by SAFETEA-LU (2005), and continued in MAP-21 (2012), requires that projects selected for funding under the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program and the State Section 85.21 Specialized Transportation Assistance program be derived from a coordinated public transit-human services transportation plan. A County Human Services-Public Transportation Coordinated Plan is a five year plan dedicated to sharing resources both intra- and inter-county to assist the transportation disadvantaged public in getting rides based on their individual mobility needs. East Central Wisconsin Regional Planning Commission has been designated by the Wisconsin Department of Transportation to coordinate and conduct a public facilitation to update the 2008 Winnebago locally developed Coordinated Public Transit-Human Services Transportation Plan.

You are being invited to participate in the public facilitation to update the 2008 Winnebago locally developed Coordinated Public Transit-Human Services Transportation Plan because you have been identified as one of the following:

- transportation provider;
- business or agency that deals with seniors and individuals with disabilities; and
- "user" of the transportation provider system.

**The Winnebago County Coordinated Public Transit-Human Services Transportation
Plan Public Facilitation Meeting Details:**

Date: November 12, 2013

Time: 10 am to 12 pm

**Location: Best Western Premier Waterfront Hotel & Convention Center
1 N Main Street
Oshkosh WI 54901**

We need your input! Please attend the public facilitation!

For more information please contact Nick Musson, Transportation Planner with East Central Wisconsin Regional Planning Commission at either (920) 7514770 or nmusson@ecwrpc.org.

Sincerely,

Nickolas Musson

Nickolas Musson, Transportation Planner, ECWRPC

2014-2018 COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

Winnebago County

November 12, 2013

10 am to 12 pm

BEST WESTERN PREMIER

Waterfront Hotel & Convention Center

1 N Main Street.

Oshkosh WI 54901

AGENDA

1. Welcome and Introductions
2. Overview and Purpose
3. County Transportation Assessment – Survey Results
4. Development of Action Plan
 - a. Strategies or goals
 - b. Actions
 - c. Responsible parties
 - d. Implementation schedule
 - e. Plan approval
5. Amendment Procedure
6. Evaluation
7. Adjourn

Meeting Notice:

2014-2018 Locally Developed Coordinated Public Transit-Human Services Transportation Plan

A County Coordinated Public Transit-Human Services Transportation Plan is a five year plan dedicated to sharing resources both intra- and inter-county to assist the transportation disadvantaged public in getting rides based on their individual mobility needs. The plan must be developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public. Coordination plans are required for Federal Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program funding and State Section 85.21 Specialized Transportation Assistance program funding for counties.

Winnebago County

We Need Your Input!!!!



<u>Date:</u>	November 12, 2013 10 am to 12 pm
<u>Location:</u>	Best Western Premier Waterfront Hotel & Convention Center 1 N Main Street. Oshkosh WI 54901
<u>Purpose:</u>	To conduct a Locally Developed Coordinated Public Transit-Human Services Transportation Plan
<u>Contact Information:</u>	Nick Musson, Transportation Plan, ECWRPC at (920) 751-4770 or via email at nmusson@ecwrpc.org

For more information or accommodations, please contact Nick Musson, Transportation Plan, ECWRPC at (920) 751-4770 or via email at nmusson@ecwrpc.org.

Plan Area:		Winnebago County			
Date of Meeting:		November 12, 2013			
Facilitators:		Nick Musson			
Coordination Plan Contact Names:		Mark Weisensel			
Name	Agency/Organization/Etc.	Street	P.O. Box/Suite/Etc.	City	Zip
Al Kaehny	Division of Vocational Rehabilitation	1802 Appleton Rd.		Menasha	54952
Amy Sue Hartman	Human Services Department	220 Washington Ave.		Oshkosh	54902
Andrea Alpert-Buss	Family Services of Northeast Wisconsin	1810 Appleton Rd.		Menasha	54952
Andrea Clark	Salvation Army	130 East North St.	P.O. Box 1605	Appleton	54912
Andrea Mitchell	Lutheran Social Services	820 W. College Ave.	Suite 1	Appleton	54914
Barb Davies	Cabulance Inc./Oshkosh City Cab	1402 Mount Vernon St.		Oshkosh	54901
Beckie Pinnow	American Red Cross of East Central WI	515 S. Washburn St.	Suite 201	Oshkosh	54904
Ben Coons	Valley Packaging	3375 West Brewster St.		Appleton	54914
Beth Coughlin	Division of Vocational Rehabilitation	1802 Appleton Rd.		Menasha	54952
Beth Tourville	Arc Fox Cities	375 Winnebago Ave.		Menasha	54952
Bill Topel	Human Services Director	220 Washington Ave.		Oshkosh	54903
Carol Kasimor	City of Neenah Community Development	211 Walnut St.		Neenah	54956
Catherine Neiswender	UW-Extension	625 E. County Road Y	Suite 600	Oshkosh	54901
Cheryl Welch	Fox Valley WDA	1401 McMahon Dr.		Neenah	54956
Chris Strong	Oshkosh Transit	926 Dempsey Trail		Oshkosh	54902
Dan Kobussen	Kobussen Buses	W914 County Road CE		Kaukauna	54130
Dave Vickman	Oshkosh Transit	926 Dempsey Trail		Oshkosh	54902
David Albrecht	Winnebago County Board Chairman	448 Algoma Blvd.	Room 220	Oshkosh	54903
Deb Tauer	Retired Senior and Volunteer Program	2929 Harrison St.		Oshkosh	54901
Deborah Wetter	Valley Transit	801 Whitman Ave.		Appleton	54914
Diana Ruppier	Oshkosh Area Workforce Development	315 Algoma Blvd.	1st Floor	Oshkosh	54901

Director	Pickett Community Center	6687 State Road 44		Pickett	54964
Director	Oshkosh Community Development	215 Church Ave.	P.O. Box 1130	Oshkosh	54903
Don Fascio Jr.	People First Fox Cities	375 Winnebago Ave.		Menasha	54952
Dr. Greg Peter	UW-Fox Valley	1478 Midway Road		Menasha	54952
Gayle Schultz	Arc Fox Cities	375 Winnebago Ave.		Menasha	54952
George Dearborn	Town of Menasha Community Development	2000 Municipal Drive		Neenah	54956
Gerald Nerenhausen	Zion Lutheran Church	400 N. Sawyer St.		Oshkosh	54901
Holly Keenan	Making the Ride Happen	820 W. College Ave.		Appleton	54914
Jan Klemm	Park View Health Care Center	725 Butler Ave.	PO Box 10	Oshkosh	54985
Jan Ristow	Fox Cities Workforce Development	1802 Appleton Rd.		Menasha	54952
Janis Ackerman	ThedaCare Medical Center Volunteers	130 Second St.		Neenah	54956
Jean Wollerman	Menasha Senior Center	116 Main St.		Menasha	54952
Jerry Bougie	Planning Department Director	448 Algoma Blvd.	Room 210	Oshkosh	54903
Jessica Beckendorf	City of Menasha Community Development	140 Main Street		Menasha	54952
Jill Gretzinger	Easter Seals	820 W. College Ave.	Suite 3	Appleton	54914
Jim Koziczowski	Human Services Board	104 Lexington Ct.		Neenah	54956
John Meissner	Options for Independent Living	820 W. College Ave.	Suite 5	Appleton	54914
Judy Brewer	Oshkosh Senior Center	200 North Campbell Road		Oshkosh	54901
Julie Lamers	Goodwill Inc.	1800 Appleton Rd.		Menasha	54952
Julie Schlieve	ThedaCare at Home		P.O. Box 469	Neenah	54957
Karen Engel	Oshkosh Workforce Development Center	315 Algoma Blvd.	2nd Floor	Oshkosh	54901
Kathryn Nichols	Lutheran Homes of Oshkosh	225 N. Eagle St.		Oshkosh	54902
Keith Wilk	Fox Cities Workforce Development	1802 Appleton Rd.		Menasha	54952
Lorraine Yarbrough	Cerebral Palsy of Mideast Wisconsin	36 Broad St.	Suite 120	Oshkosh	54903
Marcia Krater	Fox Valley Advocacy Coalition	820 W. College Ave.		Appleton	54914

Mark Eisner	Division of Vocational Rehabilitation	1802 Appleton Rd.		Menasha	54952
Mark Harris	Winnebago County Executive	448 Algoma Blvd.	Room 130	Oshkosh	54903
Mark Weisensel	Department of Human Services		P.O. Box 2187	Oshkosh	54903
Mark Ziemer	Winnebago County Committee on Aging/Senior Center	200 North Campbell Road		Oshkosh	54902
Mary Bloomer	Goodwill	1800 Appleton Rd.		Menasha	54952
Matt Rentmeester	Clarity Care	424 Washington Ave.		Oshkosh	54901
Michael Kroll	Division of Vocational Rehabilitation	1802 Appleton Rd.		Menasha	54952
Michele Cleary	Division of Vocational Rehabilitation	1802 Appleton Rd.		Menasha	54952
Mike Norton	County Board	1029 S Main St	Apt 8	Oshkosh	54901
Morgan Hinkley	Park View Health Care Center	725 Butler Ave.		Winnebag o	54985
Nanci Christenson	Thompson Community Center	820 W. College Ave.		Appleton	54914
Nanci Micke	United Way	1455 Midway Rd		Menasha	54952
Nancy Knoll-Garner	Clarity Care	424 Washington St		Oshkosh	54901
Paul Mennen	Lamers Bus Lines	1825 Novak Drive		Menasha	54952
Paula Lane	Cabulance Inc./Oshkosh City Cab	1402 Mount Vernon St.		Oshkosh	54901
Peter Kelly	United Way	1455 Midway Rd		Menasha	54952
Phil Scovile	Human Services Board	211 N. Commercial St.		Neenah	54956
Rhonda Hannemann	United Way	1455 Midway Rd		Menasha	54952
Richard Turner	Fox Valley Workforce Development Baord, Inc.	1401 McMahon Dr.		Neenah	54956
Rita McKeon	American Red Cross of East Central WI	515 S. Washburn St.	Suite 201	Oshkosh	54904
Robert Paterson	Winnebago County Human Services Board	530 N. Main St.		Oshkosh	54901
Robert Stone	Veterans Services	504 Algoma Blvd.		Oshkosh	54903
Sal La Puma	Valley Transit	801 Whitman Ave.		Appleton	54914
Sharon Rook	Appleton School District	120 E. Harris		Appleton	54912

Steve Rosenbaum	Medi-Vans	1846 Industrial Dr.		Green Bay	54302
Steven Arne	Human Services Board	2283 Indian Point Rd.		Oshkosh	54901
Sue Panek	United Way	36 Broad St.	Suite 100	Oshkosh	54901
Susan Ertmer	County Clerk	415 Jackson St.	Room 110	Oshkosh	54901
Susan Vanden Heeden	Arc Fox Cities	375 Winnebago Ave.		Menasha	54952
Terri Stern	Nutrition Program	181 E. North Water St.	Suite 210	Neenah	54956
Tim Cook	Clarity Care	424 Washington Ave.		Oshkosh	54901
Tom Widener	Advocap Committee Chair	129 Richard Ave.		Neenah	54956
Trish Martell	Advocap Inc.	2929 Harrison St.		Oshkosh	54901
Vocational Rehabilitation	Fox Cities Workforce Development	1802 Appleton Rd.		Menasha	54952
Vocational Rehabilitation	Oshkosh Area Workforce Development	315 Algoma Blvd.	Suite 106	Oshkosh	54901
Wayne Defferding	City of Appleton	43 South Meadows Dr.		Appleton	54915
	Medical Transport Service Company	4663 Ulman St.		Oshkosh	54904
	Thedacare Transportation Service	130 2nd St.		Neenah	54956
	Oshkosh City Cab	1402 Mount Vernon St.		Oshkosh	54901
Jessica Thrun	Winneconne Personal Transport LLC	614 West Main St. Apt 2		Winneconn e	54986

Matt Halada	WisDOT-DTSD-NE Region	944 Vanderperren Way		Green Bay	54304
Judy Foss	WI Department of Transportation	4802 SHEBOYGAN AVE 951		Madison	53705
Derek Weyer	WisDOT-DTSD-NE Region	944 Vanderperren Way		Green Bay	54304
Jill Michaelson	WisDOT-DTSD-NE Region	944 Vanderperren Way		Green Bay	54304
Alexis Kuklenski	FHWA Wisconsin Division	525 Junction Road, Suite 8000		Madison	53717
Mary Robb	Wisconsin Department of Transportation	4802 Sheboygan Ave., Room 901		Madision	53707
John Alley	Wisconsin Department of Transportation	4802 Sheboygan Ave., Room 951	PO Box 7913	Madision	53707

Stephen Hirshfeld	Wisconsin Department of Transportation	4802 Sheboygan Ave.	P.O. Box 7913	Madison	53707
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Adult Services - Oshkosh	Lakeside Packaging Plus, Inc.	100 W Fernau Oshkosh		Oshkosh	54901
Cab-U-Lance Program	Oshkosh Cab Company, Inc.	2723 Harrison St		Oshkosh	54901
Department of Veterans Services Transportation	U.S. Department of Veterans Affairs	504 Algoma Blvd		Oshkosh	54903
GO Transit Buses	GO Transit	926 Dempsey Trail		Oshkosh	54902
Northern Winnebago Dial-a-Ride	Fox Valley Cab	719 W Frances Street		Appleton	54914
The Connector Service	Valley Transit (contracted out to Running Inc. Transit Services)	801 S Whitman Ave		Appleton	54914
Bus Buddy Program	Lutheran Social Services of Wisconsin	820 W College Ave		Appleton	54914
Access to Jobs	GO Transit	926 Dempsey Trail		Oshkosh	54902
Americans with Disabilities Act (ADA) Paratransit	Cabulance, Inc./ Oshkosh City Cab	2723 Harrison St		Oshkosh	54901
Medical Assistance Transportation	Winnebago County Department of Human Services	220 Washington Ave PO Box 2187		Oshkosh	
Rural Transportation for the Elderly and Disabled	Oshkosh City Cab/Cabulance	2723 Harrison St		Oshkosh	54901
Dial-A-Ride, Neenah/Menasha	City of Neenah	211 Walnut Street		Neenah	54956
	Double J's Shuttle Service	W10862 County Road WW		New London	54961
Elderly Transportation (Dial-A-Ride)	Town of Menasha/Fox Valley Cab	719 W Frances Street		Appleton	54914
Medical Transport (Fox Valley Cab Inc.)	Fox Valley Cab	719 W Frances Street		Appleton	54914
Greyhound-Oshkosh Station	Greyhound	525 W 20th Street		Oshkosh	54902
Senior Transportation	Kidz Kab, LLC	3019 W Spencer Street		Appleton	54914
Koeppens		217 Industrial Dr.		Clintonville	54929
Kobussen LTD		3034 Omro Road		Oshkosh	54904

Lamers Medical Transport		1825 Novak Drive		Menasha	54952
Make the Ride Happen	same as Bus Buddy Program (see above)	820 College Avenue		Appleton	54914
Metro Medical Transport		E9321 Crain Road		New London	54961
Riverview Transportation LLC		1395 Broderick Road		Omro	54963
Thedacare Transportation	Valley Transit (fixed routes)/Valley Transit II (ADA requirements)	719 W Frances Street		Appleton	54914
Valley Transit II	Valley Transit (contracted through Running, Inc.)	801 S Whitman Ave		Appleton	54914

Forum will focus on health reform

By Kathleen Foady
Gannett Wisconsin Media
Investigative Team



Norrbom

Organizers of a public forum focused on the sweeping federal health care law have two priorities:

First, create a politics-free zone.

Second, focus on people.

Thursday's forum, titled "Putting politics aside: The realities of Obamacare," starts at 7 p.m. at James W. Perry Hall on the University of Wisconsin-Fox Valley campus in Menasha. Speakers will represent health care providers and administrators, the insurance industry and small businesses.

The roll-out of the federal insurance exchange—a centerpiece of the law—has been anything but smooth.

Since the open enrollment began in October, people in Wisconsin and elsewhere around the country have struggled to create accounts or buy in-

surance plans at healthcare.gov. These issues continue to plague the Obama administration nearly five weeks later.

Thursday's event organizer, Corina Norrbom, said enrollment problems and questions consumers may have about the law's implementation were central to planning for the forum.

Norrbom is a doctor at Aspirus Wausau Hospital and a fellow with the Wisconsin Institute for Public Policy and Service.

"This is the law of the land, and this is going to happen," Norrbom said. "We really have to roll our sleeves up and move forward."

The panel discussion will include videos produced by Wisconsin Public Television featuring Wisconsin residents who could get coverage on the federal exchange.

"With these videos, our

panel can address or give their perspective about the realities of Obamacare, based on real stories," she said.

Donovan Slack, a reporter for USA Today and Gannett Wisconsin Media's Washington bureau, will begin the forum with insights from the nation's capital and the difficulties of cutting through the politics to understand the law's impact.

Moderator Carol Koby then will lead discussion for a five-member panel representing a variety of organizations.

Koby is the executive producer and host of All About Living, a weekly radio interview program based in Madison. She hopes the forum will give people accurate and up-to-date information.

"I think that as each day is passing, there's new information coming and more questions that people have," Koby said. "We want to step back (from the politics) and let people know what the Affordable Care Act is and how they

can access whatever aspect is appropriate for them."

Lori Compas, executive director of the Wisconsin Business Alliance and one of the scheduled panelists, said she's looking forward to "talking about the facts."

Audience members can participate in a question and answer session after the panel, Norrbom said.

Thursday's event is free, and no registration is required.

WIPPS also will host an all-day conference on Friday, with sessions on how the Affordable Care Act affects the insurance and health care industries, employers and government. Friday's event includes a featured panel with Jonathan Gruber, a professor of economics at the Massachusetts Institute of Technology, who worked on the federal law and Massachusetts' state health care law.

Registration for Friday's conference is \$35. Participants can sign up at wipps.org or in person at Thursday's forum.



A North Fond du Lac man was injured when he pulled out in front of a southbound train on Viaduct Road south of Van Dyne Friday. AILEEN ANDREWS/GANNETT WISCONSIN MEDIA

Area man injured in train-truck accident

Gannett Wisconsin Media

TOWN OF FRIENDSHIP—A North Fond du Lac man was seriously injured Friday when his pickup truck was struck by a train near Van Dyne.

The 63-year-old man failed to stop for a stop sign at the crossing and was struck by a southbound Canadian National train at 1:45 p.m. Friday on Viaduct Road in the town of Friendship, according to a Fond du Lac County Sheriff's Office report. The man had been traveling west on Viaduct.

The railroad crossing is not marked by electronic warning signals

or crossing arms. It is one of a handful of crossings in the county marked by a stop sign and crossbucks.

A flight for Life Helicopter transported the man to Theda Clark Medical Center in Neenah with serious injuries, according to the report. The man's name is not being released at this time, said Captain of Operations Rick Olig.

Other agencies responding to the crash were the Wisconsin State Patrol, Van Dyne Fire Department and First Responders, North Fond du Lac and Fire Department, Flight for Life Helicopter and CN Railroad Police.

BRIEFS

Bill legalizing duck races up for hearing

MADISON (AP)—A bill legalizing rubber duck races in Wisconsin has been scheduled for a public hearing. The measure is up for a hearing Thursday before the state Senate's Workforce Development Committee.

Non-profit organizations commonly race the little plastic ducks, with numbers on the bottom, as fundraisers.

The bill comes after the village of Mishicot was warned by the Wisconsin Department of Justice its race amounts to illegal gambling.

2 men sentenced in fatal shooting

RACINE (AP)—Two men have been sentenced in the fatal shooting of a Racine musician last year. Jeremiah "Jay" Brook, 22, was shot once through the heart during a botched

robbery attempt in 2012.

Kiari Billups, 22, was sentenced Friday to 22 years in prison. Prosecutors contend Billups lured Brook to a parking lot under the guise of buying

marijuana from Brook, but his cousin planned to rob Brook instead.

Billups' cousin, Latrell Thurman, 21, was sentenced at a separate hearing to 37 years in prison.

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1100 N. Main St. Oshkosh, WI 54901 920-240-3303

Hours: Mon.-Fri. 8am-4:30pm; Sat. 8am-12:00pm; Sun. Closed

Thanksgiving Buffet

November 28, 2013

Enjoy a Thanksgiving Day feast with your family and friends at Grey Rock restaurant.

The menu includes Roasted Turkey with Gravy, Pineapple and Honey Glazed Ham, Smoked Sea Salt and Roasted Garlic Tenderloin, Apple and Pecan Cranberry Stuffing, Roasted Red Pepper and Basil Mashed Potatoes, Sweet Potato Hash, Smoked Salmon, Fresh Fruit Display, Rolls, Pastries, Pies and much more!

Seatings at 11 a.m. • 1 p.m. • 3 p.m. • 5 p.m.

Adults - \$21.95 • Children (4-12) - \$10.95

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Oshkosh | 920-456-2002
Aurora.org/VisionCenter

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*This offer cannot be combined with insurance, coupons, previous purchases and other discounts. Some restrictions apply.

Check out our competitively priced contact lenses. Current prescription needed.

NOTICE OF PUBLIC MEETING

A County Coordinated Public Transit-Human Services Transportation meeting will be held at the following:

The Winnebago County Coordinated Public Transit-Human Services Transportation Plan Public Facilitation Meeting Details:

Date: November 12, 2013

Time: 10 am to 12 pm

Location: Best Western Premier Waterfront Hotel & Convention Center
1 N Main Street
Oshkosh WI 54901

A County Coordinated Public Transit-Human Services Transportation Plan is a five year plan dedicated to sharing resources both intra- and inter-county to assist the transportation disadvantaged public in getting rides based on their individual mobility needs. The plan must be developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public. Coordination plans are required for Federal Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program funding and State Section 85.21 Specialized Transportation Assistance program funding for counties.

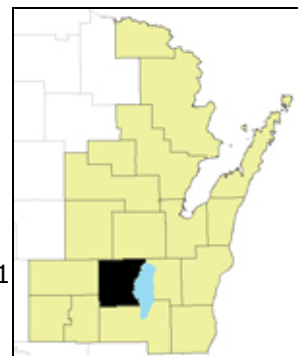
The meeting will include the completion of a county assessment of public transit/human services transportation coordination from all transportation providers and stakeholders in attendance.

Those persons unable to attend the meeting and would like to comment can do so by taking an online survey. Surveys are located at <http://www.newrat.org/>. Select your county and select the appropriate survey to begin.

Feasible accommodations for individuals with disabilities will be made upon request by contacting Nick Musson at (920) 751-4770 or via e-mail at nmusson@ecwrpc.org.

Appendix C.
Winnebago County NEWRAT Webpage

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Northeast Wisconsin Regional Access to Transportation Committee**Winnebago County**

Service/Information - [Services PDF](#)

2013 Coordinated Public/Human Service Transportation Planning Process

Federal transit law, as amended by SAFETEA-LU (2005), and continued in MAP-21 (2012), requires that projects selected for funding under the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program be "derived from a locally developed, coordinated public transit-human services transportation plan" and that the plan be "developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public."

MAP-21 repealed 5316 (Job Access and Reverse Commute) and 5317 (New Freedom) programs. 5316 projects are now eligible for funding under public transportation grants programs (5311 and 5307), which do not require coordinated planning. 5317 projects are now eligible under 5310 and require coordinated planning.

Plans are required for counties to receive their 85.21 state funds!

The goal of the coordinated planning process is to develop a five-year plan that emphasizes strategies for specialized transportation that are broad and encompassing to accommodate action items.

4 Required Elements of a Coordinated Plan:

- An assessment of available services that identifies current transportation providers (public, private, and non-profit);
- An assessment of the transportation needs for individuals with disabilities and older adults. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, as well as gaps in service;
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiency in service delivery; and
- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

To participate in the planning process, please fill out the appropriate survey.

Survey details will be included in the 2013 Coordinated Public/Human Service Transportation Plan.

TRANSPORTATION PROVIDER SURVEY

BUSINESS OR AGENCY SURVEY (Intended for those organizations that interact with either the disabled or elderly that access specialized transportation)

USER SURVEY

Thank you for your input!

Meeting Announcements

Coordinated Public Transit-Human Services Transportation Plan Public Facilitation Meeting
 November 12, 2013 10am-12pm
 Best Western Premier Waterfront Hotel and Convention Center
 1 N Main St
 Oshkosh, WI 54901

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Appendix D. Surveys

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Specialized Transportation Provider Survey

Introduction

Federal transit law, as amended by SAFETEA-LU (2005), and continued in MAP-21 (2012), requires that projects selected for funding under the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program be “derived from a locally developed, coordinated public transit-human services transportation plan” and that the plan be “developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public.”

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- An assessment of available services that identifies current transportation providers (public, private, and non-profit);
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- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiency in service delivery; and
- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

The results of the survey will be included in the County Coordinated Planning Process for Public & Human Services Transportation Plan.

*1. County

Specialized Transportation Needs and Gaps

2. What are things done well within the County in reference to specialized transportation?

3. What specialized transportation gaps or needs exist within the County?

4. What are the barriers that prevent individuals from having adequate transportation within the County?

5. Do you see duplication of transportation services? If so, what?

6. What weaknesses do you see in the system? How could they be improved?

2008 Assessment of Needs and Gaps

Specialized Transportation Provider Survey

7. According to the 2008 Regional County Coordinated Public & Human Services Transportation Plan, which are still issues that need to be addressed?

- ☐ Maintain and expand volunteer driver base (especially in rural areas).
- ☐ Compensation and incentives for volunteer drivers without being penalized by taxes.
- ☐ Increased funding
- ☐ Lack of awareness and communication of new and existing funds.
- ☐ Insurance costs
- ☐ Fuel costs
- ☐ Operation costs in general
- ☐ Staffing shortages/cuts (doing more with less).
- ☐ Cost-effectiveness/cost vs. benefit analysis study
- ☐ Weekend services
- ☐ Evening services
- ☐ Holiday services
- ☐ Rural transportation - especially for low income, disabled, and elderly
- ☐ Duplication of services
- ☐ Catering to increasing volumes - elderly and disabled populations on the rise
- ☐ Lack of transportation options
- ☐ Competition between the public and private sector
- ☐ Employment transportation
- ☐ Identification of needed transportation services and the people that rely on them
- ☐ Transportation for the general public - social trips
- ☐ 24 hour scheduling
- ☐ Demand responsive service/shared ride taxi
- ☐ Wheelchair transportation
- ☐ Intercounty transportation
- ☐ Urban fringe transportation
- ☐ Air shuttle transportation
- ☐ Private rides for extremely ill patients
- ☐ Medical Assistance transportation
- ☐ The number and complexity of State and Federal restrictions and regulations
- ☐ The ability for agencies and programs to share vehicles (i.e. school buses that are not in service)
- ☐ Veteran health care system affects transportation-must attend select hospitals throughout the State

Specialized Transportation Provider Survey

- ☐ Lack of awareness of some services provided
- ☐ Misconception of public transportation (only for the elderly, disabled, and low income).
- ☐ Many want to maintain their independence driving - although some individuals are high risk.
- ☐ Communication barriers - language, cultural (i.e. Amish), isolation, etc.
- ☐ Public participation in important meetings /hearings
- ☐ The transportation experience/environment may be overwhelming for many individuals
- ☐ Transportation for seasonal residents
- ☐ Develop, maintain, and/or expand marketing efforts
- ☐ Pooling of resources to reduce duplication, save money, and improve efficiency
- ☐ Developing partnerships
- ☐ Regional coordination/crossing municipal boundaries
- ☐ More participation for the health care industry-short notice discharges in the middle of the night.
- ☐ Coordination of trips for veterans
- ☐ Concern over past brokerage system proposals (loss of local control, volunteer base, etc.)
- ☐ Expansion or creation of Transportation Coordination Committees (TCCs)
- ☐ Health care facilities & other establishments building where transportation services are not provided

County Transportation Rider Survey

1. What County do you live in? Circle one.

Outagamie

Winnebago

Waupaca

Marquette

Shawano

Calumet

Waushara

Green Lake

Menominee

Fond du Lac

2. Who is filling out this survey?

a. The rider

b. Representative of the rider

3. Why do you use transportation services?

a. Not safe for me to drive

b. Don't like to drive

c. Don't have driver's license

d. Other _____

4. What kind of transportation service do you use?

a. Scheduled Bus Route

b. On Demand (call -in to schedule a ride)

c. Other _____

5. What do you like best about your transportation provider(s) in terms of the overall experience?

6. What do you think can be improved by your transportation provider(s) in terms of the overall experience?

7. List the transportation providers you currently use:

8. Which transportation provider do you prefer and why?

9. Why do you use multiple transportation providers?

a. Convenience

b. Safety

c. Availability

d. I don't use multiple providers

e. Other _____

10. How many time(s) do you use transportation services in a given week?

a. Less than once a week

b. 1-2 times per week

c. 3-4 times per week

d. 5-6 times per week

e. More than 6 times per week

11. My transportation provider's vehicles have adequate equipment to meet my required needs (ramp, lift, straps, railings, etc.).
a. Agree **b.** Neither agree or disagree **c.** Disagree
If not **please specify** what services or equipment could better meet your needs. _____
-
12. Many times Specialized Transportation options are not used because people are unaware that these services exist. In your opinion, what is the best way to communicate information about these services to you?
a. Print Media **b.** Radio **c.** Social Media
d. E-Mail **e.** In Person
f. Other _____
-
13. What is your preferred way to make arrangements for transportation?
a. Phone
b. Internet
c. Scheduled Bus Route
d. Other _____
-
14. In general, arranging transportation meets my needs. (Please choose only one response):
a. Agree **b.** Neither agree or disagree **c.** Disagree
15. How would you rate your transportation reservation process? **(On a scale of 1-5, with 1 being the highest rank and 5 being the lowest rank)**
a. 1 **b.** 2 **c.** 3 **d.** 4 **e.** 5
16. In general, I feel safe when I use transportation services. (Please choose only one response):
a. Agree **b.** Neither agree or disagree **c.** Disagree
17. In general, transportation services are convenient and meet my needs. (Please choose only one response):
a. Agree **b.** Neither agree or disagree **c.** Disagree
18. In general, transportation drivers are professional. (Please choose only one response):
a. Agree **b.** Neither agree or disagree **c.** Disagree
19. In general, transportation vehicles are well maintained. (Please choose only one response):
a. Agree **b.** Neither agree or disagree **c.** Disagree
20. In general, transportation services allow me to make my destination on time. (Please choose only one response):
a. Agree **b.** Neither agree or disagree **c.** Disagree

Local Return Address
Name
Street
City, State Zip

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Appendix E.

Facilitation Sign-In-Sheet

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Winnebago County Public/Human Service Transportation Coordination Assessment and Action Plan Meeting

Facilitator: Nick Musson, ECWRPC					Date: 11-12-13	Location: Oshkosh	
Participant Name	Agency/Organization/ Municipality/Etc.	Mailing Address	E-Mail Address	Phone	County/Countries Representing		
Challie Smith	Lakeland Care District	500 City Center Oshkosh, WI	callie.smith@lakelandaredistrict.org	920-456-3251	Winnebago		
Tim Short	Dynamic Insights, LLC	105 Washington Ave, St. 228 Oshkosh, WI	thshort@dynamicinsights.com	920-230-1802	Winnebago		
Heidi Vargas	Lakeside Packaging Plus Inc.	100 W. Fernau Oshkosh WI	hvargas@lakesidepackagingplus.com	231-0870	Winnebago		
Robert Store	Winnebago Veterans Service	504 Algonquin Oshkosh 54904	store@winnebago.vv.us	920-236-4898	Winnebago		
Amy Erickson	Valley Transit	801 S. Whitman Appleton, WI	amy.erickson@valleytransit-wi.org	920-892-5800	Outagamie Calumet Winnebago		
Rob Paterson	ADRC Winnebago Co	530 N. Main 103 Oshkosh 54901		920 303-4638	Winnebago		
John Melisner	Options For Tendermint and	820 W. College Ave Appleton	generaloffice@ratio.com	920 997-9999	Winnebago		
Charles Hodge	Private	202 Oxford Oshkosh 54901		920-203-0508	Winnebago		
		530 N. Main Osh WI 54901	Att 103	920 303 9638			
Dave Vickman	GO Transit City of Oshkosh	934 Dempsey Tr Osh, WI 54902	district dvickman@ci.oshkosh.wi.us	232-5341	Winnebago		
Chris Strong	GO TRANSIT	" "	CSTRONG@ci.oshkosh.wi.us	232-5342	Winnebago		
Holly Keenan	LSS-Making The Ride Happen	820 W. College Ave Appleton	Holly.Keenan@lsswis.org	205-1740	Calumet Outagamie Winnebago		
Denny Toky	Winnebago ADRC	5110 East Ave Oshkosh 54901	dennytoky@gmail.com	235-8553	Winnebago		
John Oft		445 Main St Appleton WI 54911		232 4602			
Sue Tomplur	ADRCAP	309 Thierson St. Oshkosh, WI, 54901	SueP@adrcap.org	920-0150	Winnebago Trempealeau Green Lake		
Kathryn Nichols	Lakeland Home of Oshkosh	225 N Eagle St. Oshkosh 54902	knichols@lakelandhomeofoskosh.com	920-232-5249	Winnebago		
Mark Weisenso	Winnebago County ADRC	220 Washington Ave. Oshkosh WI 54904	Mweisenso@co.winnebago.wi.us	920-236-4668	Winnebago		

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Appendix F.

Summary of Proceedings

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WINNEBAGO COUNTY SUMMARY OF PROCEEDINGS

The Winnebago County Coordinated Public Transit-Human Services Transportation Plan
Public Facilitation Meeting
Oshkosh Convention Center, Oshkosh
Tuesday, November 12, 2013

Meeting Participants

Callie Smith.....	Lakeland Care District
Tim Short.....	Dynamic Insights, LLC
Heidi Vargas.....	Lakeside Packaging Plus, Inc.
Robert Stone.....	Winnebago Veterans Services
Amy Erickson.....	Valley Transit
Rob Paterson.....	Winnebago County ADRC
John Meissner.....	Options for Independent Living
Charles Hodge.....	Transportation Customer
Dave Vickman.....	GO Transit, City of Oshkosh
Chris Strong.....	GO Transit, City of Oshkosh
Holly Keenan.....	Lutheran Social Services, Making The Ride Happen
Donna Lohry.....	Winnebago County ADRC
Tom Otto.....	Transportation Customer
Sue Pomplun.....	ADVOCAP
Kathryn Nichols.....	Lutheran Homes of Oshkosh
Mark Weisensel.....	Winnebago County ADRC

Facilitators

Nick Musson.....	ECWRPC
Kolin Erickson.....	ECWRPC

The meeting was called to order by Mr. Musson at 10:00 A.M.

Mr. Musson welcomed the group and began introductions.

1. Mr. Musson explained that ECWRPC is the state agency responsible for the development of the Winnebago County Coordinated Public Transit-Human Services Transportation Plan. He noted that the facilitation would be used to update the 2008-2013 plan; renewed for the five year period from 2014-2018. He also stated that this plan is required to address four criteria in order to qualify for federal (5310) and state (85.21) funding: an inventory of existing transportation providers within the county, an assessment of the transportation providers and end users of the system within the county, development of a set of strategies that identifies existing needs, gaps, and barriers within the plan, and a prioritization of those strategies developed within this committee/working group.
2. Mr. Musson noted that Mark Weisensel and ECWRPC are Winnebago County's designated champions or caretakers of the coordination plan; all future questions/concerns should be directed to them including amendments to this planning document. Mr. Musson directed the group to use the Transportation

Provider Table, enclosed in their meeting materials, to update any pertinent contact information and to get that returned to him by the end of the facilitation.

Mr. Musson noted that ECWRPC developed two sets of surveys for this plan: one for the users and one for the businesses/agencies involved in specialized transit planning. Mr. Musson reviewed the two survey results with the group; noting that these results would guide the rest of the facilitation process.

3. Mr. Musson and Mr. Erickson began the facilitation process for the group to work on the development of the current gaps, needs and barriers of the current plan; by directing the group to a print version of this table in their meeting materials.

The following gaps, needs, and barriers were reviewed from the current plan and strategies were discussed for future implementation (**included below**):

- No county or regional mobility manager:
 - Utilize the Winnebago Specialized Transportation Study to contact other counties for regional transportation coordination, coordination center, look at other case studies/examples
 - **Responsible parties:** Winnebago County, surrounding counties, Make the Ride Happen, ECWRPC, ADVOCAP, transportation providers
- Limited options for trips leaving the county:
 - Additional funding sources, local funding sources (specifically look for matching funds), establishing a transportation coordination center
 - **Responsible parties:** Transportation providers, Winnebago County, potential employers
- Some city fixed transit stops are not accessible for persons who would otherwise use fixed route, so they need to look to specialized transportation:
 - Evaluate transit stops (through the Transportation Development Plan (TDP) or additional options), education of property owners, increase funding
 - **Responsible parties:** Winnebago County, Make the Ride Happen, ECWRPC, ADVOCAP, transportation providers
- Long wait times (user perspective):
 - Taking a deeper look into the system, eligibility requirements (evaluate and improve), continue to work with existing agencies (Evergreen, Lutheran Homes, Cerebral Palsy, North Point, Clarity Care)
 - **Responsible parties:** Transportation providers, Winnebago County, City of Oshkosh, local municipalities, potential employers, local agencies

- Provide funds for programs that invest in public transportation (i.e. ADVOCAP) donated wheels program - purchase and repair program for low income individuals to get to work (2008):
 - More funding sources, additional local funding sources, continue to work with existing agencies/businesses, employment transportation
 - **Responsible parties:** Transportation providers, Winnebago County, City of Oshkosh, local municipalities potential employers, local agencies
- Reduce 24 hour calling and make it more "on-demand" (2008):
 - Greater coordination with healthcare agencies in northern Winnebago County (ThedaCare, Affinity, Aurora)
 - **Responsible parties:** Transportation providers, Winnebago County, Make the Ride Happen, healthcare providers
- Better coordination of non-urgent medical coordination (2008):
 - Talk with legislators about funding restrictions, DHS, greater coordination with state and federal agencies
 - **Responsible parties:** All interested parties
- More effective way to provide weekend transportation; possible providing service on Sundays in Oshkosh (2008):
 - Re-evaluate at the next TDP (Transportation Development Plan), coordination with local/regional employers
 - **Responsible parties:** Transportation providers, Winnebago County, potential employers, churches
- Communicate what these programs are and understand them and possibly apply for more funds (2008):
 - Coordination center, education/marketing/advocating for existing programs
 - **Responsible parties:** Families, customers, churches, County, transit providers
- Lack of public involvement and user knowledge of available services (2008):
 - Advertise, post meeting announcements in buses, cabs, at the Transit Center, Bus terminals, word of mouth
 - **Responsible parties:** All interested parties

- Coordination center related to transportation and mobility management (2008):
 - Coordination center, education/marketing/advocating for existing programs
 - **Responsible parties:** Families, customers, churches, County, transit providers
 - Look at additional tie-downs on the buses, so more than two wheelchairs could ride at a time (2008):
 - Continue to track and monitor, research new tie down methods, uniform design standards (talk with legislators and the manufacturers)
 - **Responsible parties:** Transit providers (public and private sectors)
 - Getting from Oshkosh to Neenah for special services; wheelchair or during non-service hours (2008):
 - Continue to investigate this need case by case
 - **Responsible parties:** Cities of Oshkosh, Neenah, Winnebago County
 - Transfer timing issues with Route 10 (service between Oshkosh and Fox Cities):
 - Better coordination with GO Transit and Valley Transit
 - **Responsible parties:** GO Transit, Valley Transit
 - Focus on rural transportation needs:
 - Use the Winnebago Transportation Study, expanding the volunteer driver program
 - **Responsible parties:** Winnebago County, transportation providers
4. Mr. Musson had the planning committee vote for their top three strategies to prioritize their implementation into the new plan. Mr. Musson noted that all gaps, needs and barriers (with relevant strategies) discussed in the facilitation would be included in the final document; however, the ones that were voted on would be given higher priority within the planning document.

These are the strategies that the group decided to highlight (from highest to lowest priority):

- Utilizing the Winnebago Specialized Transportation Study to contact other counties for regional transportation coordination, establishing a coordinated call center, look at other case studies/examples

- Taking a deeper look into the existing transportation system, eligibility requirements (evaluate and improve), continue to work with existing agencies (Evergreen, Lutheran Homes, Cerebral Palsy, North Point, Clarity Care)
- Research and apply for additional funding sources, local funding sources (specifically look for matching funds) and look into establishing a transportation coordination center
- Seek out greater coordination with healthcare agencies in northern Winnebago County (ThedaCare, Affinity, Aurora)
- Re-evaluate at the next TDP (Transportation Development Plan), coordination with local/regional employers to provide more effective weekend fixed route services

5. Mr. Musson also explained how to formally amend this document in the future. He noted:

The Winnebago County Human Services-Public Transportation Coordinated Plan is formally adopted when the following criterion is met:

- Resolution from the Winnebago Transportation Council approving the County Human Services-Public Transportation Coordinated Plan for the five year duration (2014-2018).

He also noted the amendment process is as follows:

Project recipient will notify ECWRPC and County Champion of the project. Project recipient will submit to ECWRPC and County Champion a copy of grant. ECWRPC and County Champion will send amendment request to the Winnebago Transportation Council. If the Transportation Council gives their blessing, then the plan will be amended. The amended plan will be sent to WisDOT to update their copy along with the following:

- A narrative summary describing the reasons for the amendment;
- Description of the amendment process; and
- Documentation to show the Transportation Advisory Board has been consulted.

6. Mr. Musson asked the group to fill out an evaluation for the facilitation. He thanked the group for coming to the meeting and providing their input for the coordination plan and asked if there were any other questions from the group. No further questions were asked.

The meeting adjourned at 12:20 PM.

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Appendix G.
Winnebago County Specialized
Transportation Council
Summary of Proceedings

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**WINNEBAGO COUNTY
SPECIALIZED TRANSPORTATION COUNCIL MEETING**

Minutes

DATE: Tuesday, November 12, 2013

TIME: 1:30 p.m.

PLACE: East Central Wisconsin Regional Planning Commission (ECWRPC)

PRESENT:

Nick Musson, East Central WI Regional Planning Commission; Chris Strong, Oshkosh Transit; Holly Keenan, Making the Ride Happen; Debra Ebben and Amy Erickson, Valley Transit; Barb Wolf, Public Health Department; Mark Weisensel and Dorothy De Grace, Winnebago County Department of Human Services

1. WELCOME & INTRODUCTIONS:

Mark Weisensel welcomed everyone and called the meeting to order.

2. APPROVAL OF MINUTES OF THE MAY 14, 2013 MEETING:

Chris Strong moved for approval of the minutes of the May 14, 2013 meeting; seconded by Amy Erickson and carried.

3. PUBLIC HEARING ON THE STATE ELDERLY & DISABLED TRANSPORTATION FUNDING FOR 2014:

Mark Weisensel opened the Public Hearing at 1:34 p.m. He explained that the state allocates money on behalf of the elderly and disabled in each county, and a public hearing must be held to allow for comments. He said the Human Services Department of Winnebago County intends to submit an application in the amount of \$377,459 to the Department of Transportation for specialized transportation assistance. The matching requirement of county dollars is \$75,492 and is included in the department's 2014 approved county budget. The funding for the year 2014 is being allocated to the following two programs for the provision of rides to the elderly and/or disabled citizens of Winnebago County: 1) ADA and para-transit service provided by Go Transit 2) para-transit service provided by Valley Transit. There were no comments on the proposal, and Mark closed the Public Hearing at 1:40 p.m.

4. ELECTION OF NEW CHAIRPERSON:

Mark Weisensel nominated Nick Musson for chairperson (replacing Jason Kakatsch who is no longer on the council); seconded by Chris Strong. With no other nominations, Chris Strong moved to approve Nick Musson as the new chairperson; seconded by Barb Wolf and carried unanimously.

5. PUBLIC COMMENT:

There were no comments.

6. 2014 GOING PLACES BROCHURE:

Mark Weisensel asked for any changes to the Going Places brochure for transportation programs and services. He explained changes that have already been identified for the 2014 brochure. Additional changes should be given to Becky Pinnow at the American Red Cross. She will update the original document, and Mark Weisensel will get copies made. Mark will bring copies of the final brochure to the next meeting.

7. TRANSPORTATION PROGRAM UPDATES:

Debra Ebben said rides on the connector are up and the program is doing what it was intended to do—getting people to work for second shift and for the fixed route.

Amy Erickson said Fox Valley Cab is still going to the Heritage for riders—ridership has gone up. Regarding the strategic plan, they did a request for proposal (RFP) and they are now evaluating the proposals they received. A separate RFP was done for a ridership survey that will be completed by the end of the year.

Barb Wolf said part of her work is with the Housing Authority, and she said they are pleased with the changes to the bus routes.

Holly Keenan explained that a sub-committee was formed as a result of the recent Transportation Plunge to look at things that were identified during that event. One thing that was identified was to look at expanding the volunteer driver program. They will meet to discuss recruiting drivers for the rural areas. She said they are planning to reschedule a trip to Oshkosh North High School to do travel training with some of the students as part of the Bus Buddy Program.

Chris Strong said Go Transit is going through their 2014 budget process. They don't anticipate any service changes or public fare increases. They are proposing a \$1 fare increase for individuals in the Family Care and IRIS programs. They are seeing some positive signs of ridership increases to the new bus routes; but para-transit ridership is down. Mark Weisensel thanked Chris for changing the bus routes back to going into the hospital lots for riders at Affinity and Aurora.

Nick Musson said Winnebago County, Go Transit, and ECWRPC are working on a transportation study to look at all issues of transportation. They've gotten a number of surveys back and have had some face-to-face interviews. A Transportation Summit is scheduled for December 3 at the Hilton Garden in Oshkosh to go over the results of the data collected. He said they will use the data in the process of updating their long-range transportation plans and in preparation of the 2014-2018 Winnebago County Coordinated Public Transit – Human Services Transportation Plan.

8. 2014-2018 WINNEBAGO COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN:

Nick Musson distributed a draft of a worksheet which lists gaps, needs or barriers to transportation and the strategies and actions to overcome them.

SPECIALIZED TRANSPORTATION COUNCIL

Minutes of 11/12/13 Meeting

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Nick Musson said the information in the worksheet is an update to the 2008 Winnebago County Coordinated Public Transportation Plan and will be used in preparing the 2014-2018 Winnebago County Public Transit – Human Services Coordinated Transportation Plan. He said that anyone who applies for 85.21 or 53.10 funds must derive any projects from this plan. He said the worksheet was compiled to identify the gaps and barriers within the transportation system and to plan strategies for the next five years. Some of the strategies are: look at additional tie-downs on buses for more wheelchairs; focus on rural transportation needs; do more advertising about services to potential riders; expand the volunteer driver program. After a review of the basic contents to be included in the 2014-2018 Winnebago County Public Transit – Human Services Coordinated Transportation Plan, Holly Keenan moved for approval; seconded by Amy Erickson and carried unanimously.

9. NEXT MEETING DATE – FEBRUARY 11, 2014:

The date of the next meeting was noted.

10. ADJOURNMENT:

With no further business, the meeting was adjourned at 2:35 p.m. The next meeting of the Winnebago County Specialized Transportation Council will be held on February 11, 2014 at the Hooper Community Center at 1:30 p.m.

Respectfully submitted by:
Dorothy De Grace, Secretary
Human Services Department