

# 2014-2018 Menominee County Human Services Public Transportation Coordinated Plan

December, 2013



East Central Wisconsin  
Regional Planning Commission

**ECWRPC**

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



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## 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.”<sup>1</sup>

MAP-21 repealed 5316 (Job Access and Reverse Commute) and 5317 (New Freedom) programs. 5316 projects are now eligible for funding under public transportation grants programs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 the Menominee Tribe/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 coordinated 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.

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

The County Human Service-Public Transportation Coordinated Plan was conducted through the following planning process (**Table 1.**):

<b>Table 1. County Human Service-Public Transportation Coordinated Planning Steps</b>	
<b>Planning Steps:</b>	<b>Time</b>
<b>Step 1.</b> Set facilitation meeting date, time and locations	August – ECWRPC and County
<b>Step 2.</b> Review and update invite list	August – ECWRPC and County
<b>Step 3.</b> Inventory - An assessment of available services that identifies current transportation providers (e.g., public, private and nonprofit)	August – ECWRPC
<b>Step 4.</b> 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
<b>Step 5.</b> Invitation Letter and Flyer	September - ECWRPC
<b>Step 6.</b> Newspaper advertisement/public notice	September - ECWRPC
<b>Step 7.</b> 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
<b>Step 8.</b> Prioritize strategies based on resources, time, and feasibility for implementing specific strategies and/or activities identified	October/November – Facilitation Meeting
<b>Step 9.</b> Plan formulation	November - ECWRPC
<b>Step 10.</b> Final plan submittal	December 20, 2013 - ECWRPC

## INITIATING THE PLANNING PROCESS

ECWRPC contacted Menominee Tribe/County through their Public Transportation “champion” or project lead and informed them that the 2008 Menominee Tribe/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.

Menominee Tribe/County’s champion:

Shawn Klemens

Address: W2727 Our Children Road

P.O. Box 910

Keshena, WI 54135

Phone: (715) 799-5264

Email: [sklemens@mitw.org](mailto:sklemens@mitw.org)

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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 coordinated 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 Tribe/County.

<b>Table 2. Menominee Tribe/County</b>					
<b>Population by Age Cohort</b>					
<b>Age Cohort</b>	<b>2000</b>		<b>2010</b>		<b>2000 to 2010</b>
	<b>Number</b>	<b>Percent of Total</b>	<b>Number</b>	<b>Percent of Total</b>	<b>Percent Change</b>
Median Age	27.7		31.4		13.4
Total Population	4,562		4,232		-7.2
Under 18 Years Old	1,776	38.9	1,379	32.6	-22.4
18 to 24 Years Old	381	8.4	433	10.2	13.6
25 to 44 Years Old	1,128	24.7	933	22.0	-17.3
45 to 64 Years Old	891	19.5	1,005	23.7	12.8
65 + Years Old	386	8.5	482	11.4	24.9

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

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INVENTORY

Table 3. depicts the Menominee Tribe/County Specialized Transportation Provider Inventory.

Table 3. Menominee Tribe/County Specialized Transportation Provider Inventory										
Agency Name	Address	Agency Phone	Contact Person	Email	Clientele Served	Operation days/hours	Cost per trip	Types of Vehicles	Number of each vehicle	Lifts or Ramps
Menominee Regional Public Transit	PO Box 910, Keshena, WI 54135	(715) 799-3222	Shawn Klemens	<a href="mailto:sklemens@mitw.org">sklemens@mitw.org</a>						
Koeppens Medical Transportation	217 Industrial Dr., Clintonville, WI 54929	(715) 823-5711	any staff member can assist with transportation needs	<a href="mailto:dkoeppen@kmedtran.com">dkoeppen@kmedtran.com</a>	elderly, disable, ambulatory, wheelchair bound individuals	M-F: 7:30am-4:30pm (with some flexibility beyond these time; reasonable accommodations can be arranged)	base rate/mileage as well as a wait time charge	vans		lifts

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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 A**.

## **ASSESSMENT**

An assessment of the specialized transportation system is imperative to the success of a County Human Service-Public Transportation Coordinated Plan. Evaluating the Tribe/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 Tribe/County put together a plan that will better meet the needs of its users.

To assess the transportation system, ECWRPC and the Menominee Tribe/County developed a survey; for businesses and agencies. The business/agency survey was created with Survey Monkey and web links were added to the Menominee Tribe/County page on the Northeast Wisconsin for Regional Access to Transportation (NEWRAT) website ([www.newrat.org](http://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 Menominee Tribe/County webpage is located in **Appendix B**. ECWRPC also utilized the Menominee 2013 Transit Ridership survey to evaluate the transportation system and to provide a user perspective.

## **TRANSPORTATION BUSINESS/AGENCY SURVEY RESULTS**

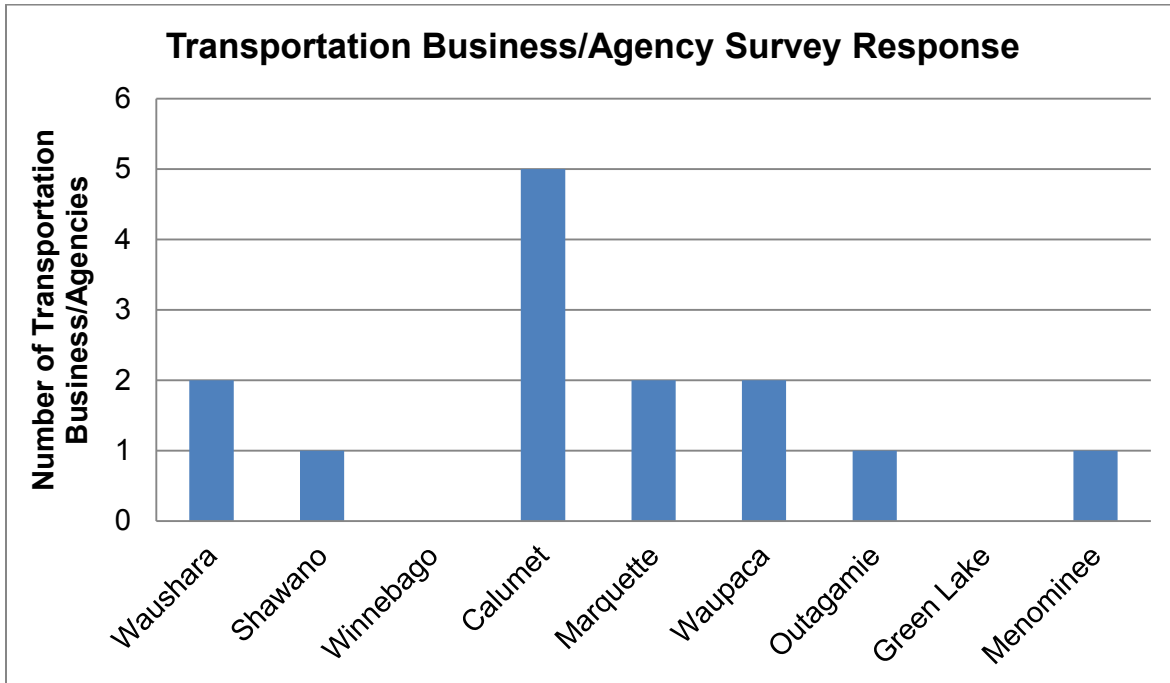
The transportation business/agency surveys were developed with the transportation business/agencies in mind. The goal of the survey was to determine the following:

1. What things are done well within the Tribe/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 Tribe/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?

The transportation business/agency survey can be found in **Appendix C**. The results can be found below.

## Business/Agency 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 Menominee Tribe/County.

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

### Things done well

- Individual pick up

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

### Gaps or Needs within the system

- High percentage of population without car, or reliable car, live at a distance to bus stop

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

### Barriers that prevent individuals from adequate transportation

- Not enough monies to expand routes/times of pick up, etc.

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

- None

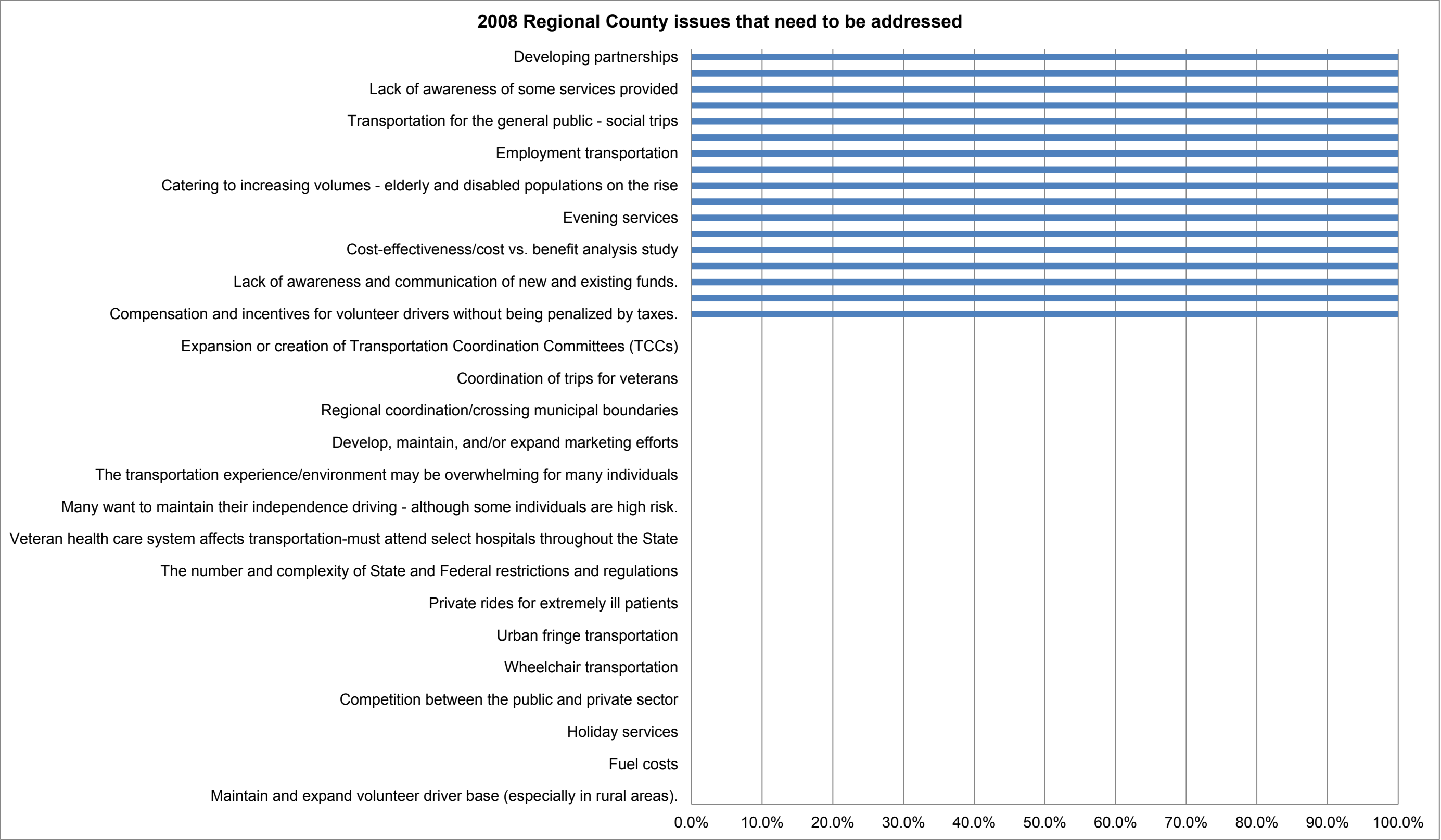
**Question 6. What weaknesses do you see in the system? How could they be improved?****Weaknesses within the transportation system**

- A recent transportation plan was developed by East Central Wisconsin Regional Planning Commission and the Tribe, which noted additional stops. None of the additional stops were in the remote areas. Also, people may not have enough money to even pay for a ride.

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



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## User Survey Results

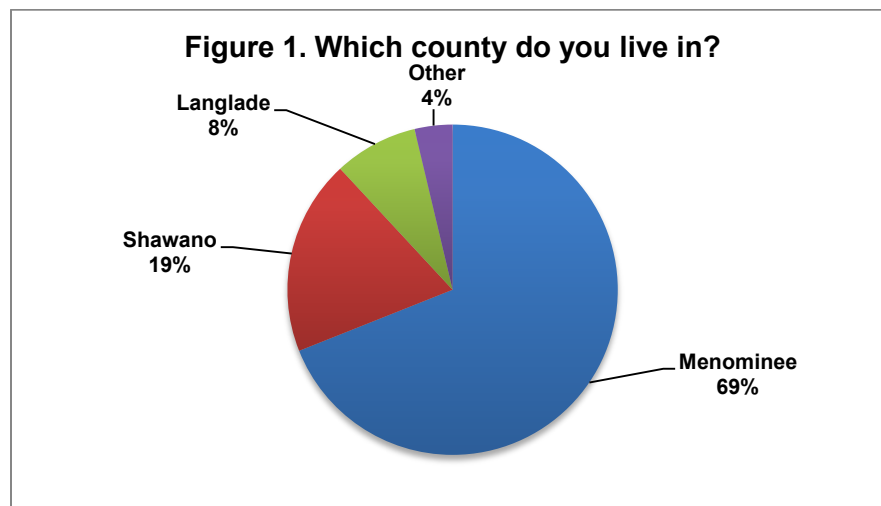
Menominee Department of Transit Service (MDOTS) plays a vital role in the overall transportation system and in the lives of every tribal citizen; especially the elderly, youth, children at risk, low-income and auto-less residents. The goal of MDOTS is to provide transportation to allow people to travel to work on and near the reservation, to travel to non-emergency medical and health appointments and to travel to educational opportunities. MDOTS utilizes surveys to gauge whether or not MDOTS is meeting the needs of the transit users. Survey results provide a user perspective of the transit system highlighting what areas MDOTS is doing well and areas that need improvement.

MDOTS administered a transit ridership survey from June 10, 2013 to August 6, 2013 in preparation of the 2014 – 2018 County Human Services-Public Transportation Coordinated Plan and the 2014 Transit Development Plan. A copy of the 2013 transit ridership survey can be found in **Appendix C**. There were a total of 270 surveys completed of which 203 were distributed by the bus drivers and 67 were completed online. Of those 270 completed surveys, 184 respondents were from the Menominee Tribe/County.

The following section reviews several of the questions asked in the 2013 transit ridership survey.

### Location:

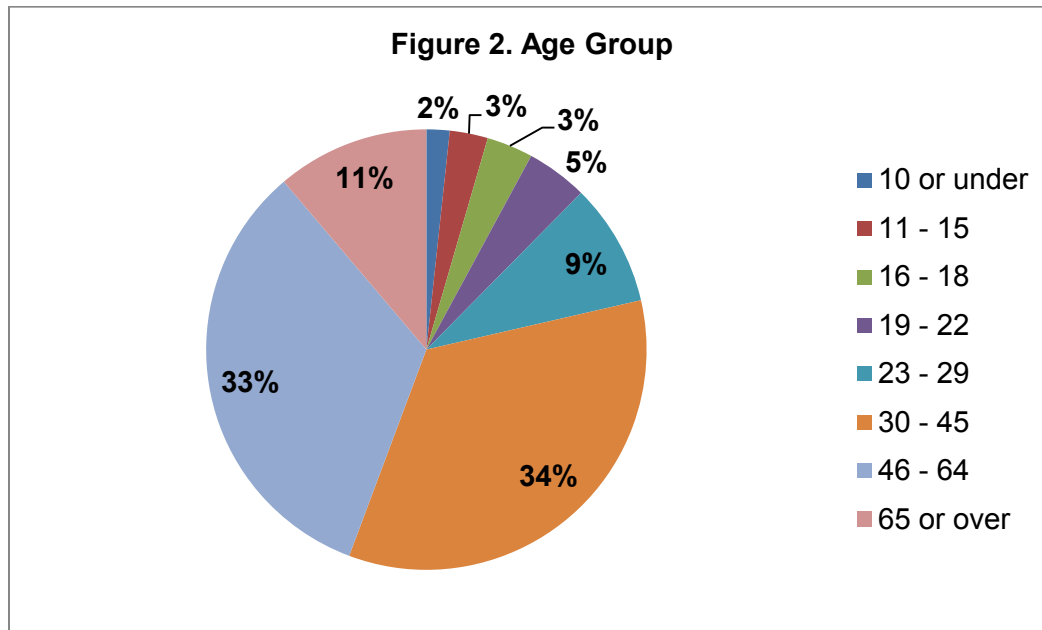
The first question in the transit ridership survey asked about county residence. Determining ridership origins is important when considering future expansion. Menominee Tribe/County or Menominee Reservation makes up 69 percent of the respondents. **Figure 1.** illustrates county origins of the survey respondents.



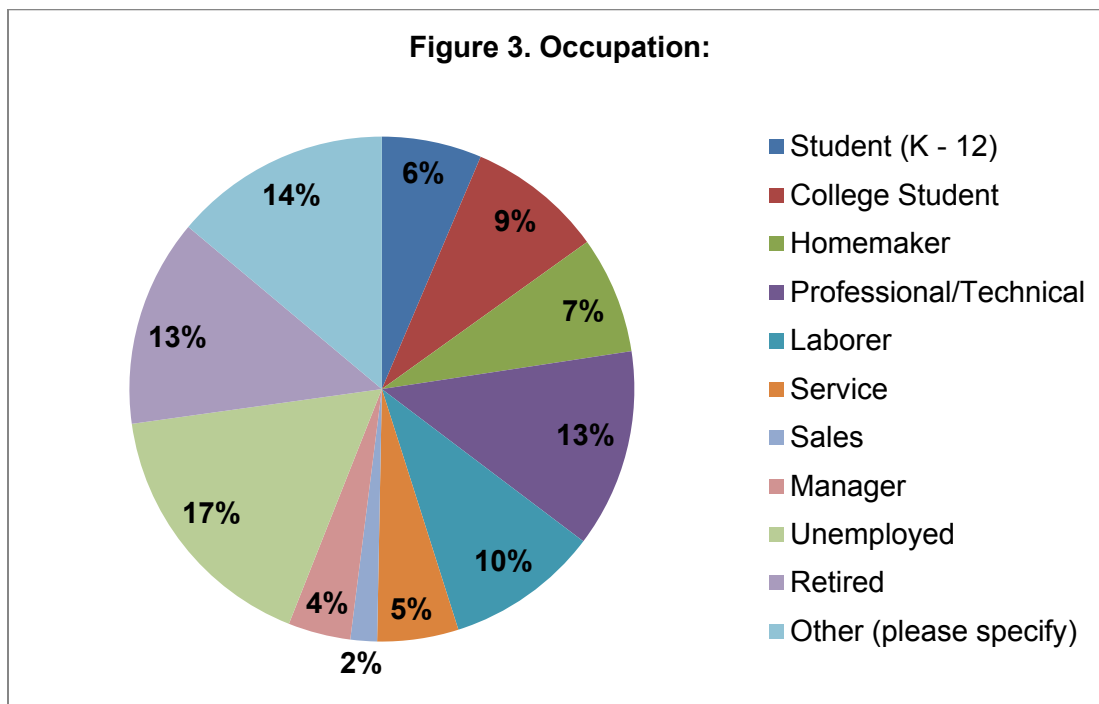
**NOTE:** the remaining questions represent the respondents from Menominee Tribe/County only. For this analysis all counties other than Menominee were removed. The number of respondents that are from Menominee Tribe/County equals 184.

**Age:**

**Figure 2.** illustrates the percentages of respondents relative to their age group. Roughly 11 percent of those who took the survey are over 65 and 33 percent are between the ages of 46-64 and will soon be moving into that 65 or over category.

**Occupation:**

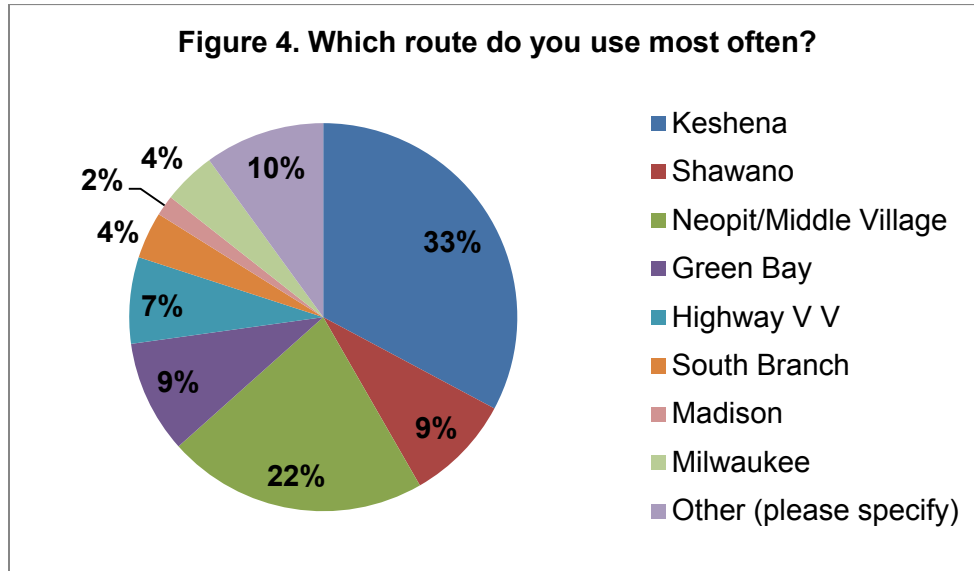
**Figure 3.** illustrates the occupation of the respondents. Thirteen percent of those who responded are retired and 17 percent are unemployed.



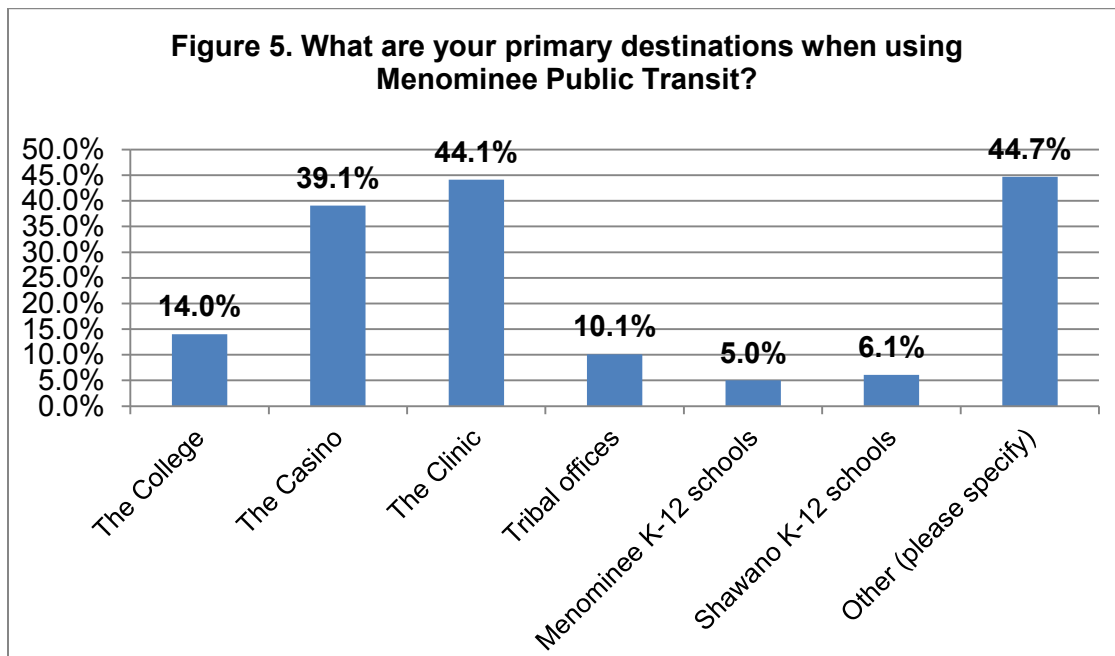


**Routes:**

**Figure 4.** illustrates which route respondents use most often. The Keshena (33 percent) bus route is by far the most popular among respondents, followed closely by the Neopit/Middle Village (22 percent) bus route. There were a considerable amount of respondents who had stated they use more than one route frequently which is the reason for a large number of “other” responses.

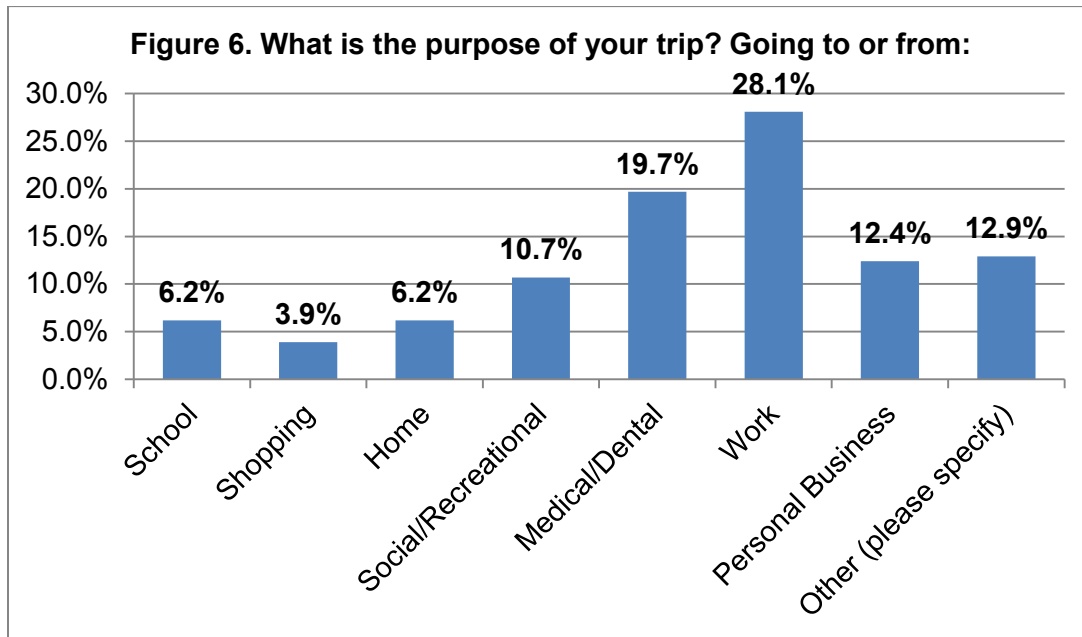
**Destination:**

**Figure 5.** represents the primary destinations for respondents. Respondents were allowed to mark multiple answers for their destination. The “other” category does not represent multiple answers for the question. However, the casino (35 percent) and the clinic (37 percent) were two of the more frequented destinations.



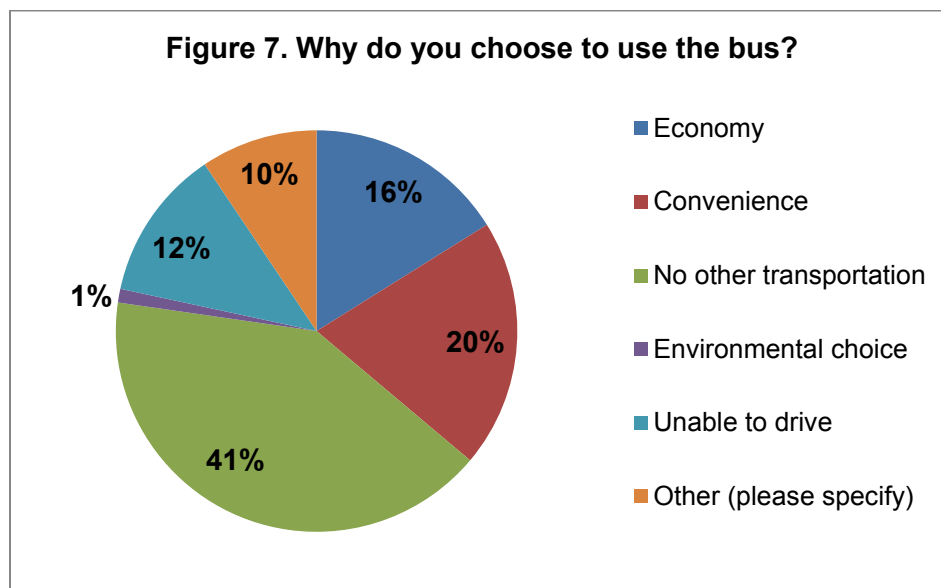
### Trip Purpose:

When asked about the purpose of their trip, a majority of respondents had said that “Work” (28 percent) is the main reason for riding the bus, with a significant percentage of riders using the bus for “Medical/Dental” (20 percent) and “Personal Business” (12 percent) In **Figure 6**, respondents were not allowed to mark multiple answers for this question; as a result the “other” category represents answers that include multiple trip purposes.



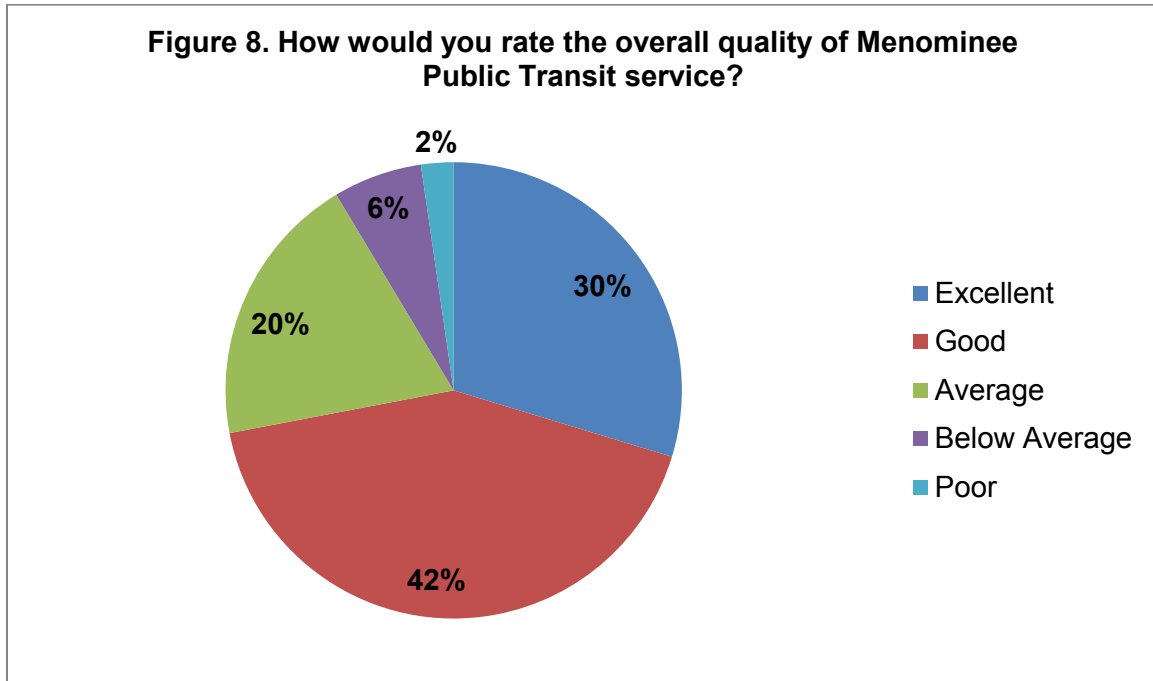
### Trip Choice:

Bus riders were polled on why they chose to ride the bus, with 41 percent stating that they had no other means of transportation, while 20 percent stated convenience and 16 percent stated economy. **Figure 7** depicts the results of why respondents chose to use the bus.



**Overall Quality:**

**Figure 8.** illustrates the respondent's overall rating of the Menominee Public Transit service. Ninety-two percent ranked the overall quality of the bus service as either "excellent", "good" or "average".

**Improvements:**

**Table 4.** List of the respondent's suggestions for improvements.

Table 4. Respondent's Suggestions for Improvements	
<ul style="list-style-type: none"> <li>• <b>Expand Service (coverage and hours)</b></li> </ul>	○ later runs to casino
	○ expanded hours (be at work at 7:45 am)
	○ available on Sundays
	○ times of pick-up should be closer together
	○ fixed stops
	○ rides to UW-Madison
	○ more buses to Neopit and South Branch
	○ later runs at night
	○ better pick-up locations
	○ better routes and schedule to Shawano
	○ more drivers and buses for medical appointments
	○ special elder trips outside of reservation
	○ expand to other reservations and counties
	• <b>Dispatch and Drivers</b>
	○ more local drivers
	○ dispatcher and drivers need to improve public interactions

<b>Table 4. Respondent's Suggestions for Improvements</b>	
• <b>Dispatch and Drivers (continued)</b>	
○	need to be more courteous
○	more training
○	more organization
○	need to coordinate
○	customer service training
• <b>Service</b>	
○	on-time service
○	bathroom brakes
○	stop running like a taxi service
○	buses should wait for you at appointments
○	lower rates for senior citizens and veterans
○	continental breakfast on fox cities, Milwaukee/Madison, Rochester runs
○	post rules and schedules on bus
○	consistency - stop changing things
○	shopping trips for elders
○	offer separate specialized transportation services
○	evening shopping trips to Wal-Mart
○	have less routes for off-reservation and free up availability for tribe
○	more information about the service & route to the public
○	being able to rent the bus for trips to places like the Milwaukee zoo
○	provide immediate transportation upon request
• <b>Buses</b>	
○	bigger buses

**Ratings:**

**Table 5.** List of the respondent's ratings of various aspects.

<b>Table 5. How do you rate the following aspects of the current bus service?</b>					
<b>Answer Options</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Safety	91	63	15	3	4
Reliability/bus on time	55	53	34	20	14
Cost/affordability	113	43	13	3	3
Hours of operation	84	53	21	12	5
Condition/cleanliness of the buses	95	60	17	0	2
Bus seating capacity	95	61	17	0	2
Accessibility of the buses	91	52	19	10	2

<b>Table 5. How do you rate the following aspects of the current bus service? (continued)</b>					
<b>Answer Options</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Driver competence	97	47	16	7	6
Driver courtesy and helpfulness	101	49	12	7	6
Time it takes to reach your destination	67	63	17	19	9
Areas covered by Menominee Public Transit	76	55	21	12	7
Bus route information	65	52	35	13	9
Rules of the bus	77	63	20	5	6
Dispatcher courtesy and helpfulness	62	43	37	19	15

## **SYSTEM SUMMARY ANALYSIS**

### **Things Done Well**

- Individual pick up
- Cost/affordability
- Safety
- Condition/cleanliness of the buses
- Bus seating capacity
- Accessibility of the buses
- Driver competence
- Driver courtesy and helpfulness

### **Gaps and Needs within the system**

- High percentage of population without car, or reliable car, live at a distance to bus stop
- Expanded hours
- Fixed stops
- More local drivers
- Dispatcher and drivers need to improve public interactions – customer service training
- Lower rates for senior citizens and veterans
- Post rules and schedules on bus
- Shopping trips for elders
- Offer separate specialized transportation services
- More information about the service & route to the public
- Developing partnerships – casino, college (2008)
- Lack of awareness of service (2008)

- Hard to get enough funding for local match on grants (2008)
- Need improved bus stop shelters (2008)
- Need additional vehicles for peak hours (2008)
- No volunteer drivers (2008)
- Need fixed routes and additional coordination (2008)
- Need public to attend public meetings (2008)
- Public transportation to South Branch (2008)
- Weekend and evening service (2008)
- Putting someone who is a student (high school or college representative), elderly, or has a disability person on the committee (2008)
- Put drivers through some behavior and communication training, AED training (2008)
- Provide public transportation for elders for tribal events around the state (2008)
- Coordination between the public transportation system in Menominee and the Shawano County system; establish partnerships with the Community Action Board, University of Wisconsin. (2008)
- Compensation and incentives for volunteer drivers (2008)

**Barriers that prevent individuals from having adequate transportation**

- Not enough monies to expand routes/times of pick up, etc.

## PUBLIC FACILITATION – STRATEGIES, RESPONSIBILITY AND PRIORITIZATION

The Menominee Tribe/County Human Services-Public Transportation Coordinated Plan Public Facilitation took place on November 6, 2013 at the Menominee Casino Convention Center. The facilitation was designed to gather feedback from the public, transportation providers, agencies, businesses, and government officials on the following: (**Table 6.**)

- 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 will become the Planning Committee who will develop the plan. The public facilitation sign-in-sheet is located in **Appendix D.** and the Summary of Proceedings is located in **Appendix E.**

## RESULTS OF THE TRIBE/COUNTY HUMAN SERVICES-PUBLIC TRANSPORTATION COORDINATED PLAN PUBLIC FACILITATION (TABLE 6.)

<b>Table 6. Menominee Tribe/County Coordinated Plan</b>			
<b>Location: Keshena</b> <b>Date: 11-6-13</b>			
<b><i>Gaps, Needs &amp; Barriers</i></b>	<b><i>Strategies and or Actions to overcome gaps, needs &amp; barriers</i></b>	<b><i>Responsible Parties</i></b>	<b><i>Priority (Time, Feasibility &amp; Resources)</i></b>
Transit Image/Rebranding as an viable transit solution	Marketing/packaging of services, values, competitions within departments, taking ownership of transit	Menominee County/Nation, Transit Department	1
Fixed stops	Signage, bus shelters, implement the fixed routes system, marketing/education	Menominee College, Transit Department	2
More information about the service & route to the public	Educate/market/utilize public access (Charter Channel), implement brochures; utilize websites to advertise	Veteran's Office, Transit Department	3
Developing partnerships – casino, college (2008)	Continue existing partnerships; search for new partnerships; partnership with Menominee County/Nation	Transit Department	4
Lack of funding	Advertisement of buses	Transit Department	5

<b><i>Gaps, Needs &amp; Barriers</i></b>	<b><i>Strategies and or Actions to overcome gaps, needs &amp; barriers</i></b>	<b><i>Responsible Parties</i></b>	<b><i>Priority (Time, Feasibility &amp; Resources)</i></b>
High percentage of population without car, or reliable car, live at a distance to bus	Evaluate existing LRTP recommendations, evaluate fares for para transit demand-response services	Menominee Transportation Advisory Committee	
Expanded hours	Local funding sources; look into Sunday service options	Transit Department, existing and future business partnerships	
More local drivers	Local funding sources	Transit Department, existing and future business partnerships	
Lower rates for senior citizens and veterans	Educate/market/utilize public access (Charter Channel), implement brochures; look into fare/rates for veterans	Veteran's Office, Transit Department	
Post rules and schedules on bus	Implement the flyers; post on buses	Transit Department	
Offer separate specialized transportation services	Establishing parameters/standards for pre-qualified riders (i.e. only for medical appointments); update existing transit policies; additional funding sources	Transit Department	
Hard to get enough funding for local match on grants (2008)	Continue to find local funding sources	Transit Department	
Need improved bus stop shelters (2008)	Partnerships with Menominee College	Transit Department, Menominee College	
Need public to attend public meetings (2008)	Advertising options (Facebook and other social media, Charter)	Transit Department, Menominee College	



<b><i>Gaps, Needs &amp; Barriers</i></b>	<b><i>Strategies and or Actions to overcome gaps, needs &amp; barriers</i></b>	<b><i>Responsible Parties</i></b>	<b><i>Priority (Time, Feasibility &amp; Resources)</i></b>
Putting someone who is a student (high school or college representative), elderly, or has a disability on the committee (2008)	Look into adding student representative through the student government (Menominee College)	Transit Department, Menominee College	
Put drivers through some behavior and communication training, AED training (2008)	Continue training efforts, specialized training, on-going AED training efforts	Transit Department	
Coordination between the public transportation system in Menominee and the Shawano County system; establish partnerships with the Community Action Board, University of Wisconsin. (2008)	Possible partnerships with UW-Extension	Transit Department, Menominee College	

#### **PROGRAMS/PROJECTS (TABLE 7.)**

<b>Table 7. Programs/Projects</b>					
<b>Program</b>	<b>FY 14</b>	<b>FY 15</b>	<b>FY 16</b>	<b>FY 17</b>	<b>FY 18</b>
<b>5310</b>	Menominee Department of Transit Services, Menominee Aging	Menominee Department of Transit Services, Menominee Aging	Menominee Department of Transit Services, Menominee Aging	Menominee Department of Transit Services, Menominee Aging	Menominee Department of Transit Services, Menominee Aging
<b>85.21</b>	Menominee Department of Transit Services, Menominee Aging	Menominee Department of Transit Services, Menominee Aging	Menominee Department of Transit Services, Menominee Aging	Menominee Department of Transit Services, Menominee Aging	Menominee Department of Transit Services, Menominee Aging
<b>85.215</b>	Menominee Department of Transit Services, Menominee Aging	Menominee Department of Transit Services, Menominee Aging	Menominee Department of Transit Services, Menominee Aging	Menominee Department of Transit Services, Menominee Aging	Menominee Department of Transit Services, Menominee Aging

## **PLAN ADOPTION**

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

1. Motion from the Menominee Transportation Advisory Committee approving the Tribe/County Human Services-Public Transportation Coordinated Plan for the five year duration. (Motion is located in **Appendix F.**)

## **AMENDMENT PROCEDURE**

If a Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program or State Statute 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 Statute 85.21 Specialized Transportation Assistance Program funds the following needs to take place:

- Project recipient will notify ECWRPC and the Tribe/County champion of the project.
- Project recipient will submit to ECWRPC and the Tribe/County champion a copy of grant.
- ECWRPC and the Tribe/County champion will send amendment request to the Planning Committee and Menominee Transportation Advisory Committee.
- If Planning Committee and the Menominee Transportation Advisory Committee 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

<b>Table 8. Menominee Tribe/County Facilitation Evaluation (5 responses)</b>							
	<b>Strongly Agree</b>		<b>Agree</b>		<b>Strongly Disagree</b>	<b>Don't Know</b>	<b>Average</b>
<b>General Meeting Questions</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>#</b>
The information covered in the group discussions, examples and explanations was understandable.	2	1	2	0	0	0	2.00
The meeting provided a good forum for communication about public/human services transportation coordination.	1	3	0	1	0	0	2.20
Participation at the meeting was from a broad stakeholder group.	1	0	2	1	1	0	3.20
The county/region's prioritized action plan is comprehensive and realistic.	1	1	3	0	0	0	2.40
The county/region has a working coordination team.	1	2	2	0	0	0	2.20
The 2008 coordinated plan has been implemented.	1	2	2	0	0	0	2.20
Developing the prioritized action plan was meaningful and valuable.	1	2	2	0	0	0	2.20
I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	2	2	1	0	0	0	1.80
<b>Facilitator Questions</b>							
Facilitator was knowledgeable about the meeting process.	1	2	2	0	0	0	2.20
The information was presented in a clear, logical format.	1	2	2	0	0	0	2.20

#### Additional Meeting Evaluation Notes

- All in attendance thought that the time allotted for the facilitation was 'about right'.
- Survey respondents appreciated reviewing the Menominee Transit Survey with the group; respondents also noted the importance of future marketing/educating of transit services to potential users; recognizing past transit system accomplishments and recognizing current gaps/needs within the system was beneficial.

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**Appendix A.**  
**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 Menominee locally developed Coordinated Public Transit-Human Services Transportation Plan.

You are being invited to participate in the public facilitation to update the 2008 Menominee 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 Menominee County Coordinated Public Transit-Human Services Transportation Plan Public Facilitation Meeting Details:**

**Date: November 6, 2013**

**Time: 10 am to 12 pm**

**Location: Menominee Casino Convention Center**

**N277 Hwy. 47/55**

**Keshena, Wisconsin 54135**

Please also take the time to fill out a survey to help us identify the gaps, barriers and needs within the system at <http://www.newrat.org/>. Select your county and select the appropriate survey to begin.

We need your input! Please take the time to fill out the survey and attend the public facilitation!

For more information please contact Nick Musson, Transportation Planner with East Central Wisconsin Regional Planning Commission at either (920) 751-770 or [nmusson@ecwrpc.org](mailto:nmusson@ecwrpc.org).

Sincerely,

*Nickolas Musson*

Nickolas Musson, Transportation Planner, ECWRPC

# **2014-2018 COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN**

Menominee County

November 6, 2013

10 am to 12 pm

Menominee Casino Convention Center

N277 Hwy. 47/55

Keshena, Wisconsin 54135

## **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.

### Menominee County

*We Need Your Input!!!!*



<b><u>Date:</u></b>	November 6, 2013 10 am to 12 pm
<b><u>Location:</u></b>	Menominee Casino Convention Center N277 Hwy. 47/55 Keshena, Wisconsin 54135
<b><u>Purpose:</u></b>	To conduct a Locally Developed Coordinated Public Transit-Human Services Transportation Plan
<b><u>Contact Information:</u></b>	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.

<b>Plan Area:</b>		Menominee County					
<b>Date of Meeting:</b>		November 6, 2013					
<b>Facilitators:</b>		Nick Musson					
<b>Coordination Plan Contact Names:</b>		Shawn Klemens					
<b>Name</b>	<b>Agency/Organization/Etc.</b>	<b>Street</b>	<b>P.O. Box/Suite/Etc.</b>	<b>City</b>	<b>State</b>	<b>Zip</b>	<b>County</b>
Shannon Chapman	Menominee Tribal School Administrator		P.O. Box 910	Keshena	WI	54135	Menominee
Gary Pyawasay	Menominee Indian Head Start		P.O. Box 910	Keshena	WI	54135	Menominee
Barbara Nelson	Menominee County Health and Human Services		P.O. Box 280	Keshena	WI	54135	Menominee
Jeremy Weso	Menominee County Highway Commissioner	W2703 Chief Carron Road		Keshena	WI	54135	Menominee
Wayne Wilber	MITW - Community Development Director		P.O. Box 910	Keshena	WI	54135	Menominee
Annette Westphal	Menominee Tribal Administration		P.O. Box 910	Keshena	WI	54135	Menominee
Mary Husby	Menominee Tribe Social Services		P.O. Box 520	Keshena	WI	54135	Menominee
Penny Escalante	MITW - Tribal Daycare		P.O. Box 910	Keshena	WI	54135	Menominee
Craig Corn	Menominee Indian Tribe of WI, Chairman		P.O. Box 910	Keshena	WI	54135	Menominee
Ron Corn	Menominee County Administrative Coordinator		P.O. Box 279	Keshena	WI	54135	Menominee
Ruth Winter	ECWRPC Commissioner		P.O. Box 279	Keshena	WI	54135	Menominee
Shawn Klemens	Menominee Department of Transit Services		P.O. Box 910	Keshena	WI	54135	Menominee
	Menominee County Job Center	Hwy. 47 & 55	P.O. Box 280	Keshena	WI	54135	Menominee
Mike Dellisse	Menominee County Veterans Services		P.O. Box 279	Keshena	WI	54135-0279	Menominee
Gary Besaw	College of the Menominee Nation		P.O. Box 1179	Keshena	WI	54135-1179	Menominee
Wendell Waukau	Menominee Indian School District		P.O. Box 1330	Keshena	WI	54135-1330	Menominee
Betty Jo Wozniak	MITW - Tribal Administration	Tribal Office Building	P.O. Box 910	Keshena	WI	54135	Menominee

Karen Vermillion	UW-Extension	P.O. Box 279	W3272 Wolf River Road	Keshena	WI	54135	Menominee
Orman Waukau	Community Development Committee Chair	Tribal Office Building	P.O. Box 910	Keshena	WI	54135	Menominee
Karen Washinawatok	East-West University/Legislative Chair	Keshana Campus	P.O. Box 552	Keshena	WI	54135	Menominee
Denise Pommer	MITW - Aging Director		P.O. Box 910	Keshena	WI	54135	Menominee
Jerry Waukau	MITW - Tribal Clinic Administrator		P.O. Box 970	Keshena	WI	54135	Menominee
Pat Roberts	Food Distribution Director	737 Headstart Rd.	P.O. Box 910	Keshena	WI	54135	Menominee
Steven Dakai	Maehnowesekiyah Wellness Center Director	N2150 Kesaehkahtek		Gresham	WI	54128	Menominee
Mary Husby	Social Services Director	Gordon Dickie Building	P.O. Box 520	Keshena	WI	54135	Menominee
Sue Blodgett	Community Resource Director	P.O. Box 910		Keshena	WI	54135	Menominee
Betty Jo Wozniak	Housing Director	Day Care Road	P.O. Box 910	Keshena	WI	54135	Menominee
Devan Miller	Menominee Nation News	Tribal Office Building	P.O. Box 910	Keshena	WI	54135	Menominee
Duane Waukau	MITW - Recreation Dept		P.O. Box 910	Keshena	WI	54135	Menominee
Matt Halada	WisDOT-DTSD-NE Region	944 Vanderperren Way		Green Bay	WI	54304	
Judy Foss	WI Department of Transportation	4802 SHEBOYGAN		Madison	WI	53705	
Derek Weyer	WisDOT-DTSD-NE Region	944 Vanderperren		Green Bay	WI	54304	
Jill Michaelson	WisDOT-DTSD-NE Region	944 Vanderperren		Green Bay	WI	54304	
Alexis Kuklenski	FHWA Wisconsin Division	525 Junction Road, Suite 8000		Madison	WI	53717	
Mary Robb	Wisconsin Department of Transportation	4802 Sheboygan Ave., Room 901		Madison	WI	53707	
John Alley	Wisconsin Department of Transportation	4802 Sheboygan Ave., Room 951	PO Box 7913	Madison	WI	53707	
Stephen Hirshfeld	Wisconsin Department of Transportation	4802 Sheboygan Ave.	P.O. Box 7913	Madison	WI	53707	
	Koeppens	217 Industrial Dr.		Clintonville	WI	54929	

East central Wi Regional Planning Commission  
400 Ahnaip St., Suite 100  
Menasha, WI 54952

State of Wisconsin )  
 ) vs  
County of Menominee )

### AFFIDAVIT

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**Sheena L. Dodge** First Being Duly Sworn Deposes and Says the Following:

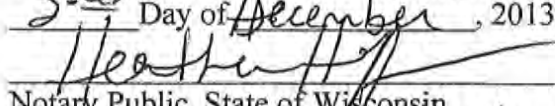
1. That he/she is an employee of the Menominee Nation News, a Bi-weekly newspaper published in Keshena, Wisconsin;
2. That the attached copy of advertisement was published in said newspaper in the issue(s) of:

Monday November 4, 2013 (Vol.37 Issue 21 pg. 22)

Dated This: 2nd Day of December 2013

  
Menominee Nation News - MITW

Subscribed and sworn to before me this  
2<sup>nd</sup> Day of December, 2013

  
Notary Public, State of Wisconsin

My commission expires: 1/15/2017

**Heather Hoffman**  
**NOTARY PUBLIC**  
**STATE OF WISCONSIN**

**ABSTENTIONS AND 1 ABSENT (DELABREAU).**

Please note Legislator Warrington qualified her opposition as follows: "We can take care of the procedural items right away."

18. As per LRP 5.03 - EXECUTIVE SESSION: (A) Legal - 1) Land Purchase Update and 3) MIEDA Updates. (B) Personnel- Compliance review. (C) Gaming - 1) MIGA updates; 2) Kenosha Project.

**\*\*EXECUTIVE SESSION NOT RECORDED\*\***

**MOTION MADE BY LISA WAUKAU TO COME OUT OF EXECUTIVE SESSION. SECOND WAS BY CRYSTAL CHAPMAN-CHEVALIER. ALL THOSE IN FAVOR OF**

**IN FAVOR OF THE SAYING AYE. OR IS CARRIED: 7 ABSTENTIONS (DELABREAU).**

11. 1st consideration amendment to Chapter 18 (BUSINESS PUBLIC HEARING) 2013 AT 4:30 P.M. MYRNA WARRINGTON FAVOR OF THE SAYING AYE. OR IS CARRIED: 7 ABSTENTIONS

**Notice of Public Meeting**

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

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

Date: November 6, 2013

Time: 10 am to 12 pm

Location: Menominee Casino Convention Center  
N277 Hwy. 47/55  
Keshena, Wisconsin 54135

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](mailto:nmusson@ecwrpc.org).



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## e Menominee Nation

ine Tribal School has become a hub in the nity that not only works to revitalize lan- and culture, but that also strives to nurture inee children. For the most part, the children in the Neopit vicinity. However, some travel to fifteen miles from their homes to attend school. All of them were excited and eager to use the Menominee words and send they knew. The children seemed to forget very outside distraction while school was in making learning the central event of their school also serves as a refuge for the students of the children have endured traumatic at home and would relate them in class to the s and other classmates. In this regard the offered a stable environment compared to the world which they must go home to every-

e Menominee Tribal School, the Menominee and language are enriching students' lives, them knowledge of their heritage. If tradi- id heritage are the center of one's being, the ine Tribal School is fulfilling this need as children make their footprints in the world.

on Arthur was born on the San Carlos Reservation in Arizona. Adopted by general- rents at age one, he grew up in Rolla, ri. He attended Haskell Indian Nations ity and the University of Kansas. He is currently working toward a public administration at the College of Menominee Nation in Green-

more on the Menominee Tribal School visit: its.menominee-nsn.gov/

**Ann Van Grinsven, president**  
Box in the Wood Theatre Guild

What a beautiful fall October day! The sun is bouncing off my garland of leaves on the porch railings as they flutter in the breeze. I feel like I should be outside hanging my sheet ghost in the tree. But, here I am, sitting at the computer again, with the Packer game blaring behind me. It looks like the Pack is going to win this one, so that's another plus for the day.

Another BIG plus on our theatre schedule is On Golden Pond, which opens Thursday, October 18 and runs through the 20th and then 25-27th. If this column prints during the run, this is a reminder to

### Notice of Public Meeting

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N277 Hwy. 47/55

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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](mailto:nmusson@ecwrpc.org).



# Meeting to assess transportation needs of elderly and disabled to be held

Patrick L. Delabruere  
Menominee Nation News

Having trouble getting around when your elderly or disabled can be a stone bummer.

Having no reliable transportation can make a bad situation worse when you need to make it to a doctor appointment or an urgent trip to the grocery store to restock an empty refrigerator.

In an effort to alleviate the difficulty the elderly and disabled have in meeting their transportation needs, a meeting will be held on November 6, 2013 at 10:00 a.m. and 12:00 p.m. at the Menominee Casino & Resort.

According to a statement from the East Central Wisconsin Regional Planning Commission, federal transit law requires that projects selected for funding under the Enhanced Mobility for Seniors and Individuals with Disabilities Program and the state 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.

The ECWRPC has been designated by the Wisconsin Department of Transportation to coordinate and conduct a public facilitation to update the 2008 Menominee locally developed Coordinated Public Transit-Human Services Transportation Plan.

"The goal of the meeting is to pull the public in, transportation providers and any other agency that deals with clientele that needs the services provided, bring everyone in one room and have a facilitation," ECWRPC Transportation Planner Nickolas Musson said.

"We want to identify the gaps, the areas of needs in the system and come up with strategies or actions to counter those gaps and barriers. We want to talk about who's responsible for the strategies and actions and come up with a timeline within the next five years to fix those things. We'll build this plan right at the meeting."

Shawn Klemens, Menominee Transportation Director, said some of the gaps they have identified from 2008 were a lack of evening and weekend services.

"As a result of that, five years later we now have those evening and weekend services," Klemens said. "So the plan is a guide for us to assess what is working and some of the areas where we need improvement."

Regarding current services for elderly and disabled, Klemens said all of their vehicles comply with the Americans With Disabilities Act to accommodate wheelchair users and they do demand-response service.

"That's a specialized service using the minivans that we have," Klemens said. "Sometimes the handicap or elderly individual can't get in our busses or the bigger vehicles so we use our smaller vans for them. All of those are also ADA accessible."

Klemens said they have ten minivans for this purpose that range from general transport in the local area to rides to regional routes.

"We have routes to Green Bay, Milwaukee, Madison, Fox Cities, Antigo and they're for any purpose," he said. "People use them for medical appointments, education, work and the routes go throughout the state."

Klemens added that elderly and disabled riders get a discount on their transportation needs.

"Our regional routes have a 50 percent discount. So, for example, our Green Bay route is a ten dollar route, but the elderly and handicap will pay five dollars."

Klemens said the November 6 meeting will be a good chance to assess how effectively they have filled gaps in service from the last assessment and identify which areas they need to improve within the next five year cycle.

He also said the Transportation Department has completed a survey of their riders and the services they provide and are currently assessing that data and will be available around the second week in October.

"That will be a tool to share at the meeting in November and we'll also share that report with Community Development and the public," he said.

Klemens added that the Transportation Department works with other local agencies like the Aging Division, Menominee County Human Services, Shawano County Human Services and the Menominee Tribal Clinic to identify and provide services to their clients.

"Any of those entities, if they have clientele that go through their program, they're also referred to us for services," Klemens said. "It's not a matter of us determining their eligibility, there are multiple agencies involved."

Klemens added that they provide as much services as they can with the limited resources that are available to them.

"We try to meet everyone's needs as much as possible and offer alternatives to reach their destinations."

Anyone with two cent gripes, grievances, constructive criticisms, pats on the back, or ideas on how transportation services could be improved are encouraged to attend the November 6 meeting.

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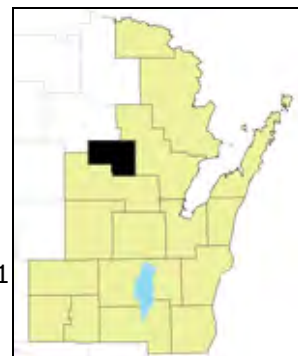


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**Appendix B.**  
**Menominee County NEWRAT Webpage**

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**Northeast Wisconsin Regional Access to Transportation Committee****Menominee 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 6, 2013 10am-12pm  
Menominee Casino Convention Center  
N277 Hwy 47/55  
Keshena, WI 54135

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## **Appendix C.**

### **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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- 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

# Menominee Public Transit Survey

*Menominee Public Transit is conducting this survey to get a better understanding of consumers' usage and opinions of the service to better improve future operations for all users. Your input is valuable and appreciated. For those questions that apply, please **circle the letter** in front of the answer that you would like to select. Please, only fill out one survey per person. Thank you for your participation!*

1. Which county do you live in?  
 a. Menominee      b. Shawano      c. Langlade      d. Other \_\_\_\_\_
2. Which route do you use most often?  
 a. Keshena      b. Shawano      c. Neopit/Middle Village      d. Green Bay      e. Highway VV  
 f. South Branch      g. Antigo      h. Madison      i. Milwaukee      j. Other \_\_\_\_\_
3. What are your primary destinations when using Menominee Public Transit? **(circle all that apply)**  
 a. the College      b. the Casino      c. the Clinic      d. Tribal offices  
 e. Menominee K-12 schools      f. Shawano K-12 schools      g. Other \_\_\_\_\_
4. Circle the approximate time you were given this survey.  
 A.M.      a. 2 – 4      b. 4 – 6      c. 6 – 8      d. 8 – 10      e. 10 – Noon  
 P.M.      f. Noon – 2      g. 2 – 4      h. 4 – 6      i. 6 – 8      j. 8 – 10      k. 10 – Midnight
5. What is the purpose of your trip? Going to or from:  
 a. School      b. Shopping      c. Home      d. Social/Recreational  
 e. Medical/Dental      f. Work      g. Personal Business      h. Other \_\_\_\_\_
6. Why do you choose to use the bus?  
 a. Economy      b. Convenience      c. No other transportation      d. Environmental choice  
 e. Unable to drive      f. Other \_\_\_\_\_

7. How do you rate the following aspects of the current bus service? **(please circle the corresponding letter for your level of satisfaction for each of the 14 service aspects below)**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Safety	a.	b.	c.	d.	e.
B. Reliability/bus on time	a.	b.	c.	d.	e.
C. Cost/affordability	a.	b.	c.	d.	e.
D. Hours of operation	a.	b.	c.	d.	e.
E. Condition/cleanliness of the buses	a.	b.	c.	d.	e.
F. Bus seating capacity	a.	b.	c.	d.	e.
G. Accessibility of the buses	a.	b.	c.	d.	e.
H. Driver competence	a.	b.	c.	d.	e.
I. Driver courtesy and helpfulness	a.	b.	c.	d.	e.
J. Time it takes to reach your destination	a.	b.	c.	d.	e.
K. Areas covered by Menominee Public Transit	a.	b.	c.	d.	e.
L. Bus route information	a.	b.	c.	d.	e.
M. Rules of the bus	a.	b.	c.	d.	e.
N. Dispatcher courtesy and helpfulness	a.	b.	c.	d.	e.

8. Of the fourteen aspects of bus service, which you have just rated, which three are most important to you? (Place a "1" by the most important, a "2" by the second most important, and a "3" by the third most important.)

☐ Safety  
☐ Reliability/bus on time  
☐ Cost/affordability  
☐ Hours of operation  
☐ Condition/cleanliness of buses  
☐ Bus seating capacity  
☐ Areas covered by Menominee Public Transit

☐ Driver competence  
☐ Driver courtesy and helpfulness  
☐ Time it takes to reach your destination  
☐ Accessibility of the buses  
☐ Bus route information  
☐ Rules of the bus  
☐ Dispatcher courtesy and helpfulness

9. Do you plan to ride another bus today?      a. Yes      b. No
10. Do you use the bus more than once in a typical day?      a. Yes      b. No

**PLEASE TURN OVER TO CONTINUE**



11. How often do you ride the bus per week (one-way trips)?  
 a. About once a week      b. 2 or 3 times a week      c. 4 or 5 times a week  
 d. 6 or 7 times a week      e. 8 or 9 times a week      f. 10 or more times a week
12. Which of the following best describes your use of the buses? I ride the bus:  
 a. More than I did one year ago      b. About the same as I did one year ago  
 c. Less than I did one year ago      d. I am a new rider and did not ride the bus one year ago
13. If you use the bus **less** than you did one year ago, why?  
 a. Work hours cut      b. I lost my job      c. Bad transit experience  
 d. I have access to a car      e. I bike and/or walk more      f. Service is inconvenient  
 g. Service is not affordable      h. Other \_\_\_\_\_
14. How many years have you used the bus?  
 a. Less than one year      b. 1 to 4 years      c. 5 to 10 years      d. More than 10 years
15. Which of the following best expresses your feelings about the bus service?  
 a. It is improving      b. It is getting worse      c. It is staying the same  
 Comments: \_\_\_\_\_
16. How would you rate the overall quality of Menominee Public Transit service?  
 a. Excellent      b. Good      c. Average      d. Below average      e. Poor
17. Sex:      a. Male      b. Female
18. Age Group:      a. 10 or under      b. 11 – 15      c. 16 – 18      d. 19 – 22  
                          e. 23 – 29      f. 30 - 45      g. 46 – 64      h. 65 or over
19. Marital Status:      a. Single      b. Married      c. Divorced      d. Widowed
20. Number of people in your household (include yourself):  
 a. 1      b. 2      c. 3      d. 4      e. 5      f. 6      g. 7 or more
21. Occupation:      a. Student (K – 12)      b. College Student      c. Homemaker  
                          d. Professional/Technical      e. Laborer      f. Service  
                          g. Sales      h. Manager      i. Unemployed  
                          j. Retired      k. Other \_\_\_\_\_
22. Education:      a. Did not or have not finished high school      b. High school graduate/GED  
                          c. Some college/technical school      d. College graduate/advanced degree
23. Household income:      a. Under \$10,000      b. \$10,000 - \$19,999      c. \$20,000 - \$29,999  
                          d. \$30,000 - \$39,999      e. \$40,000 – or more      f. Not sure
24. Automobiles available in your household:      a. None      b. 1      c. 2      d. 3 or more
25. Automobile driving status:  
 a. Licensed and able to drive      b. Not licensed to drive      c. Licensed but unable to drive
26. How often do you have access to an automobile for your trips?  
 a. Always      b. Most of the time      c. Occasionally      d. Almost Never      e. Never
27. How do you think Menominee Public Transit could be improved? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

28. Other comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Thank you for your participation!**

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## **Appendix D.**

# **Facilitation Sign-In-Sheet**

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# Menominee County/Tribe Public/Human Service Transportation Coordination Assessment and Action Plan Meeting

Facilitator: Nick Musson, ECWRPC			Date: 11-6-13		Location: Keshena	
Participant Name	Agency/Organization/ Municipality/Etc.	Mailing Address	E-Mail Address	Phone	County/Countries Representing	
Shawn Klemens	Menominee Dept of Trans. + Services	P.O. Box 910 Keshena WI 54135	sklemens@mta.wi.us	715-799-5264	Menominee	
Ruth Nelson	Menominee Human Services	P.O. Box 280 Keshena WI 54135	barn@co.menominee.wi.us	715-799-3861	Menominee	
Michael Chapman	Menominee County Board	P.O. Box 1027 Keshena, WI 54135	menative@aol.com	715-799-4037	Menominee	
STARZ BESAND	COLLEGE OF MENOMINEE NATION	21541 BPAVE ISLAND CIRCLE, KESHENA WI. 54135	gheson@menominee.edu	715-799-5600 X-3017	—	
Rich Ducane	MDOTS	P.O. Box 910 Keshena, WI	rducane@mta.wi.us	715-799-3000	Menominee	
Patrick Dobbe	MTA		pdobbe@mta.wi.us			
Karen Verwilligan	MTA		karen.verwilligan@mta.wi.us	715-799-6226 X-6039	Menominee Nation	

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## **Appendix E.**

# **Summary of Proceedings**

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## SUMMARY OF PROCEEDINGS

The Menominee County/Nation Coordinated Public Transit-Human Services  
Transportation Plan Public Facilitation Meeting  
Menominee Casino Resort, Keshena  
Wednesday, November 6, 2013

### Meeting Participants

Shawn Klemens.....	Menominee Dept. of Transit Services
Barb Nelson.....	Menominee County Human Services
Michael Chapman.....	Menominee County Board
Gary Besan.....	College of Menominee Nation
Rich Ducane.....	Menominee Dept. of Transit Services
Patrick Delabruue.....	Menominee Nation News
Karen Vermillion.....	UW-Extension Menominee County/Nation

### 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 Menominee County/Nation 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 Shawn Klemens and ECWRPC are Menominee County/Nation'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**):

- Transit Image/Rebranding as an viable transit solution:
  - Marketing/packaging of services, values, competitions within departments, taking ownership of transit
  - **Responsible parties:** Menominee County/Nation, Transit Department
- Fixed Stops:
  - Signage, bus shelters, implement the fixed routes system, marketing/education
  - **Responsible parties:** Menominee College, Transit Department
- More information about service & route to the public:
  - Educate/market/utilize public access (Charter Channel), implement brochures, utilize websites to advertise
  - **Responsible parties:** Transit Department
- Developing partnerships with the casino, college:
  - Continue existing partnerships, search for new partnerships, partnership with Menominee County/Nation
  - **Responsible parties:** Transit Department
- Lack of funding:
  - Advertisement on outside and inside of buses
  - **Responsible parties:** Transit Department
- High percentage of population without car, or reliable car, live at a distance to bus:
  - Evaluate existing LRTP recommendations, evaluate fares for paratransit demand-response services
  - **Responsible parties:** Menominee Transportation Advisory Committee
- Expanded hours:
  - Local funding sources; look into Sunday service options
  - **Responsible parties:** Transit Department, existing and future business partnerships

- More local drivers:
  - Local funding sources
  - **Responsible parties:** Transit Department, existing and future business partnerships
- Lower rates for senior citizens and veterans:
  - Educate/market utilize public access (Charter Channel), implement brochures; look into fare/rates for veterans
  - **Responsible parties:** Transit Department, Veteran's Office
- Post Rules and schedules on bus:
  - Implement the flyers and post on buses
  - **Responsible parties:** Transit Department
- Offer separate specialized transportation services:
  - Establishing parameters/minimum standards for pre-qualified riders (i.e. only for medical appointments); update existing transit policies; additional funding sources
  - **Responsible parties:** Transit Department
- Hard to get enough funding for local match on grants:
  - Continue to find local funding sources
  - **Responsible parties:** Transit Department
- Need public to attend public meetings/hearings:
  - Advertising options (Facebook, and other social media, Charter)
  - **Responsible parties:** Transit Department, Menominee College
- Putting someone who is a student (high school or college representative), elder, or has a disability on the committee:
  - Look into adding student representative through the student government (Menominee College)
  - **Responsible parties:** Transit Department, Menominee College
- Put drivers through behavior and communication training, AED training:
  - Continue training efforts, specialized training, on-going AED training efforts
  - **Responsible parties:** Transit Department

- Coordination between the public transportation system in Menominee and Shawano County System; establish partnerships with the Community Action Board, University of Wisconsin System:
    - Possible partnerships with UW-Extension
    - **Responsible parties:** Transit Department, Menominee College
4. Mr. Musson had the group members temporary adjourn to give the committee time to vote on their top three strategies to implement into the new plan using the three stickers that were included in their meeting materials. The group adjourned for 10 minutes and reconvened after the group had cast their three votes. Mr. Musson noted that all gaps, needs and barriers 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 gaps, needs and barriers the group decided to highlight (from high to low priority):

- Transit Image/Rebranding as an viable transit solution
  - Fixed Stops
  - More information about service & route to the public
  - Developing partnerships with the casino, college
  - Lack of funding
5. Mr. Musson also explained how to formally amend this document in the future. He noted:

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

- Resolution from the Menominee Transportation Advisory Board 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 Menominee Transportation Advisory Board. If the Transportation Advisory Board 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 12:15 PM.

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**Appendix F.**  
**Menominee Transportation Advisory**  
**Committee**  
**Motion**

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**MENOMINEE TRANSPORTATION  
ADVISORY COMMITTEE – REGULAR**

**A MOTION**

Barbara Nelson : I move to approve the 2014 -2018 Menominee Coordinated Public Transit Plan as presented.

Gary Besaw: I second the Motion.

CHAIRMAN: All those in favor of the motion signify by saying Aye. Opposed. The Motion Is

Carried: 4 For, 0 Opposed, 0 Abstentions

# 3 on the Agenda



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**Richard Ducane**  
**MENOMINEE TRANSPORTATION ADVISORY COMMITTEE**