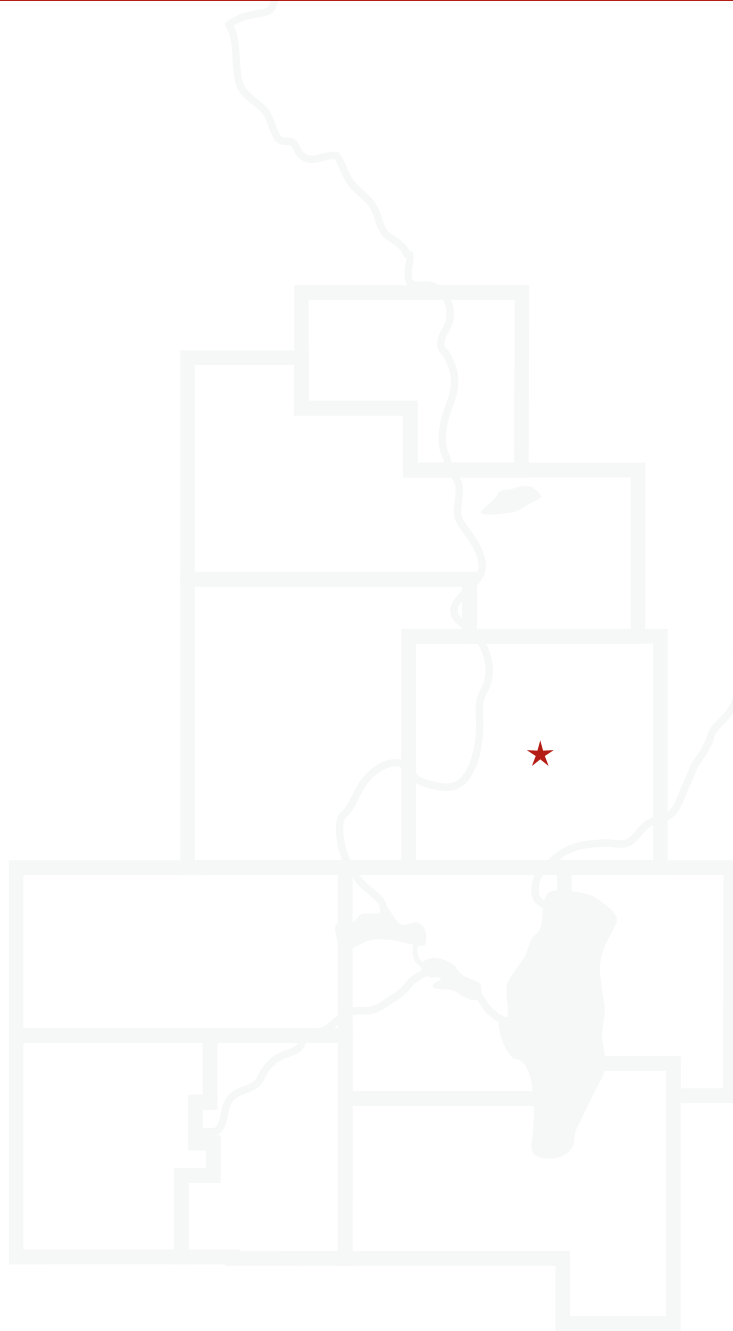


2014-2018 Outagamie County Human Services Public Transportation Coordinated Plan

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MAP-21 repealed 5316 (Job Access and Reverse Commute) and 5317 (New Freedom) programs. 5316 projects are now eligible for funding under public transportation grants programs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

¹ <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.**):

Table 1. County Human Service-Public Transportation Coordinated 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 Outagamie County through their Human Services-Public Transportation “champion” or project lead and informed them that the 2008 Outagamie 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.

Outagamie County’s champion:
 Tom Stratton
 Aging and Long Term Support Division
 Outagamie County Dept. of Health and Human Services
 Phone: (920) 832-5469
 Fax: (920) 832-2113
 E-mail: stratttj@co.outagamie.wi.us

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 county.

Table 2. Outagamie County					
Population by Age Cohort					
Age Cohort	2000		2010		2000 to 2010
	Number	Percent of Total	Number	Percent of Total	Percent Change
Median Age	34.4		37.1		7.8
Total Population	160,971		176,695		9.8
Under 18 Years Old	44,527	27.7	44,424	25.1	-0.2
18 to 24 Years Old	14,293	8.9	15,343	8.7	7.3
25 to 44 Years Old	51,274	31.9	48,111	27.2	-6.2
45 to 64 Years Old	33,292	20.7	47,983	27.2	44.1
65 + Years Old	17,585	10.9	20,834	11.8	18.5

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. Outagamie County				
Disability Characteristics, 2011				
Characteristics	Estimate	MOE	Estimate	MOE
Total civilian non-institutionalized population with disability	15,697	+/-1,068	8.9%	+/-0.6
Population under 5 years	36	+/-41	0.3%	+/-0.4
With a hearing difficulty	16	+/-26	0.1%	+/-0.2
With a vision difficulty	20	+/-32	0.2%	+/-0.3
Population 5 to 17 years	1,581	+/-339	4.8%	+/-1.0
With a hearing difficulty	240	+/-124	0.7%	+/-0.4
With a vision difficulty	127	+/-78	0.4%	+/-0.2
With a cognitive difficulty	1,272	+/-326	3.9%	+/-1.0
With an ambulatory difficulty	67	+/-46	0.2%	+/-0.1
With a self-care difficulty	99	+/-52	0.3%	+/-0.2
Population 18 to 64 years	7,790	+/-743	7.0%	+/-0.7
With a hearing difficulty	1,651	+/-341	1.5%	+/-0.3
With a vision difficulty	772	+/-180	0.7%	+/-0.2

Table 3. Outagamie County, continued				
Disability Characteristics, 2011				
Characteristics	Estimate	MOE	Estimate	MOE
With a cognitive difficulty	3,346	+/-496	3.0%	+/-0.4
With an ambulatory difficulty	3,675	+/-570	3.3%	+/-0.5
With a self-care difficulty	1,332	+/-323	1.2%	+/-0.3
With an independent living difficulty	2,493	+/-400	2.2%	+/-0.4
Population 65 years and over	6,290	+/-530	31.0%	+/-2.5
With a hearing difficulty	2,875	+/-340	14.2%	+/-1.6
With a vision difficulty	1,033	+/-301	5.1%	+/-1.5
With a cognitive difficulty	1,347	+/-291	6.6%	+/-1.4
With an ambulatory difficulty	3,684	+/-432	18.1%	+/-2.1
With a self-care difficulty	1,450	+/-346	7.1%	+/-1.7
With an independent living difficulty	2,739	+/-375	13.5%	+/-1.8

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, 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 Outagamie Specialized Transportation Provider Inventory.

Table 4. Outagamie County Provider Inventory										
Agency Name	Address	Agency Phone	Contact Person	Email	Clientele Served	Operation days/hours	Cost per trip	Types of Vehicles	# of each vehicle	Lifts or Ramps
Appleton, Neenah, Menasha Taxi	PO Box 82, Appleton, WI 54912	(920) 733-4444	dispatch	mr.yellow@tds.net	ambulatory individuals of all ages	24 hrs.	base rate \$3.00; \$2.00 per mile	cars	4 cars	No lifts/ ramps
Valley Transit Call-A-Ride Service	Harrison, WI	(920) 830-2067	dispatch		Provides direct public transportation for the general public to and from the Appleton Transit Center and the Call-A-Ride Zone located in the Town of Harrison and Town of Buchanan	7a-7p Mon-Sat, Reservations accepted 6a-6p Mon-Sat by calling 920-830-2067 (Kidz Kab)	\$2 per one way, \$1 w/valid Valley Transit transfer, FREE transfers can be made to the city buses			
Valley Transit Call-A-Ride Service	Buchanan, WI	(920) 830-2067	dispatch		Provides direct public transportation for the general public to and from the Appleton Transit Center and the Call-A-Ride Zone located in the Town of Harrison and Town of Buchanan	7a-7p Mon-Sat, Reservations accepted 6a-6p Mon-Sat by calling 920-830-2067 (Kidz Kab)	\$2 per one way, \$1 w/valid Valley Transit transfer, FREE transfers can be made to the city buses			
Double J's Shuttle Service	W10862 County Road WW, New London, WI 54961	(920) 470-9495	James Janusheske	jenniferlorge@yahoo.com	any ambulatory individuals	by reservation	\$2.00	mini bus/van	1	No lifts/ ramps
Fox Valley Cab, Inc.	719 W Frances St, Appleton, WI 54911	(920) 734-4546		info@foxvalleycab.com			Starting at \$50 per trip	Vans/Car	7 vans 1 car	
Kidz Kab, LLC	3019 W Spencer Street, Appleton, WI 54914	(920) 830-2067	Georgia Anderson	www.kidzkabllc@aol.com	any senior citizen (ambulatory)	M-F: 7am-4:30pm	\$10 base rate + mileage	mini vans		No lifts/ ramps
Koeppens Medical Transport, Ltd	217 Industrial Drive PO Box 207, Clintonville, WI 54929	(715) 823-5711		dkoeppen@kmedtran.com						
Medical Transport - Lamers	1825 Novak Drive, Menasha, WI 54952	(920) 832-8800	Jean Lorenz	jeanl@golamers.com	ambulatory and non-ambulatory individuals	M-F: 6am-5:30pm	zone rates which depend upon mileage; set rate for the first 5 miles	vans/buses		both lifts/ ramps
New London Senior & Disabled Transport	600 W Washington St, New London, WI 54961	(920) 982-8523	Kim Ebert	kebert@newlondonwi.org	ambulatory and non-ambulatory individuals	M-F: 9am-4pm; no appointments made after 2pm	\$3.00 suggested donation	van	1 (12 passenger) van	Lift (600 lbs.)
Senior/Disabled Rural Transportation, Outagamie County	410 S Walnut St, Appleton, WI 54911	(920) 832-5145 / (920) 832-5469	Thomas Stratton	adrc@outagamie.org	ambulatory and non-ambulatory individuals	M-W-F: 9am-5pm; T-Th: 9am-4pm (rural service)	depends upon trip	vans, mini bus	depends upon service used (different contractors/agencies)	Lift (1000 lbs.)

Agency Name	Address	Agency Phone	Contact Person	Email	Clientele Served	Operation days/hours	Cost per trip	Types of Vehicles	# of each vehicle	Lifts or Ramps
Valley Transit II (contracted through Running, Inc.)	801 S Whitman Ave, Appleton, WI 54911	(920) 832-5789	Deborah Wetter- Amy Erickson, Nikki Voelzke, Sal La Puma	Nicole.Voelzke@Appleton.org , Deborah.Wetter@Appleton.org , Amy.Erickson@Appleton.org	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 1000 lbs.)
Making the Ride Happen	820 W College Ave, Appleton, WI 54914	(920) 225-1917	Holly Keenan, Mobility Manager	MRH@lsswis.org	People with disabilities and seniors ages with the Volunteer Driver Program	M-F: 8:30am-4:30pm; as needed	Donations (average donation \$5.00)	volunteer drivers use personal vehicles		volunteers can take only ambulatory individuals
Metro Medical Transport	E9321 Crain Road, New London, WI 54961	(920) 982-6059	Jeff Winburgh	metromtransport@yahoo.com	any adult with disabilities or ambulatory	M-F: 7:00am-5:00pm, Sat: 7:00am-12:00 pm	Base Rate/mileage	mini vans		rear entry ramps (34"Width maximum)
Oneida Tribe Transport		(920) 833-1658 / (920) 869-2448								
The Connector Service (Valley Transit)	437 W Franklin St, Appleton, WI 54911	(920) 832-5789	Amy Erickson (Para-transit Coordinator)	Amy.Erickson@appleton.org	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 a.m., on Sundays or on holidays.)	\$1.80, \$3.00, \$5.00 depending upon trip	bus		lifts/ ramps
Fox Valley Lutheran homes, Faith in Action	425 N Linwood Ave, Appleton, WI 54914	(920) 734-7225	Julie Hammen	cheryl@fvlhomes.org	adults 62 and older and disabled individuals (any age); will provide care to individuals of any age if the need arises		N/A	N/A	N/A	N/A

Agency Name	Address	Agency Phone	Contact Person	Email	Clientele Served	Operation days/hours	Cost per trip	Types of Vehicles	# of each vehicle	Lifts or Ramps
Cabulance	124 Main St, Oshkosh, WI 54901	(800) 468-8422 or (920) 426-3900	dispatch; or Glenn Davies or Don Davis		Ambulatory and non-ambulatory individuals	6:15 AM to 6:10 PM (Holidays, Sun, Mon-Sat)	\$3.00 (one-way); afterhours \$5.00; \$1.00 fee added if not scheduled at least 24 hours in advance	lift equipped vans		lifts/ ramps
Abby Vans	1115 W. 4th St, Neillsville, WI 54456	(715) 743-3364 or 1- (800) 236-8438		mark@abbyvans.com	non-emergency, specialized transportation to elderly and disabled individuals (within WI, MN, IA, IL, MI)	rides 24/7/365; reservation hours 8:00 AM to 4:30 PM (M-F)		lift equipped vans	over 80 vehicles	lifts/ ramps
Aloha Taxi		(920) 757-5544	dispatch	http://www.alohatransportation.net/	Ambulatory Individuals	24 hour service as requested				
Heart to Heart Transportation	N456 Kilsdonk Ct, Appleton, WI 54915	(920) 419-1187 or (920)-423-3099	Sister Sue Dietz		ambulatory and non-ambulatory individuals	24 hour service as requested				
Arms of Angels	Green Bay	(920) 370-7599	Brian	info@armsofangelsinc.com	wheelchair and handicap transportation			lift equipped van		lifts/ramps
Atlas Cab	1514 E Wisconsin Ave, Appleton, WI 54911	(920)-707-3567	dispatch							
Gold Cross Ambulance	1055 Wittmann Drive, Menasha, WI 54952	(920)-727-3034	dispatch	http://www.goldcross.org/	emergency and non-emergency medical transportation	24 hour service as requested				
Rides for Veterans and Spouses		(920) 687-8806		Facebook.com/FriendsofVeteransInc OR http://www.fovinc.org/	Use for doctor appointments, grocery shopping, etc. Also offer a pink service for women only.	by appointment	\$0.75 per ride			

Page Intentionally Left Blank

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 Coordinated Plan. Evaluating the county demographics; service geographic 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 its users.

To assess the transportation system, ECWRPC and Outagamie County developed three surveys; one for transportation providers, a second for businesses and agencies and a third for customers/users. Surveys were created with Survey Monkey and web links were added to the Outagamie 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 Outagamie webpage is located in **Appendix C**.

TRANSPORTATION PROVIDER AND BUSINESS/AGENCY SURVEY RESULTS

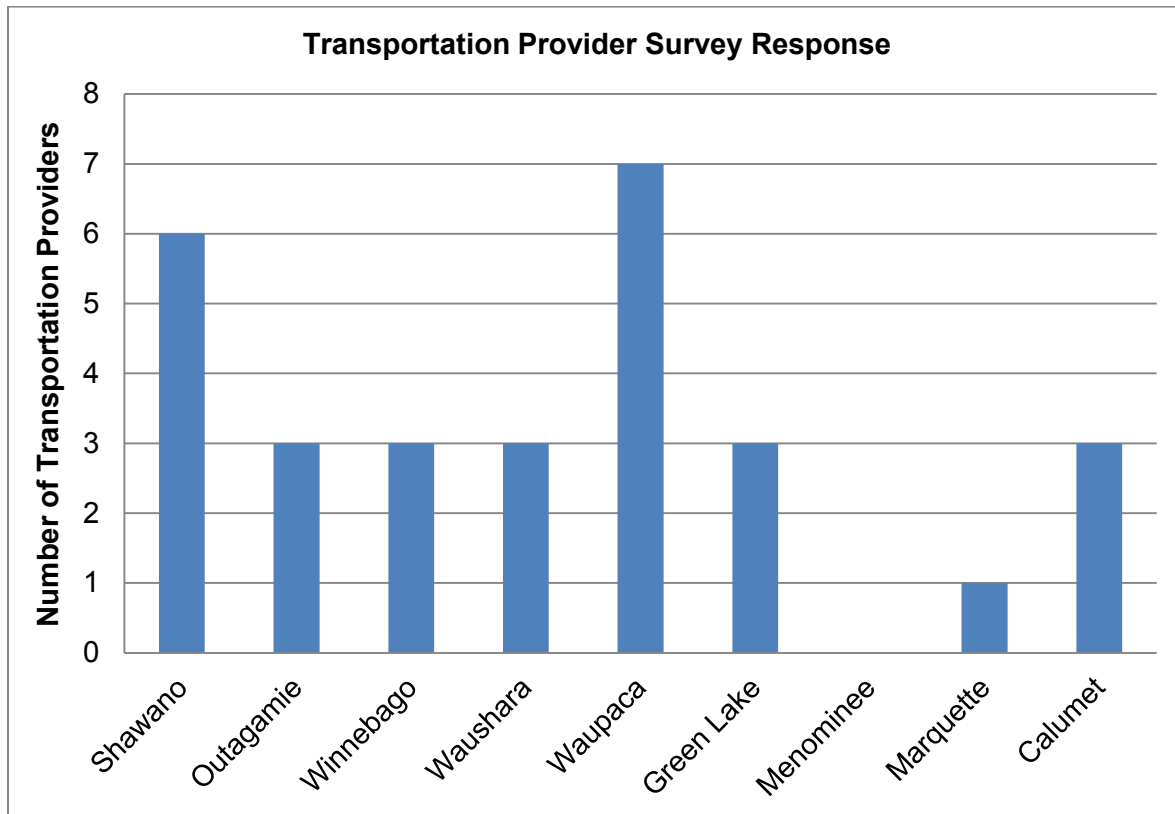
The transportation provider and business/agency surveys were developed with the transportation provider and business/agencies in mind. The goal of the survey was to determine the following:

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 business/agency survey is exactly the same as the transportation provider survey, but it was kept separate for analysis purposes. The transportation provider and business/agency 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 Outagamie County.

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

Things done well

- Diversified transportation options (Make the Ride Happen and NAHBRS)
- Purchase of vehicles with 1000 pound weight capacity
- Urban para-transit service (5 AM to 11 PM)
- Affordable
- Cross county line transportation
- Rural service

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

Gaps or Needs within the system

- Rides that cross county lines continues to be problematic
- In the rural area, service is not available before 9 AM and after 4 PM or weekend and

Holidays.

- Cross county coordination - getting a consumer to services in another area of the region or state is usually difficult if not impossible

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

Barriers that prevent individuals from adequate transportation

- Low income individuals who need multiple rides due to health care needs
- In the rural system, for individuals with low income and assets, the \$6 fee limits consumer access
- Limited hours of operation (impacts use particularly when consumers have early morning medical appointments or want to ride the bus for a 8 AM work start time)

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

Duplication of transportation services

- Local SNF and ALF who own vehicles for their clients might be crossing the same path as other transportation providers
- There is some duplication with NAHBRS and Making the Ride Happen against the Fixed Route Urban System

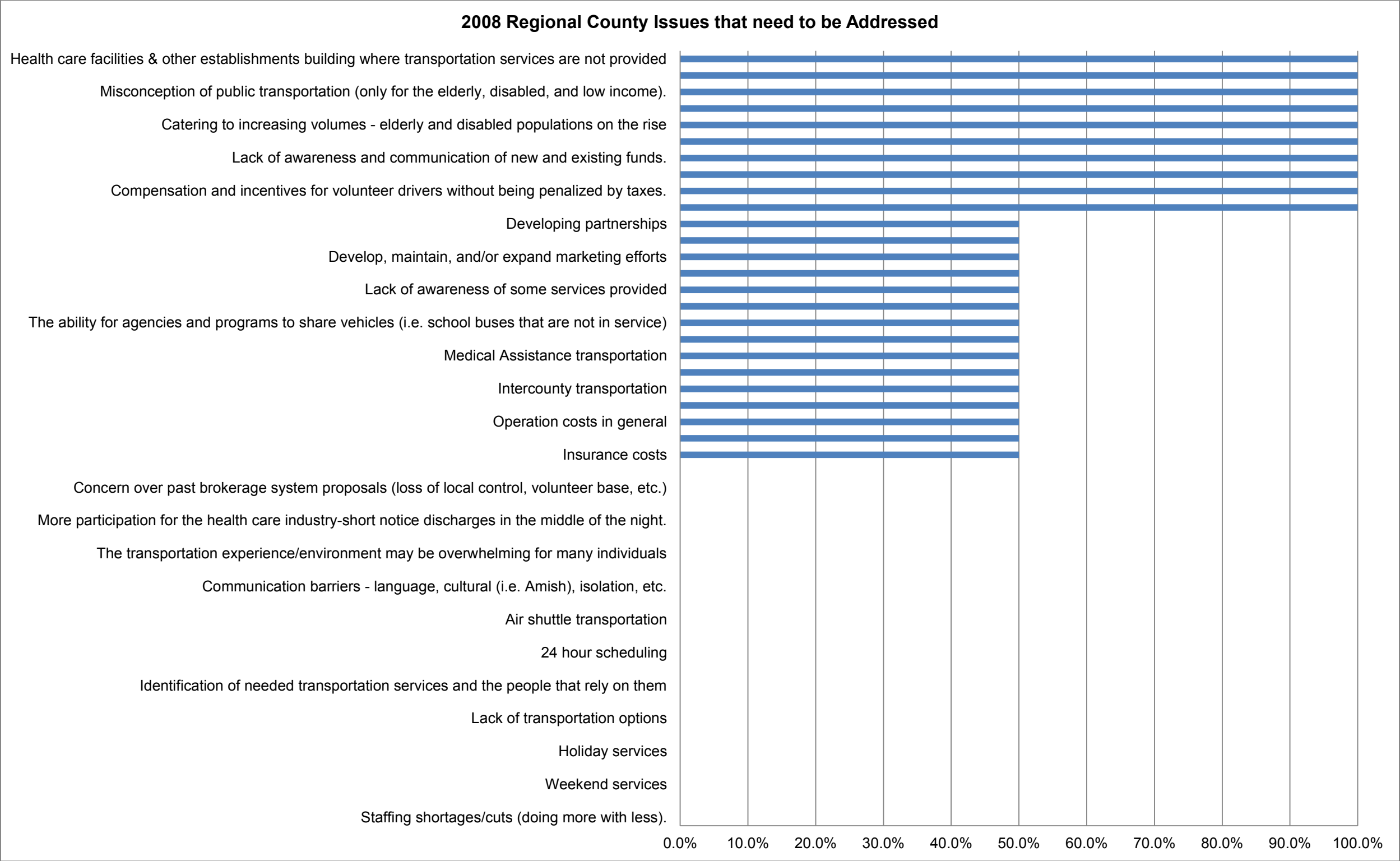
Question 6. What weaknesses do you see in the system? How could they be improved?

Weaknesses within the transportation system

- Ability to move between communities, Fox Cities to Oshkosh, Green Bay etc.
- Future funding of the Valley Transit System
- MAP-21 recertification is uncertain at the federal level
- Cuts in transportation funding
- Caps on municipal spending to backfill the loss of state and federal funds
- Increasing costs of labor and fuel
- Equipment needing to be replaced with limited funding to support the purchase of new equipment

Page Intentionally Left Blank

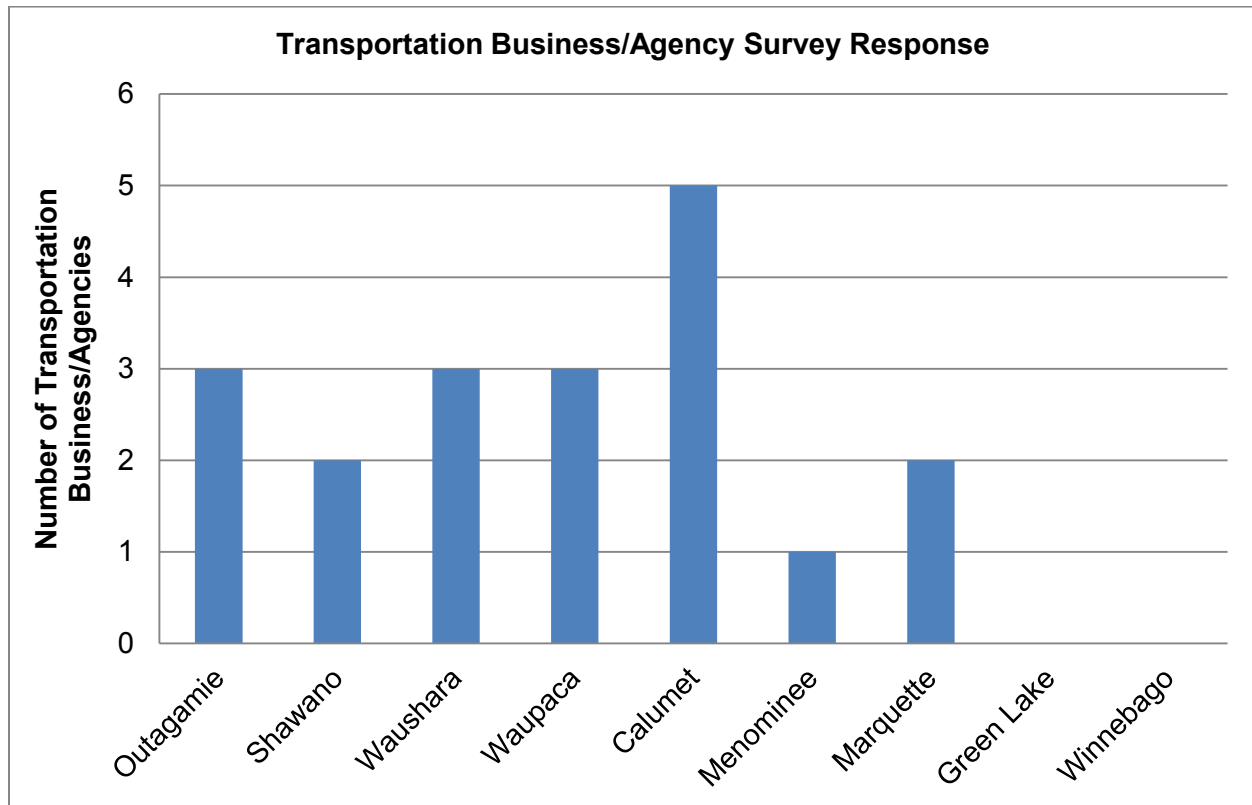
Question 7. According to the 2008 Regional County Coordinated Public & Human Services Transportation Plan, which are still issues that need to be addressed?



Page Intentionally Left Blank

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 Outagamie County.

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

Things done well

- On demand (within 24 hour notice)
- Work together, not territorial, look for solutions for people

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

Gaps or Needs within the system

- Private contractor seems more interested in not providing rides
- Wheelchair transportation
- Rural service
- Lack of Sunday service, meeting needs in a timely fashion during peak hours

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

Barriers that prevent individuals from adequate transportation

- Cost, timeliness, language difficulties
- The new system for non-emergency medical transportation has not been as effective as the previous county based system
- Affordability
- Timing, demand response time
- Rural or smaller towns
- Extremely limited wheelchair transport
- Getting to locations outside the boundaries of para transit

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

Duplication of transportation services

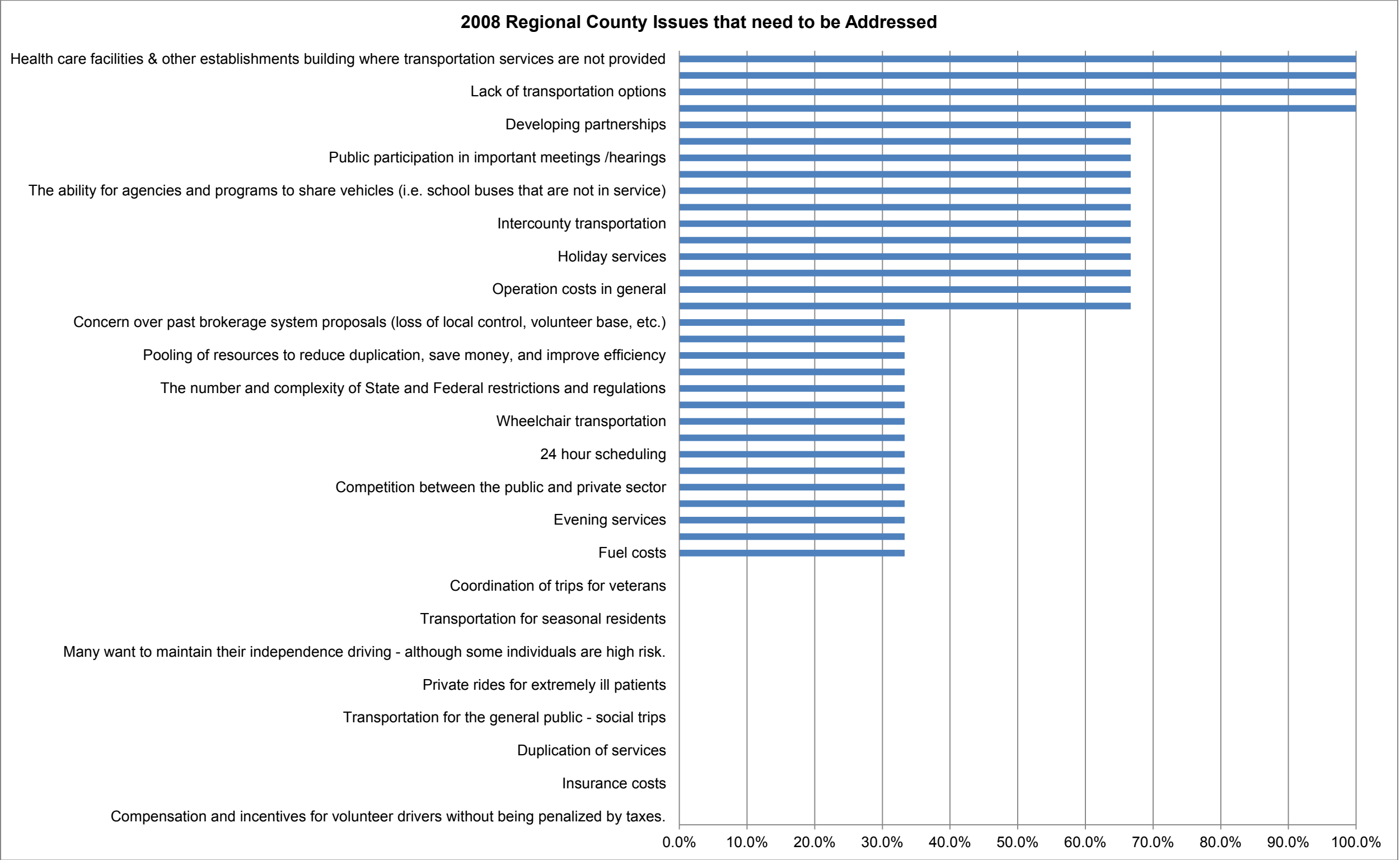
- None

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

Weaknesses within the transportation system

- MTM
- Global understanding of door-to-door, door-through-door
- Consistency of drivers -- some go beyond the minimum of required service and others do not

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



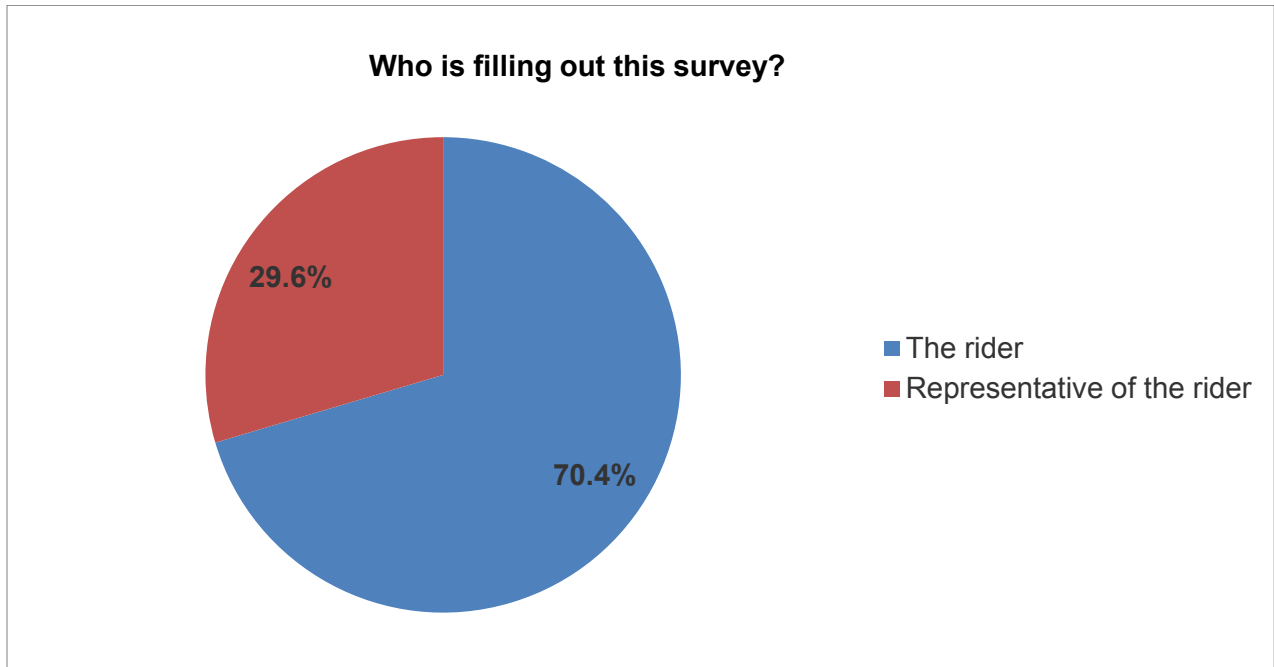
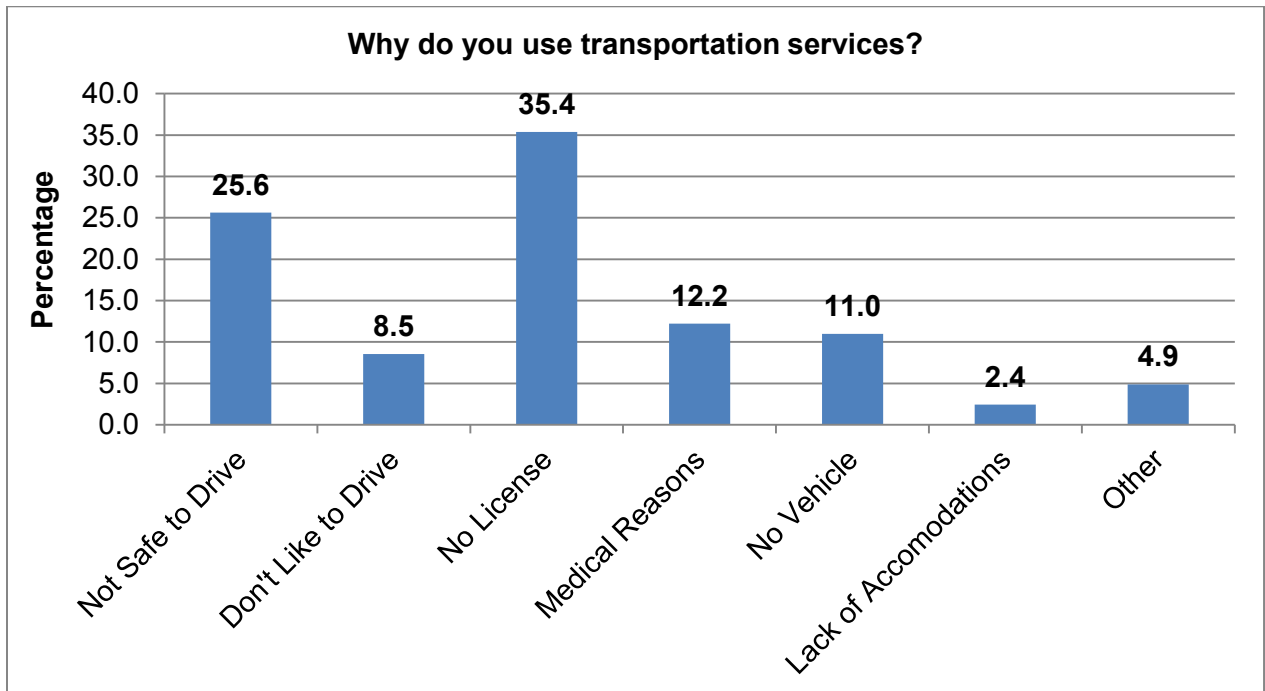
Page Intentionally Left Blank

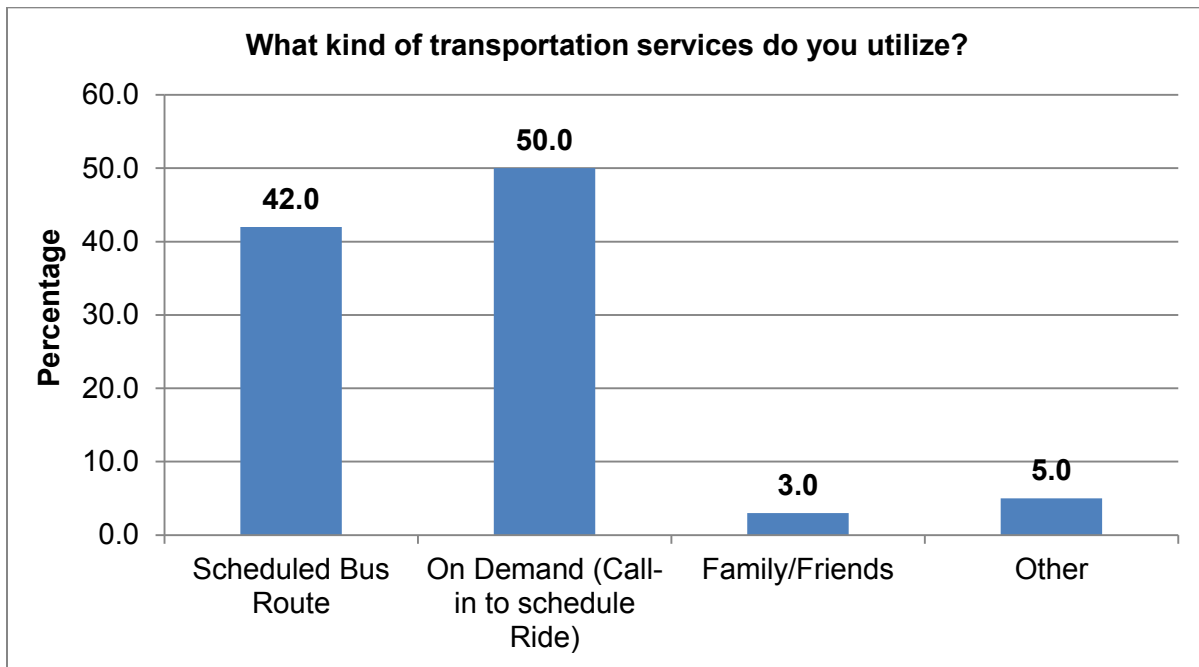
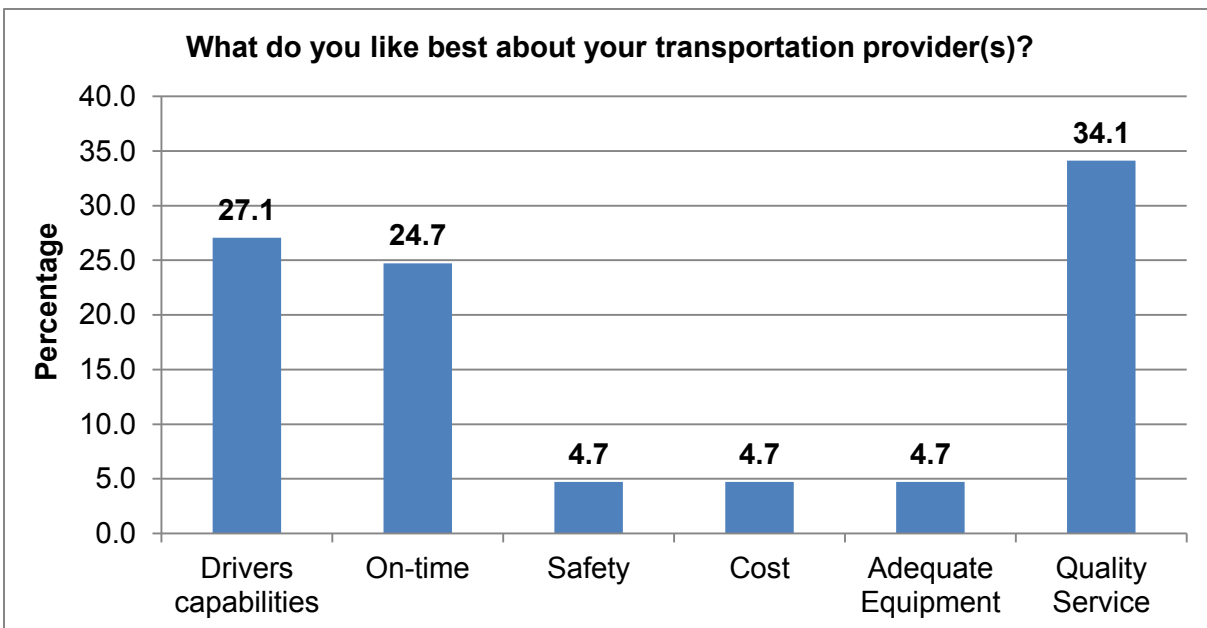
User Survey Results

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:

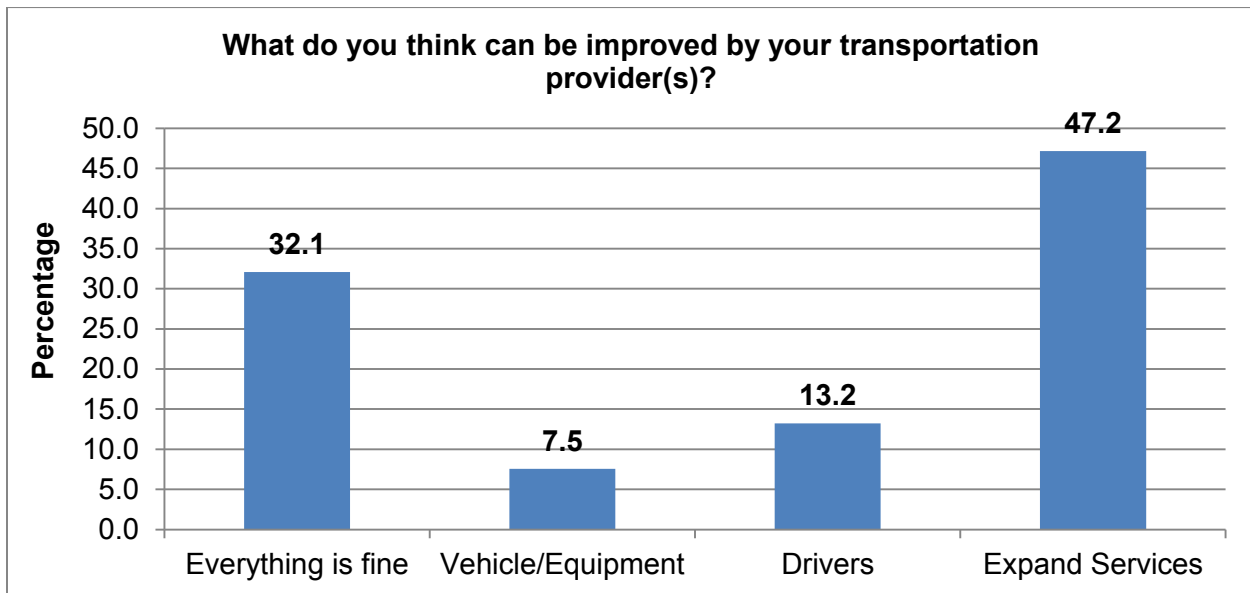
1. Who is filling out this survey?
2. Why do you use transportation services?
3. What kind of transportation service do you use?
4. What do you like best about your transportation provider(s) in terms of the overall experience?
5. What do you think can be improved by your transportation provider(s) in 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 74 user surveys were collected for Outagamie County. The transportation user survey can be found in **Appendix D-2**. The results are included below.

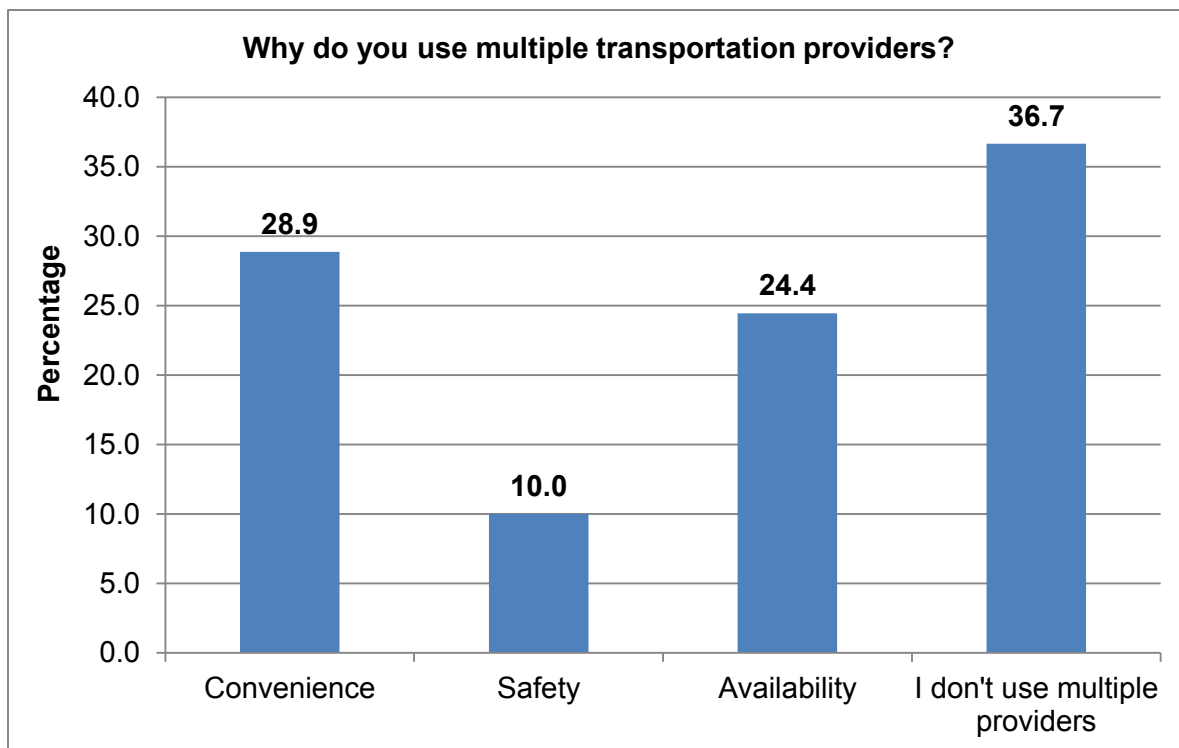
Question 1. Who is filling out this survey?**Question 2. Why do you use transportation services?**

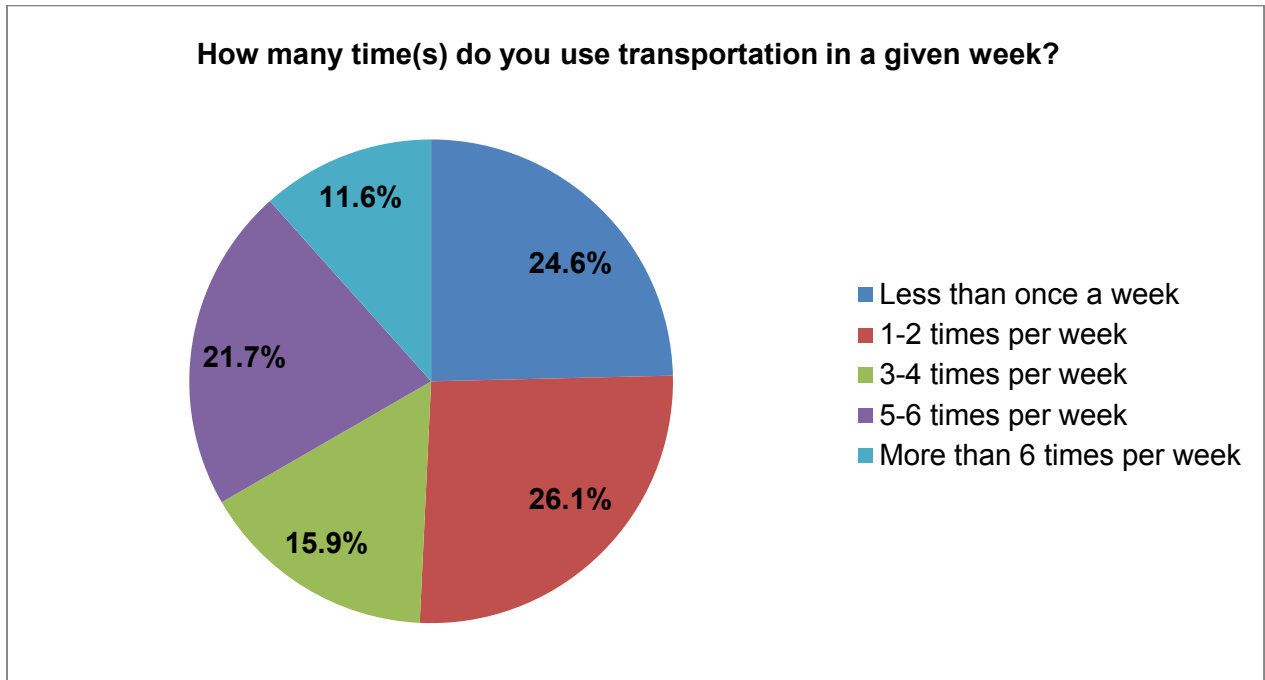
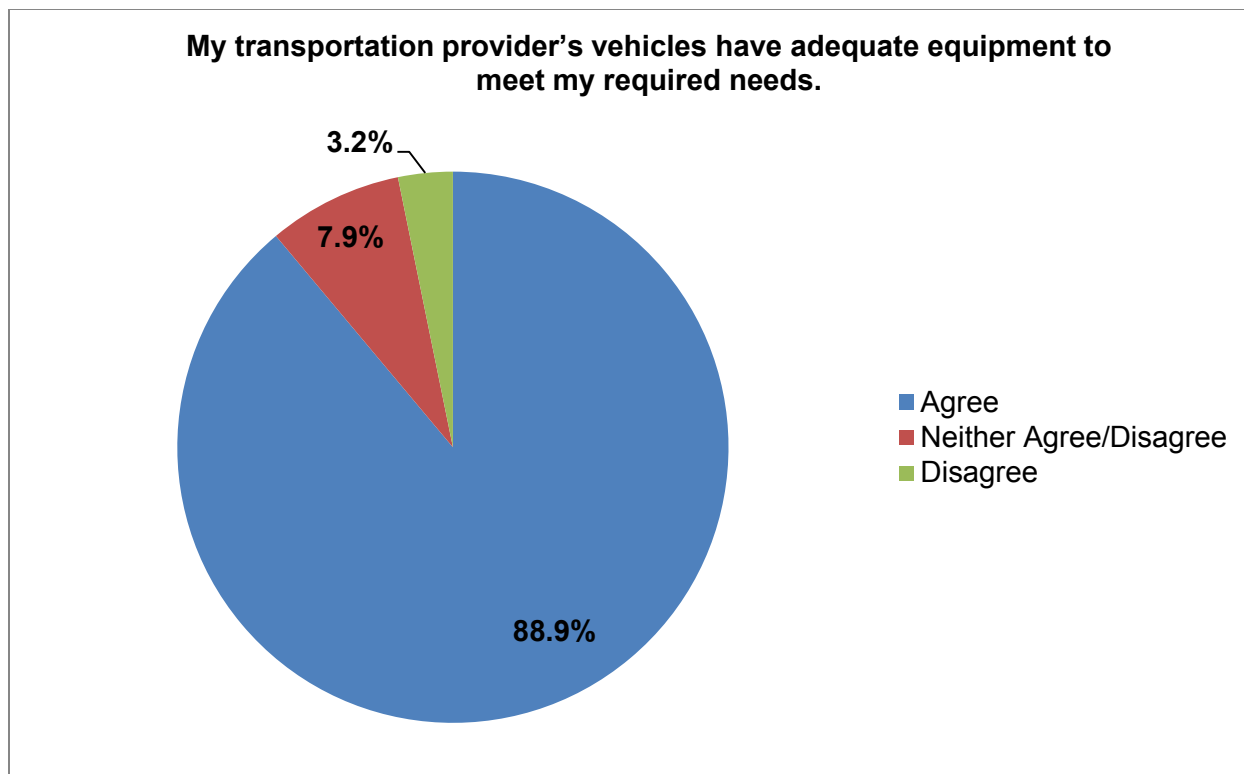
Question 3. What kind of transportation service do you utilize?**Question 4. What do you like best about your transportation provider(s) in terms of the overall experience?**

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

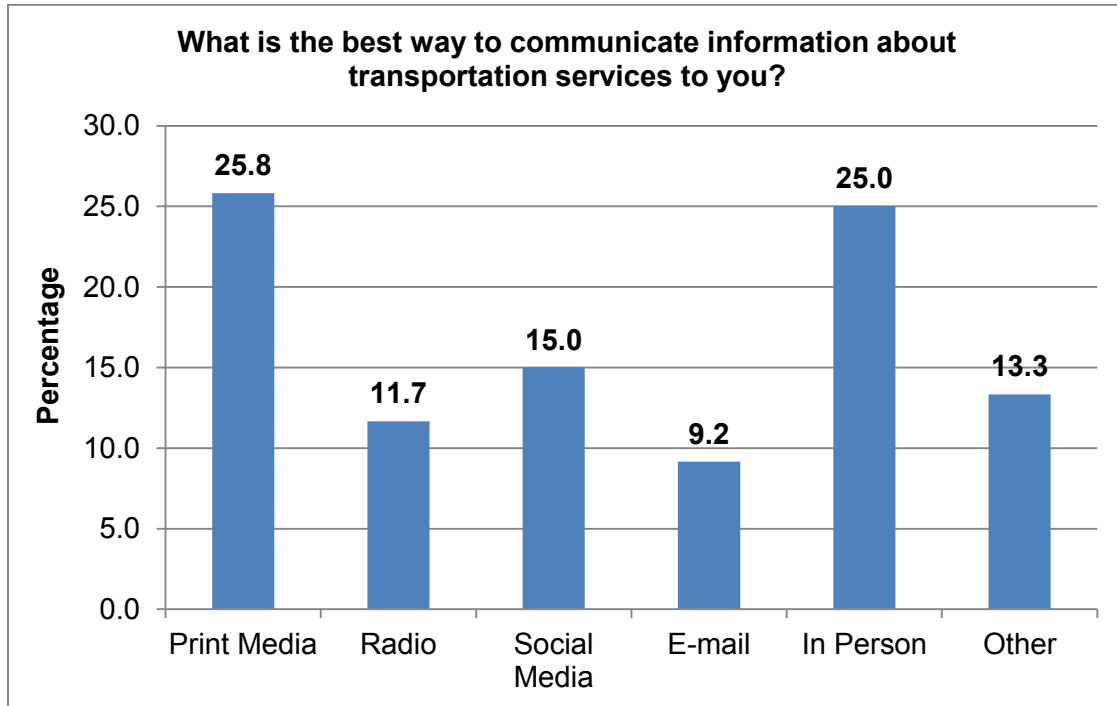


Question 6. Why do you use multiple transportation providers?

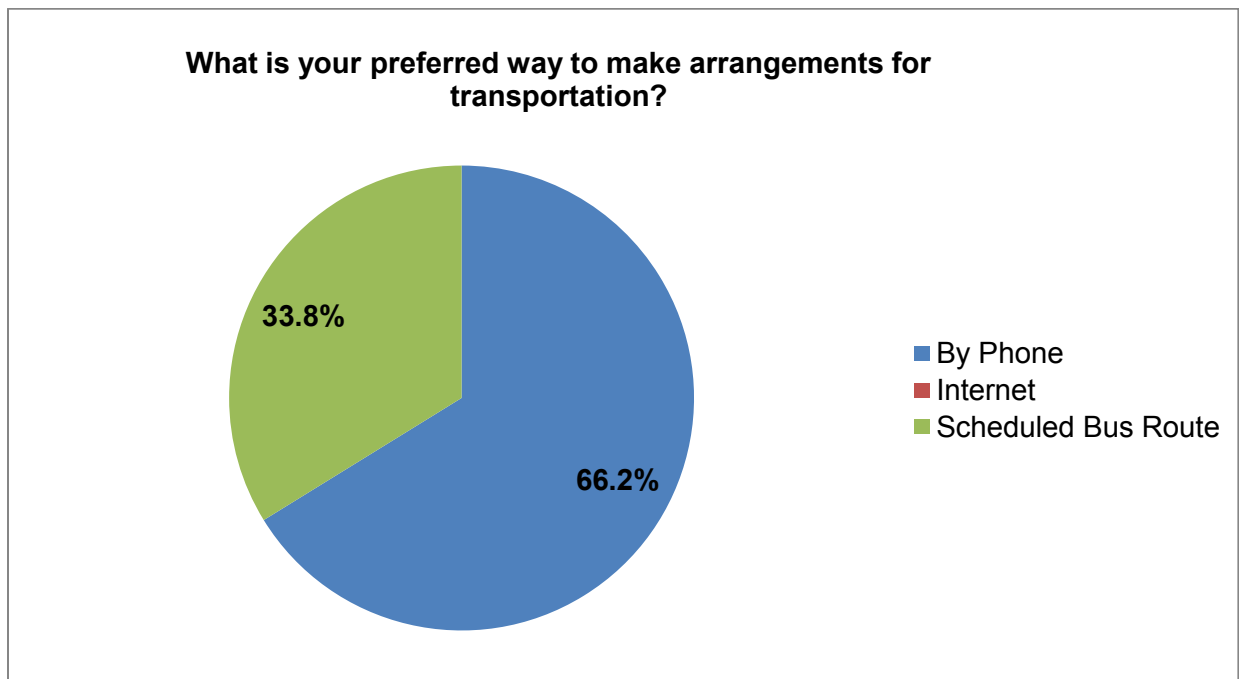


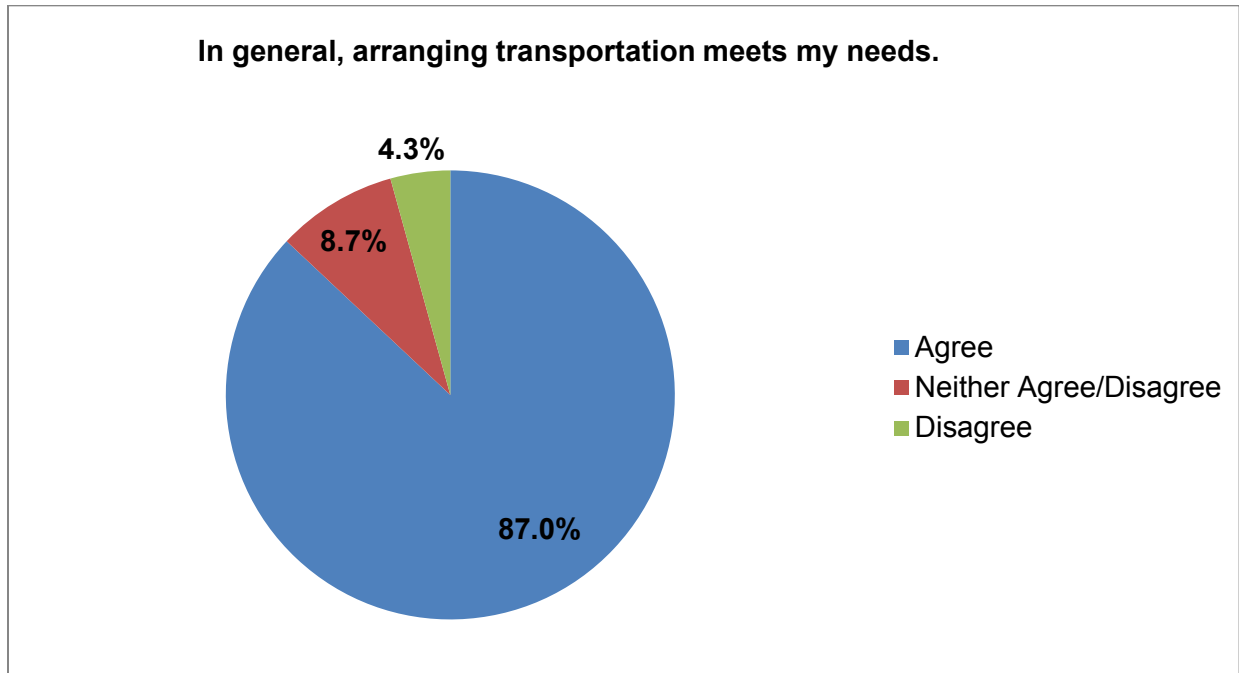
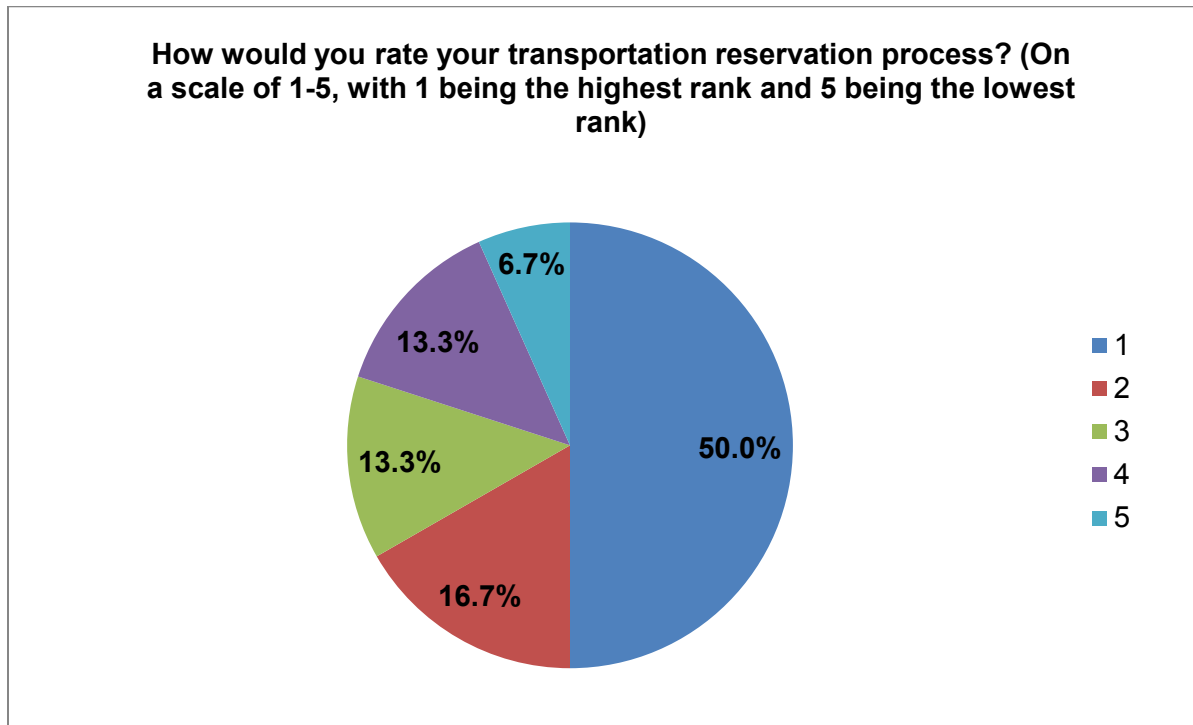
Question 7. How many time(s) do you use transportation in a given week?**Question 8. My transportation provider's vehicles have adequate equipment to meet my required needs (ramp, lift, straps, railings, etc.).**

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?

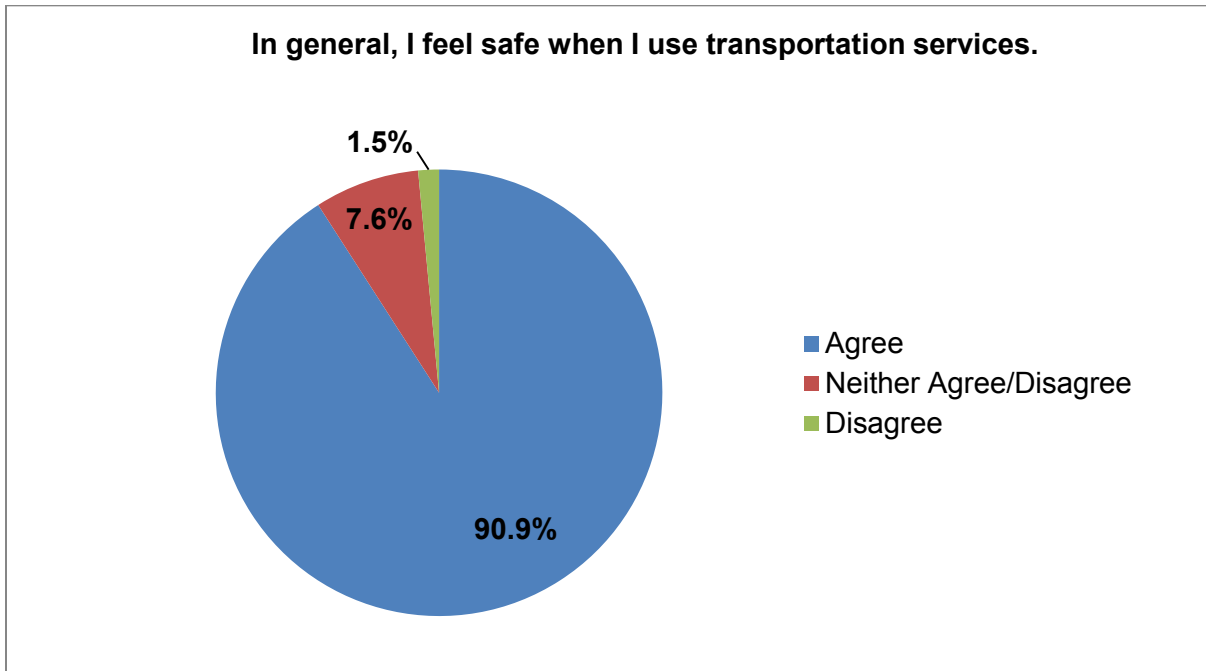


Question 10. What is your preferred way to make arrangements for transportation?

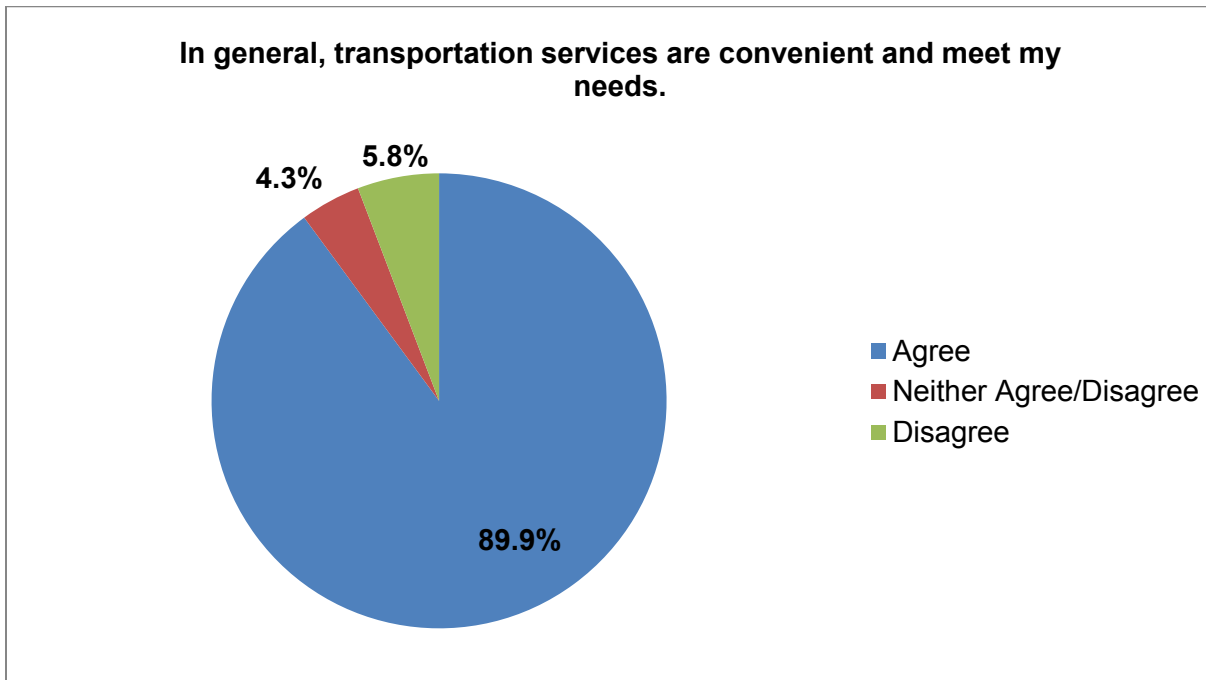


Question 11. In general, arranging transportation meets my needs.**Question 12. How would you rate your transportation reservation process?**

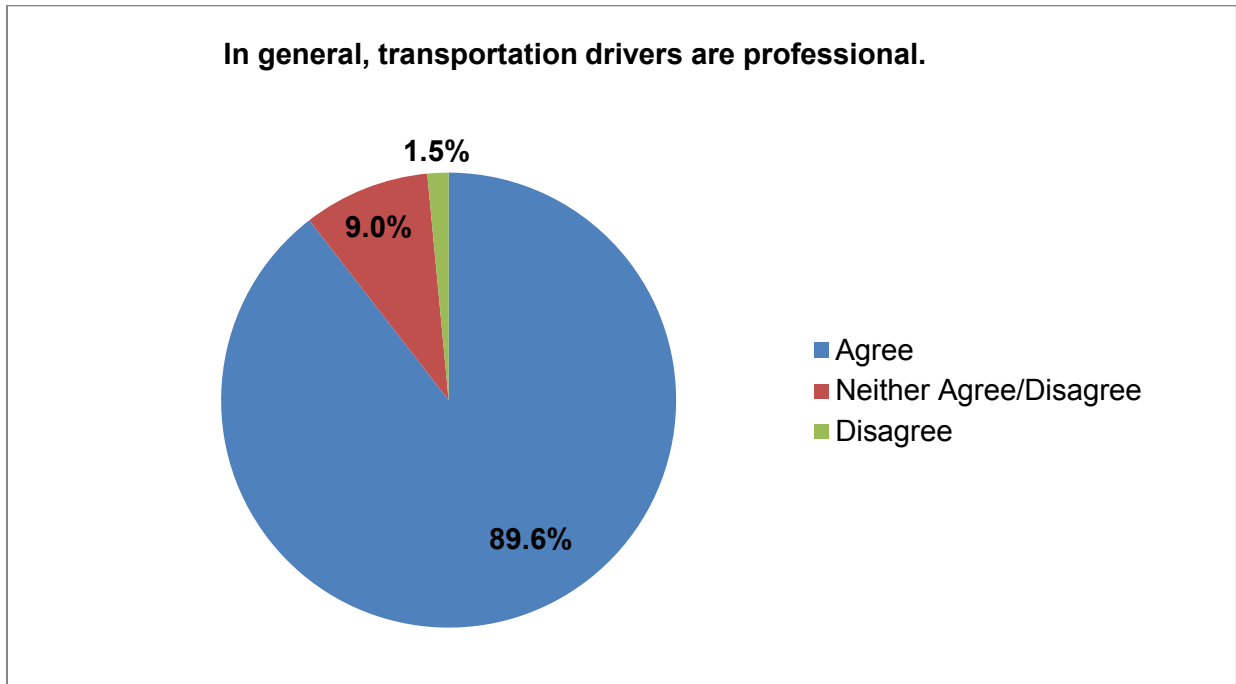
Question 13. In general, I feel safe when I use transportation services.



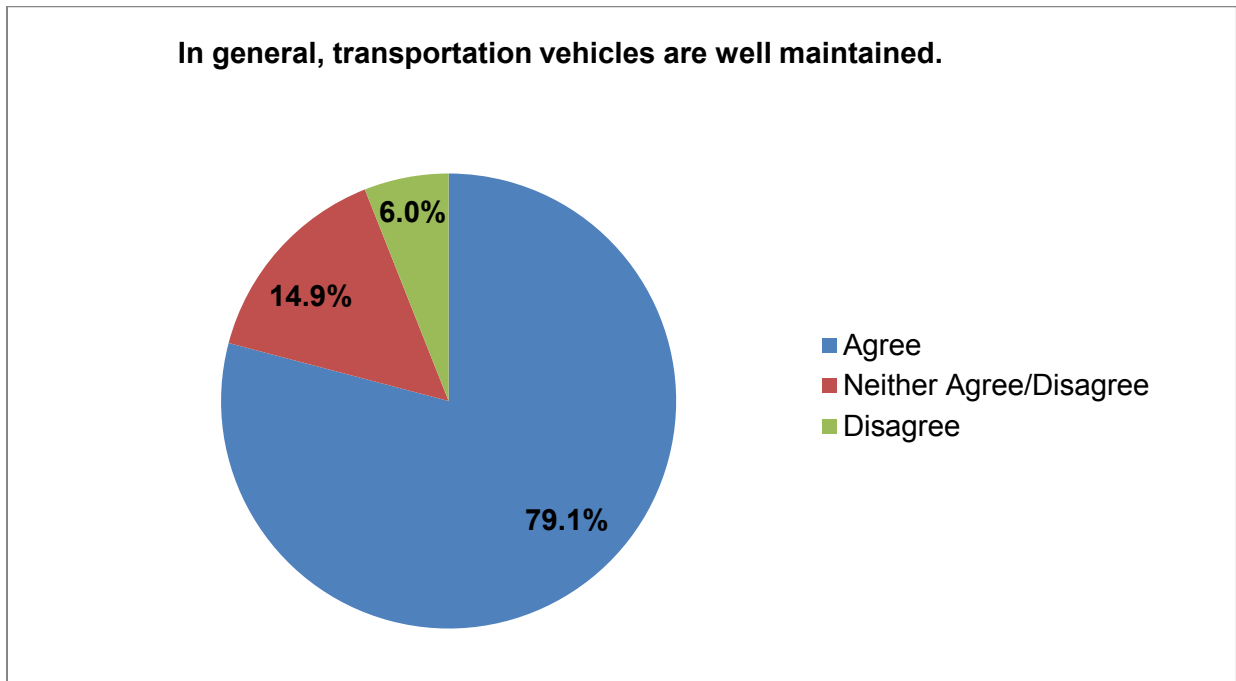
Question 14. In general, transportation services are convenient and meet my needs.



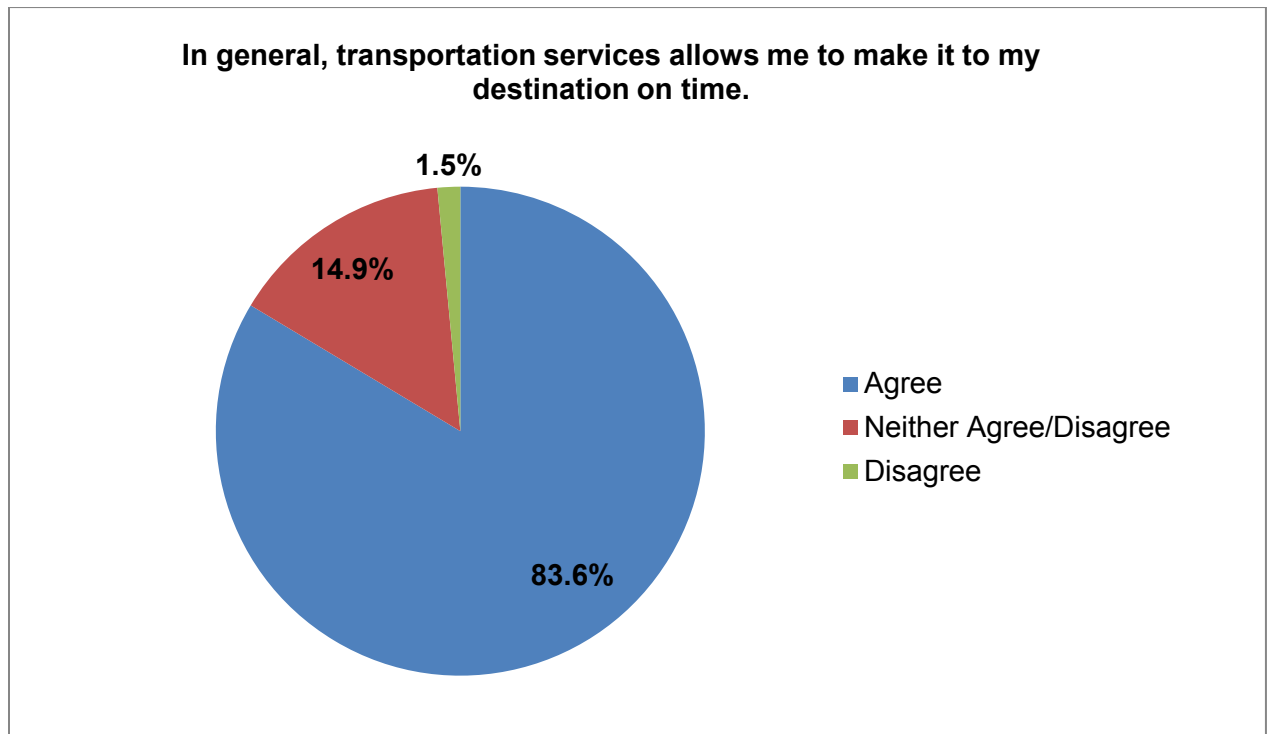
Question 15. In general, transportation drivers are professional.



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

- Diversified transportation options (Make the Ride Happen and Non-Profit Affordable Housing-Based Rental Services (NAHBRS))
- Purchase of vehicles with 1000 pound weight capacity
- Urban para transit service (5 AM to 11 PM)
- Affordable
- Cross county line transportation
- Rural service
- On demand (within 24 hour notice)
- Work together, not territorial, look for solutions for people
- Driver capabilities (user perspective)
- On-time service (user perspective)
- Quality of service (user perspective)
- Valley Transit Connector Service (3rd shift worker, extended service areas and hours)
- Valley Transit II
- Volunteer drivers

Gaps and Needs within the system

- Expanded service (hours and coverage)
 - Valley Transit II boundary issues (northern Outagamie does not get service, Northern Appleton)
 - Rural routes (Kobussen) have very limited (hours)
 - Rural service - In the rural area, service is not available before 9 AM and after 4 PM or weekend and Holidays.
 - Lack of Sunday service
 - With the population we will have more people using para transit and transit services (veterans, elderly, medically needy, children who will be adults) (2008)
- Coordination
 - Cross county coordination - getting a consumer to services in another area of the region or state is usually difficult if not impossible
 - Rides that cross county lines continues to be problematic
 - Crossing municipal and county boundaries (2008)
 - Pursuit of a mobility manager (2008)
 - Increase transportation options for public transportation through improved coordination (2008)
 - Mobility manager needed that understand the different funding silos and can assist with grants (2008)
 - Having a Regional (Regional local something with local ties) brokerage (independent group i.e. EC or Making the Ride Happen, Valley Transit, Lamers) for all para transit - take care of medical, ADA, elderly, school, anything specialized transportation - use trip planners on the internet - do it more efficiently and effective; must be a regional issue - not by county (2008)

-
- Lack of knowledge
 - Increased education to key policy makers; data base of concerned individuals/impacted consumers (2008)
 - Need more positive stories of people using public transportation. (2008)
 - Overall public transportation overwhelming environment is to an elderly person and some people who do not use the public transportation; security of transit center; police records indicate that transit facilities are safe; working with the community and neighbors to improve perceptions (2008)
 - Need more people to come to the budget public hearings for the City of Appleton and other various municipalities; education on various public hearings; some of the times of those meetings are set by enabling legislation (2008)
 - Service
 - Meeting needs in a timely fashion during peak hours
 - Private contractor seems more interested in not providing rides
 - Wheelchair transportation
 - County public hearings and other public meetings should provide public transportation for those individuals that need public transportation to attend those meetings. (2008)
 - Different groups of people have a lot of the similar needs - duplication of services; lack of data to show what services are needed by disable individuals; those individuals with disabilities are more towards the bottom of the priority list. (2008)
 - Affordable and efficient public transportation (2008)
 - Location of clinics and medical buildings, planning of transportation for new development in general - because they may not be on the public transportation services
 - Lack of funding
 - Ongoing funding of the Making the Ride Happen in the future (2008)
 - Lack of monies for transportation providers - want to avoid budget cuts (2008)
 - Fares being too high (2008)

Barriers that prevent individuals from having adequate transportation

- Cost, timeliness, language difficulties
- The new system for non-emergency medical transportation has not been as effective as the previous county based system
- Affordability
- Timing, demand response time
- Rural or smaller towns
- Extremely limited wheelchair transport
- Getting to locations outside the boundaries of para transit
- Low income individuals who need multiple rides due to health care needs
- In the rural system, for individuals with low income and assets, the \$6 fee limits consumer access
- Limited hours of operation (impacts use particularly when consumers have early morning medical appointments or want to ride the bus for a 8 AM work start time)

-
- Adequate/proper funding/restrictions on funding
 - Lack of consistent service across municipal/city lines
 - Complete streets policies
 - Transit stop locations especially at busy intersections/stops
 - Accommodating rural expansion/urban sprawl
 - Overcoming public transit stigma
 - Funding for Valley Transit in the future
 - Lack of incentives for volunteer drivers

Weaknesses within the transportation system

- MTM
- Global understanding of door-to-door, door-through-door
- Consistency of drivers -- some go beyond the minimum of required service and others do not
- Ability to move between communities, Fox Cities to Oshkosh, Green Bay etc.
- Future funding of the Valley Transit System
- MAP-21 recertification is uncertain at the federal level
- Cuts in transportation funding
- Caps on municipal spending to backfill the loss of state and federal funds
- Increasing costs of labor and fuel
- Equipment needing to be replaced with limited funding to support the purchase of new equipment

PUBLIC FACILITATION – STRATEGIES, RESPONSIBILITY AND PRIORITIZATION

The Outagamie County Human Services-Public Transportation Coordinated Plan Public Facilitation took place on November 4, 2013 at the Thompson Community Center in Appleton. 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 will become the Planning Committee who will approve the plan. 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.)**

Page Intentionally Left Blank

Table 5. Outagamie Facilitation Worksheet			
		Location: Appleton	Date: 11-4-13
Gaps, Needs & Barriers	Strategies and or Actions to overcome gaps & needs	Responsible Parties	Priority
Expanded service (hours and coverage)			
Valley Transit II boundary issues (northern Outagamie does not get service, Northern Appleton)	Continue volunteer driver recruitment and other possible programs; in-depth study of potential new users; expansion of transit w/ VT through the Transit Development Plan (TDP)	Providers/County/municipalities/businesses and agencies/major medical providers	
Rural routes (Kobussen) have very limited (hours)			
Rural service - In the rural area, service is not available before 9 and after 4 or weekend and Holidays.			
Lack of Sunday service			
With the population we will have more people using paratransit and transit services (veterans, elderly, medically needy, children who will be adults)	Communication/education outreach to customers; alternative funding sources	Providers/County/municipalities/businesses and agencies/major medical providers	
Coordination			
Cross county coordination - getting a consumer to services in another area of the region or state is usually difficult if not impossible	Establishing a coordinator position with IT support capabilities or expand upon Make the Ride Happen Program to take on these responsibilities; development of a just-in-time system, funding possibilities; research other case studies/examples to apply to system; networking within the county with relevant stakeholders; investigate/research/continue to support a Regional Transportation Authority (RTA) at the local and regional level and contact legislators	Providers/County/municipalities/businesses and agencies/major medical providers	5
Expand on Make the Ride Happen			
Increase transportation options for public transportation through improved coordination			
Continue to support the Mobility manager needed that understand the different funding silos and can assist with grants			
Having a Regional (Regional local something with local ties) brokerage (independent group i.e. EC or Making the Ride Happen, Valley Transit, Lamers) for all paratransit - take care of medical, ADA, elderly, school, anything specialized transportation - use trip planners on the internet - do it more efficiently and effective; must be a regional issue - not by county			
Establishment of a Fox Cities Regional Transportation Authority (RTA)	Investigate/research/continue to support a Regional Transportation Authority (RTA) at the local and regional level and contact local legislators	Providers/County/municipalities/businesses leaders and agencies/major medical providers/users/churches, civic organizations	1
Lack of knowledge			
Increased education to key policy makers; data base of concerned individuals/impacted consumers	Expand on travel training and Bus Buddy Program; continue to market with transit providers; ESTER (economic research/data on the benefits of public transit to the local economy); support the "Complete Streets" policies; advertise with mailers; leaders setting an example of transit; letters to the editor with personal stories; outreach/presentations to the communities; support TRANSPORTATION PLUNGE (Fox Cities) in spring 2014; incentives for local businesses/students to use public transit (AASD for middle/high school students); coordinate with Lawrence University students; grant opportunities	Providers/County/municipalities/businesses leaders and agencies/major medical providers/users/churches, civic organizations, Valley Transit; users; local elected officials	2
Need more positive stories of people using public transportation. (2008)			
Overall public transportation overwhelming environment is to an elderly person and some people who do not use the public transportation; security of transit center; police records indicate that transit facilities are safe; working with the community and neighbors to improve perceptions (2008)			
Need more people to come to the budget public hearings for the City of Appleton and other various municipalities; education on various public hearings; some of the times of those meetings are set by enabling legislation; as well as the State of WI			

<i>Gaps, Needs & Barriers</i>	<i>Strategies and or Actions to overcome gaps & needs</i>	<i>Responsible Parties</i>	<i>Priority</i>
Service			
Meeting needs in a timely fashion during peak hours	Purchasing vans from Group Homes; coordination with other providers (private and non-profit); education/outreach to the public; research on weight limit capacities for lifts		4
Private contractor seems more interested in not providing rides (in reference to non-emergency transportation)			
Wheelchair transportation			
County public hearings and other public meetings should provide public transportation for those individuals that need public transportation to attend those meetings.			
Different groups of people have a lot of the similar needs - duplication of services; lack of data to show what services are needed by disable individuals; those individuals with disabilities are more towards the bottom of the priority list.			
Affordable and efficient public transportation			
Location of clinics and medical buildings, planning of transportation for new development in general - because they may not be on the public transportation services			
Lack of funding			
Ongoing funding of the Making the Ride Happen in the future	Contact legislators about importance of services; gathering community support and contributions; educate the public on funding issues/ensuring a better perception of public transit; advocate for funding for capital and operation costs (alternative funding such as through a Regional Transit Authority (RTA) is supported)	Providers/County/municipalities/ businesses leaders and agencies/major medical providers/users/churches, civic organizations, Valley Transit; users; local elected officials	3
Lack of monies for transportation providers - want to avoid budget cuts			
Hospital/late night discharges	Bringing healthcare providers together; researching other examples of success stories	Providers/County/municipalities/ businesses leaders and agencies/major medical providers/users/churches, civic organizations, Valley Transit; users; local elected officials	6

Table 6. Programs/Projects					
Program	FY 14	FY 15	FY 16	FY 17	FY 18
5310	Valley Transit	Valley Transit	Valley Transit	Valley Transit	Valley Transit
	"Make the Ride Happen" - is a Program of Lutheran Social Services of Wisconsin and Upper Michigan that is a centralized transportation call center for seniors in Outagamie, Calumet, and Winnebago Counties. Transportation coordinators specialize in helping older adults and disabled individuals navigate transportation program and service options.	"Make the Ride Happen" - is a Program of Lutheran Social Services of Wisconsin and Upper Michigan that is a centralized transportation call center for seniors in Outagamie, Calumet, and Winnebago Counties. Transportation coordinators specialize in helping older adults and disabled individuals navigate transportation program and service options.	"Make the Ride Happen" - is a Program of Lutheran Social Services of Wisconsin and Upper Michigan that is a centralized transportation call center for seniors in Outagamie, Calumet, and Winnebago Counties. Transportation coordinators specialize in helping older adults and disabled individuals navigate transportation program and service options.	"Make the Ride Happen" - is a Program of Lutheran Social Services of Wisconsin and Upper Michigan that is a centralized transportation call center for seniors in Outagamie, Calumet, and Winnebago Counties. Transportation coordinators specialize in helping older adults and disabled individuals navigate transportation program and service options.	"Make the Ride Happen" - is a Program of Lutheran Social Services of Wisconsin and Upper Michigan that is a centralized transportation call center for seniors in Outagamie, Calumet, and Winnebago Counties. Transportation coordinators specialize in helping older adults and disabled individuals navigate transportation program and service options.
85.21	Outagamie County Projects: * Outagamie County Rural Service * Valley Transit II * Valley Transit II Senior Service * Valley Transit Eagle Flats * NAHBRS * Making the Ride Happen * Oneida Tribe of Indians of Wisconsin – senior demand responsive service	Outagamie County Projects: * Outagamie County Rural Service * Valley Transit II * Valley Transit II Senior Service * Valley Transit Eagle Flats * NAHBRS * Making the Ride Happen * Oneida Tribe of Indians of Wisconsin – senior demand responsive service	Outagamie County Projects: * Outagamie County Rural Service * Valley Transit II * Valley Transit II Senior Service * Valley Transit Eagle Flats * NAHBRS * Making the Ride Happen * Oneida Tribe of Indians of Wisconsin – senior demand responsive service	Outagamie County Projects: * Outagamie County Rural Service * Valley Transit II * Valley Transit II Senior Service * Valley Transit Eagle Flats * NAHBRS * Making the Ride Happen * Oneida Tribe of Indians of Wisconsin – senior demand responsive service	Outagamie County Projects: * Outagamie County Rural Service * Valley Transit II * Valley Transit II Senior Service * Valley Transit Eagle Flats * NAHBRS * Making the Ride Happen * Oneida Tribe of Indians of Wisconsin – senior demand responsive service

Page Intentionally Left Blank

PLAN ADOPTION

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

1. Summary of Proceedings from the Outagamie County Aging and Long Term Support Advisory Committee 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 Outagamie County Aging and Long Term Support Advisory Committee.
- If Planning Committee and the Outagamie County Aging and Long Term Support 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

Table 7. Meeting Evaluation (Facilitation Survey Results, 10 responses)							
	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.	5	4	0	0	1	0	1.80
The meeting provided a good forum for communication about public/human services transportation coordination.	6	1	2	0	1	0	1.90
Participation at the meeting was from a broad stakeholder group.	3	4	2	1	0	0	2.10
The county/region's prioritized action plan is comprehensive and realistic.	2	6	1	0	1	0	2.20
The county/region has a working coordination team.	3	1	4	1	0	1	2.70
The 2008 coordinated plan has been implemented.	1	3	5	0	0	1	2.80
Developing the prioritized action plan was meaningful and valuable.	3	4	2	1	0	0	2.10
I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	3	4	2	0	1	0	2.20
Facilitator Questions							
Facilitator was knowledgeable about the meeting process.	6	2	1	0	1	0	1.80
The information was presented in a clear, logical format.	6	3	0	0	1	0	1.70

Additional Meeting Evaluation Notes

- 90 percent (9 survey responses) thought that the time allotted for the facilitation was 'about right'.
- The need for and establishment of a Fox Cities Regional Transportation Authority (RTA) to coordinate transportation within the region was listed as a high priority of those in attendance

-
- Additional topics of importance included: better overall coordination amongst transit providers, the need to better educate/market specialized transportation services to the public, and the acknowledgement of the lack of transportation funding (risk of losing funding in the future)
 - One survey respondent thought that more detail/background on the 2008 plan would have been helpful; another survey respondent thought that the surveys could have gone into more detail (by gathering more specific information on their concerns of the current system)

Appendix A.

Inventory Worksheet

Page intentionally left blank...

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!

Page intentionally left blank...

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

Page intentionally left blank...

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 Outagamie locally developed Coordinated Public Transit-Human Services Transportation Plan.

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

Date: November 4, 2013

Time: 9 am to 12 pm

**Location: Thompson Community Center
820 W. College Ave.
Appleton, WI 54915**

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) 7514770 or nmusson@ecwrpc.org.

Sincerely,

Nickolas Musson

Nickolas Musson, Transportation Planner, ECWRPC

2014-2018 COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

Outagamie County

November 4, 2013

9 am to 12 pm

Thompson Community Center

820 W. College Ave.

Appleton, WI 54915

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.

Outagamie County

We Need Your Input!!!!



<u>Date:</u>	November 4, 2013 9 am to 12 pm
<u>Location:</u>	Thompson Community Center 820 W. College Ave. Appleton, WI 54915
<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:		Outagamie County			
Date of Meeting:		11/4/2013			
Facilitators:		Nick Musson			
Coordination Plan Contact Names:		Tom Stratton			
Name	Agency/Organization/Etc.	Address	City	State	Zip
Thomas Nelson	Outagamie County Executive	410 South Walnut	Appleton	WI	54911
Craig Moser	Deputy Executive Administrator	410 South Walnut	Appleton	WI	54911
Mike Hendrick	OC Planning Department	410 South Walnut	Appleton	WI	54911
Rosemary Davis	Director OCDHHS	410 South Walnut	Appleton	WI	54911
John Rathman	Deputy Director OCDHHS	410 South Walnut	Appleton	WI	54911
Amy Roland	ES Manager, OCDHHS	401 South Elm	Appleton	WI	54911
Brian Bezier	MH/AODA Manager OCDHHS	401 South Elm	Appleton	WI	54911
Mary Dorn	PH Manager OCDHHS	401 South Elm	Appleton	WI	54911
Peter Stueck	OC County Bd of Supervisors	410 South Walnut	Appleton	WI	54911
Bonne Elias Planner	OCDHHS ADRC Sup	401 South Elm	Appleton	WI	54911
Darlene Kramer	COW ADRC Coordinator	206 Court St	Chilton	WI	53014
Deborah Wetter	Valley Transit	801 Whitman	Appleton	WI	54914
Sal LaPuma	Valley Transit	801 Whitman	Appleton	WI	54914
Holly Keenen	LSS Making the Ride Happen	820 W. College Ave	Appleton	WI	54914
Chris Fischer	LSS	3003 N Richmond St	Appleton	WI	54911
John Meissner	Options for Independent Living	820 W. College Ave	Appleton	WI	54914
Sonja Barham	ARC Fox Cities	211 E Franklin St.	Appleton	WI	54911
Beth Clay	NAMI	211 E Franklin St.	Appleton	WI	54911
Lorraine Yarbrough	Cerebral Palsy of Mideast Wisconsin	PO Box 1241	Oshkosh	WI	54903
Lynn Erickson	Valley Packaging Industries	2730 Roemer Rd	Appleton	WI	54911
Brian Anderson	Appleton Area School District	122 E. College Ave	Appleton	WI	54911
Jill Gretzinger	Easter Seals	820 W. College Ave	Appleton	WI	54914
Peter Kelly	United Way Fox Valley	1455 Midway Rd	Menasha	WI	54952
Tony Gonzales	United Way Fox Valley	1455 Midway Rd	Menasha	WI	54952
Andrea Alpert- Buss	Family Services of Northeast Wisconsin	1810 Appleton Rd.	Menasha	WI	54952
Shannon Full	Fox Cities Chamber of Commerce and Industry	125 N Superior	Appleton	WI	54911
Jim Resick	UW Extension	3365 W Brewster St	Appleton	WI	54914
Karen Dickerell	UW Extension	3365 W Brewster St	Appleton	WI	54914
Holly Keenan	Advocacy Coalition	820 W. College Ave	Appleton	WI	54914
Lo Lee	Hmong American Partnership Fox Cities	2198 S Memorial Dr	Appleton	WI	54915
Jim Lincoln	Outagamie County Housing Authority	3020 E. Winslow Av	Appleton	WI	54911

Debra Dillenberg	Appleton Housing Authority	925 W Northland Av	Appleton	WI	54914
Jon LiDonne	Outagamie County Veteran Service Officer	227 S. Walnut	Appleton	WI	54911
Judy Schuette	Outagamie County Bd of Supervisors Chairpeson	410 South Walnut	Appleton	WI	54911
Richard Schamens	Citizen	218 E Randall St Apt 116	Appleton	WI	54911
Penny Robinson,	Esther	1708 Weimar St	Appleton	WI	54915
Florence Petrie	Elder Services, Oneida Tribe of Indians of WI.	2907 S. Overland	Oneida	WI	54155
Kari Jansen	NAHBRS	3020 E. Winslow Av	Appleton	WI	54911
Harriet Redman	Fox Valley Sibling Network	506 Parkway Blvd	Appleton	WI	54911
Beth Schnorr	Harbor House domestic Violence Program	720 W. 5th	Appleton	WI	54911
Justin Running	Running Inc	318 W. Decker St	Viroqua	WI	54665-1511
Georigia Anderson	Kids Kab	3019 W. Spencer	Appleton	WI	54914
Dan Kobussen	Kobussen Bus	W914 Co. Rd. CE	Kaukauna	WI	54130
John Burgland	Fox River Mall Management Office	4301 W. Wisconsin	Appleton	WI	54913
Mary Jean Schaffmeyer	Appleton Medical Center	1818 N. Meade St	Appleton	WI	54911
Travis Anderson	St Elizabeth Hospital	1506 S. Oneida	Appleton	WI	54911
Bill Schmidt	New London Community Hospital	1405 Mill Street	New London	WI	54961-0307
Kathy Tithof	Fresenius Medical Care	2701 N. Oneida	Appleton	WI	54911
Dan Witt	AGAPE of Appleton	7 Tri-Park Way	Appleton	WI	54914
Gail Hickey	Community Care Incorporated	4435 Lawrence St	Appleton	WI	54914
Representative Penny Bernard-Schaber	State Representative	815 E. Washington	Appleton	WI	54911
Senator Mike Ellis	State Senator	PO Box 7882	Madison	WI	53707-7882
Representative Jim Steineke	State Representative	PO Box 8953	Madison	WI	53707-8953
Mike Weihing	Lamers Buses	1825 Novak Dr	Menasha	WI	54952
Becky Reichel	St Paul Elder Services	312 E 14th St.	Kaukauna	WI	54130
Deb Captain	Good Shepherd Home	607 Bronson	Seymour	WI	54165

Matt Halada	WisDOT-DTSD-NE Region	944 Vanderperren Way	Green Bay	WI	54304
Judy Foss	WI Department of Transportation	4802 SHEBOYGAN AVE 951	Madison	WI	53705
Derek Weyer	WisDOT-DTSD-NE Region	944 Vanderperren Way	Green Bay	WI	54304
Jill Michaelson	WisDOT-DTSD-NE Region	944 Vanderperren Way	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

	American Red Cross	1302 E Wisconsin Ave	Appleton	WI	54911
	Appleton, Neenah, Menasha Taxi	PO Box 82	Appleton	WI	54912
Call-A-Ride	Valley Transit		Harrison	WI	
Call-A-Ride	Valley Transit		Buchanan	WI	
Northern Winnebago Dial-a-Ride	Fox Valley Cab	2600 Heritage Woods Drive	Appleton	WI	54915
	Double J's Shuttle Service	W10862 County Road WW	New London	WI	54961
	Fish Community Services	820 W College Ave	Appleton	WI	54914
	Fox Valley Cab, Inc	437 W Franklin St	Appleton	WI	54911
Senior Transportation	Kidz Kab, LLC	3019 W Spencer Street	Appleton	WI	54914
	Koeppens Medical Transport, Ltd	217 Industrial Drive PO Box 207	Clintonville	WI	54929
Elderly & Disabled Transportation	Kobussen LTD	3034 Omro Road	Oshkosh	WI	54904
Medical Transport	Lamers	1825 Novak Drive	Menasha	WI	54952
	Metro Medical Transport	E9321 Crain Rd	New London	WI	54961
	New London Senior & Disabled Transport	600 W Washington St	New London	WI	54961
	Senior/Disabled Rural Transportation, Outagamie County	410 S Walnut St	Appleton	WI	54911
Valley Transit		801 S Whitman Ave	Appleton	WI	54911
Valley Transit II		801 S Whitman Ave	Appleton	WI	54911
	Affinity Occupational Health	N496 Milky Way	Appleton	WI	
Making the Ride Happen		820 W College Ave	Appleton	WI	54914
Metro Medical Transport		E9321 Crain Road	New London	WI	54961
	Outagamie County Regional Airport	W6390 Challenger Dr	Appleton	WI	
The Connector Service	Valley Transit	437 W Franklin St	Appleton	WI	54911

THE POST-CRESCENT

STATE OF WISCONSIN
OUTAGAMIE COUNTY

EAST CENTRAL WI PLANNING COMM
400 AHNAIP ST STE 100
MENASHA, WI 54952

Being duly sworn, doth depose and say that she is an authorized representative of the Appleton Post Crescent, a newspaper published at Appleton, Wisconsin, and that an advertisement of which the annexed is a true copy, taken from said paper, which was published therein on

Account Number: 50463

Ad Number: 6874277

Published Date: October 27, 2013

Published Date: November 03, 2013

Total Ad Cost: \$80.20

(Signed) *Macaria Woody*
Advertising Assistant

11/3/13
(Date)

Signed and sworn before me

[Signature]
Notary Public, Outagamie County, Wisconsin

My commission expires

3-27-16

Notice of Public Meeting
A County Coordinated Public Transit-Human Services Transportation meeting will be held at the following:
The Outagamie County Coordinated Public Transit-Human Services Transportation Plan Public Facilitation Meeting Details:
Date: November 4, 2013
Time: 9 am to 12 pm
Location: Thompson Community Center
820 W. College Ave.
Appleton, WI 54915
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.

RUN: Oct. 27 & Nov. 3, 2013
WNAXLP

EAST CENTRAL WI PLANNING COMM

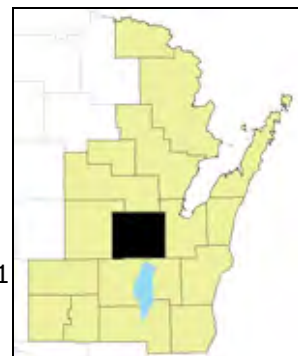
Re Ad#: 6874277

Page intentionally left blank...

Appendix C.

Outagamie County NEWRAT Webpage

Page intentionally left blank...

Northeast Wisconsin Regional Access to Transportation Committee**Outagamie 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 4, 2013 9am-12pm
 Thompson Community Center
 820 W College Ave
 Appleton, WI 54915

Page intentionally left blank...

Appendix D. Surveys

Page intentionally left blank...

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.”

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.

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

Page intentionally left blank...

Appendix E.

Facilitation Sign-In-Sheet

Page intentionally left blank...

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

Facilitator: Nick Musson, ECWRPC Date: 11-4-13 Location: Appleton				
Participant Name	Agency/Organization/ Municipality/Etc.	Mailing Address	E-Mail Address	County/Countries Representing
Tom Stratton	Outagamie Co DHS	401 S. Elm Appleton WI 54911	strattd@co. outagamie.wi. us	Outagamie
Holly Keanon	US-Making The Ride Happen	800 W. College Appleton WI	holly.keanon@ uswis.org	Outagamie Calumet Winnebago
Amy Erickson	Valley Transit	801 S. Whitman Appleton, WI	amy.erickson@ appleton.org	Outagamie Calumet Winnebago
Mary Dorn	Outagamie Co DHS-FH	401 S. Elm Appleton	mary.dorn @outagamie.org	Outagamie
Thonda Hernandez	United Way Fox Cities	1455 Midway Menasha WI	thonda.hernandez @unitedway foxcities.org	Outagamie & Calumet
Stacy Wickersham	Appleton Area School District	P.O. Box P.O. Box	wickershamstacy aasd.k12.wi.us	Outagamie & Calumet
Bob Winkler	Valley Parkway Appleton Area School District	110 N. Kensington Appleton WI 54915	winklerbarte aasd.k12.wi.us	Outagamie Calumet Winnebago
Joyce Ann Ho	Breida Elder Services	P.O. Box 365 Breida, WI 54955	jhoes@oneida nation.org	Outagamie /Breida
Theresa Nelson	OC	410 S. Main	Theresa. Nelson@ outagamie.org	OC
Sonia Benham	The Arc for Children, Inc.	211 E. Franklin St. Appleton, WI 54911	sonia@arcforchildren.org	OC
Gail Hickey	Community Care Inc	4435 W Lawrence St Appleton, WI 54914	gail.hickey@ communitycareinc.org	But Cal Winnebago
Penny Robinson	ESTHER K	1708 S. Weber Appleton 54915	penny.robinson @esther- foxvalley.org	
Penny Bernard Scholar	State Representative	815 E Washington Appleton, WI 54911	rep.bernardscholar @legis.wi.gov	
Sally Messinger	Options For Independent Living	830 W. College Ave Appleton WI 54914	outagamie@office 402@yahoo.com	Outagamie Calumet Winnebago

Page intentionally left blank...

Appendix F.

Summary of Proceedings

Page intentionally left blank...

SUMMARY OF PROCEEDINGS

The Outagamie County Coordinated Public Transit-Human Services Transportation Plan
Public Facilitation Meeting
Thompson Community Center, Appleton
Monday, November 4, 2013

Meeting Participants

Tom Stratton.....	Outagamie County DHHS
Holly A Keenan.....	LSS-Making The Ride Happen
Amy Erickson.....	Valley Transit
Mary Dorn.....	Outagamie County DHHS-PH
Rhonda Hannemann.....	United Way Fox Cities
Stacy Wickershiem.....	Appleton Area School District
Bob Windford	Appleton Area School District
Joyce Ann Hoes.....	Oneida Elder Services
Thomas Nelson.....	Outagamie County
Sonia Barhann.....	The Arc Fox Cities, Inc.
Gail Hickey.....	Community Care, Inc.
Penny Robinson.....	ESTHER
Penny Bernard Schaber.....	State Representative
John Meissner.....	Options for Independent Living

Facilitators

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

The meeting was called to order by Mr. Musson at 9:00 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 Outagamie County Coordinated Public Transit-Human Services Transportation Plan. He noted that the facilitation would be used to update the 2008 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 Tom Stratton and ECWRPC are Outagamie 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 three sets of surveys for this plan: one for the users, one for the businesses/agencies involved in specialized transit planning, and one for the transportation providers of specialized transportation to assess the overall transit system. Mr. Musson reviewed the three 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**):

- Valley Transit II boundary issues (northern Outagamie does not get service, Northern Appleton), Rural routes (Kobussen) have very limited (hours), Rural service - In the rural area, service is not available before 9 and after 4 or weekend and Holidays, Lack of Sunday service:
 - continue volunteer driver recruitment and other possible programs; in-depth study of potential new users; expansion of transit with Valley Transit through the Transit Development Plan (TDP)
 - **Responsible parties:** providers/County/municipalities/businesses and agencies/major medical
- With the population we will have more people using paratransit and transit services (veterans, elderly, medically needy, children who will be adults):
 - communication/education outreach to customers; alternative funding sources
 - **Responsible parties:** providers/County/municipalities/businesses and agencies/major medical
- Cross county coordination - getting a consumer to services in another area of the region or state is usually difficult if not impossible, Expand on Make the Ride Happen, Increase transportation options for public transportation through improved coordination, continue to support the Mobility manager needed that understand the different funding silos and can assist with grants, Having a Regional (Regional local something with local ties) brokerage (independent group i.e. EC or Making the Ride Happen, Valley Transit, Lamers) for all para-transit - take care of medical, ADA, elderly, school, anything specialized transportation - use trip planners on the internet - do it more efficiently and effective; must be a regional issue - not by county:
 - establishing a coordinator position with IT support capabilities or expand upon Make the Ride Happen Program to take on these responsibilities; development of a just-in-time system, funding possibilities; research other case studies/examples to apply to system; networking within the county with relevant stakeholders; investigate/research/continue to support a Regional

Transportation Authority (RTA) at the local and regional level and contact legislators

- **Responsible parties:** providers/County/municipalities/businesses and agencies/major medical providers
- Increased education to key policy makers; data base of concerned individuals/impacted consumers, Need more positive stories of people using public transportation. (2008), Overall public transportation overwhelming environment is to an elderly person and some people who do not use the public transportation; security of transit center; police records indicate that transit facilities are safe; working with the community and neighbors to improve perceptions (2008), Need more people to come to the budget public hearings for the City of Appleton and other various municipalities; education on various public hearings; some of the times of those meetings are set by enabling legislation; as well as the State of WI:
 - Expand on travel training and Bus Buddy Program; continue to market with transit providers; ESTHER (economic research/data on the benefits of public transit to the local economy); support the "Complete Streets" policies; advertise with mailers; leaders setting an example of transit; letters to the editor with personal stories; outreach/presentations to the communities; support TRANSPORTATION PLUNGE (Fox Cities) in spring 2014; incentives for local businesses/students to use public transit (AASD for middle/high school students); coordinate with Lawrence University students; grant opportunities
 - **Responsible parties:** providers/County/municipalities/businesses leaders and agencies/major medical providers/users/churches, civic organizations, Valley Transit; users; local elected officials
- Meeting needs in a timely fashion during peak hours, Wheelchair transportation, County public hearings and other public meetings should provide public transportation for those individuals that need public transportation to attend those meetings, Different groups of people have a lot of the similar needs - duplication of services; lack of data to show what services are needed by disable individuals; those individuals with disabilities are more towards the bottom of the priority list, Affordable and efficient public transportation, Location of clinics and medical buildings, planning of transportation for new development in general - because they may not be on the public transportation services:
 - Purchasing vans from Group Homes; coordination with other providers (private and non-profit); education/outreach to the public; research on weight limit capacities for lifts
 - **Responsible parties:** providers/County/municipalities/businesses leaders and agencies/major medical providers/users/churches, civic organizations, Valley Transit; users; local elected officials

- Ongoing funding of the Making the Ride Happen in the future, Lack of monies for transportation providers - want to avoid budget cuts, bringing healthcare providers together; researching other examples of success stories:
 - contact legislators about importance of services; gathering community support and contributions; educate the public on funding issues/ensuring a better perception of public transit; advocate for funding for capital and operation costs
 - **Responsible parties:** providers/County/municipalities/businesses leaders and agencies/major medical
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 15 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.

These are the gaps, needs and barriers the group decided to highlight (from high to low priority):

- Fox Cities Regional Transportation Authority (RTA) to coordinate transportation within the region was listed as a high priority of those in attendance
 - Better overall coordination amongst transit providers
 - The need to better educate/market specialized transportation services to the public
 - Acknowledgement of the lack of transportation funding (risk of losing funding in the future)
5. Mr. Musson also explained how to formally amend this document in the future. He noted:

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

- Resolution from the Outagamie Transportation Committee 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 Outagamie Transportation Committee. If the Planning Committee 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 Planning Committee 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 Noon.

Page intentionally left blank...

Appendix G.
Outagamie County Aging and Long Term
Support Advisory Committee
Summary of Proceedings

Page intentionally left blank...

AGING & LONG-TERM SUPPORT ADVISORY COMMITTEE
Outagamie County Human Services Building
HHS L4-A Conference Room
401 South Elm Street, Level 4
Appleton, WI 54911
Monday, November 11, 2013 - 2:00-4:00 p.m.

Members Present: Beth Belmore, Barb Germiot, Ken Grode, John Mueller, Jaime Potopinski, Bonnie Radtke, Harriet Redman, Richard Schamens, and Bert Wiegand

Members Excused: Marion Wenzel

Staff Present: Bonne Elias Planner, Tom Stratton, Linda Rasmussen

Others Present: Darlene Kramer - ADRC Regional Coordinator
Jan Grignano, Community Liaison - Appleton Health Care Center
Becky Stellmacher - Lutheran Social Services
Nick Musson, East Central Regional Planning Commission

CALLED TO ORDER:

Harriet Redman called the meeting to order at 2:00 p.m.

INTRODUCTIONS:

Jan Grignano - Appleton Health Care Center. A request has been submitted to have Jan join the committee.

PROGRAM - LSS MENTAL HEALTH SERVICES:

Becky Stellmacher talked about the 2014 programs through LSS that are funded by Outagamie County. Becky specifically manages the substance abuse and mental health counseling programs for older adults. Within the mental health counseling is a Hmong elder counseling program.

The Side-By-Side older adult substance abuse program is a one-year program. It is tiered for the first three months and includes a lot more interaction with the program; as they progress in their healing, there is a lot less interaction. People are charged on a donation basis, and the agency is also beginning to bill insurance. The therapists are required to have certain licensures in order to bill insurance, and currently, there is little insurance that can be billed. It is a requirement to be a Licensed Clinical Social Worker to be able to bill Medicare, and there are currently none on staff, so Medicare cannot be billed. In order to provide services, other licensures are adequate, such as Licensed Professional Counselors, Substance Abuse Counselors, etc. One of the tricks of billing Medicare is that their reimbursement is quite low, so that is not something the agency looks for; therefore, this will not be a big provider of funding for this program.

With the mental health counseling program, however, LSS is working very hard to bill insurances. Medicaid and a few commercial policies can currently be billed, so it is hopeful that that will help offset the funding needs for the program. LSS is decreasing the level of service to be provided in the Hmong elder counseling program. The program is currently five days per week but will go down to three, due to a decrease in funding. This program is run by someone who is actually from the culture, and she does mental health counseling and some of the case management support. The agency used to receive refugee funding for this program, but that was discontinued starting in 2013, which changed the shape of what services can be provided as well as the amount of staffing available.

Bonne Elias Planner noted that she has invited Chris Fisher, another supervisor from LSS, to a future meeting to talk about the other programs.

Harriet Redman asked whether the needs of the people who are not served in the Hmong Elder Program will come up in some other form. Becky noted that she is very concerned about how they will be able to support this population the way they have been, with decreasing from five days to three. LSS also used to receive a private donation for that program, which will also be decreasing.

Richard Schamens feels that the Side-By-Side program is an outstanding program. He asked the status of this program currently. Becky notes that they are looking at ways of increasing what they are doing in this

program, possibly bringing the mental health and substance abuse counseling programs a bit more together, because, often, they go hand in hand. LSS did increase the licensure of the staff that are hired for that program ... They now require a Master's level degree. They are also looking at doing some sort of a second generation program, where, after the first year is completed, they would continue to support people longer term, as more of a relapse prevention program or a mentoring program.

Richard asked what is going on in the community as far as AODA problems. Becky noted that LSS is attached to the United Way Life Study, which does a very good job of measuring that. There is also information on this issue from the state that she could reference.

PROGRAM: 2014-2018 LOCALLY DEVELOPED COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN: Nick Musson, East Central Wisconsin Regional Planning Commission

Nick gave a Power Point presentation regarding this plan.

It is federal law that any project that is planning on applying for 5310 (federal funding) or 85.21 (state funding) needs to be derived from this county coordinated plan. There was a 2008 plan that was done, so Nick is responsible to facilitate the process of updating the 2008 plan. This is an opportunity to investigate specialized transportation and any kind of needs or gaps within the system.

The goal is to update the 2008 Outagamie Human Services-Public Transportation Coordinated Plan. The Wisconsin Department of Transportation chose East Central as the entity to facilitate this process. East Central is a ten-county region and is currently looking at nine out of the ten counties. This is a five-year plan, dedicated to sharing resources both intra- and inter-county, to assist the transportation disadvantaged public 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.

A facilitation was put together and took place on Monday, November 4th, to come up with the board and encompassing strategies and actions. For this particular plan, four components will be looked at:

1. Identify current transportation providers
2. Assess the transportation system (used a number of surveys to complete this - a user survey, a business and agency survey, and a transportation provider survey)
3. Develop strategies and activities to counter any identified gaps and needs (this was done at last Monday's facilitation)
4. Prioritize them

East Central contacted Tom Stratton and came up with the planning process and how to address this. Tom, as well as East Central Planning, will be the keeper of the plan, so if anyone has any questions, they can contact Tom or Nick.

An inventory was conducted, which is in the plan itself, which identifies all of the different providers. A variety of questions were asked from hours and days of operation, to geographic coverage, to cost of transportation, basically to get an idea of what is out there.

As mentioned, three surveys were put together. The plan itself will have all of the questions that are involved; there were seven questions each for the transportation provider and business agency surveys and 20 questions for the user survey. The results are as follows:

Transportation Provider and Business / Agency Survey: These are actually the same surveys but were kept separate in order to be able to analyze the business / agency compared to the transportation provider. The questions were asked to identify:

- What was done well in the county in reference to specialized transportation
- What gaps or needs exist within the county
- What are the barriers that prevent individuals from having adequate transportation in the county

- Is there any duplication of services and what weaknesses exist
- Also included a list of the 2008 issues and asked whether any of these issues are still relevant

For the **Transportation Provider Survey**, Winnebago had three providers respond to the survey, and the results were as follows:

Things done well:

- Diversified transportation options
- Make The Ride Happen
- Purchase of vehicles with a 1,000-pound weight capacity
- Urban para-transit service
- Affordable cross-county line transportation to rural service

Gaps and needs within the system:

- Rides that cross county lines continue to be problematic
- The rural area service is not available before 9:00 a.m. and after 4:00 p.m.
- Cross-county coordination

Barriers:

- Low-income individuals who need multiple rides due to health care needs
- The rural system for individuals with low-income and assets
- The \$6.00 fee limits consumer access
- Limited hours of operation

Weaknesses:

- The ability to move between communities
- Future funding for Valley Transit
- MAP 21 recertification
- Cuts in transportation funding
- Caps of municipal spending to back the loss of state and federal funds
- Increasing costs of labor and fuel
- Equipment needing to be replaced, with limited funding

For the **Business / Agency Survey**, for Outagamie County, three individuals responded:

Things done well:

- On-demand service
- Work together

Gaps and needs within the system:

- Private contractor seems more interested in not providing rides
- Wheelchair transportation
- Rural service - lack of Sunday service

Barriers:

- Cost
- Timeliness
- Language difficulties
- The new system for non-emergency medical transportation affordability, timing, demand, response
- Rural or small towns - extremely limited wheelchair transport
- Getting to locations outside of the boundaries

Weaknesses:

- Global understanding of door-to-door versus door-through-door
- Consistency of drivers

Something to keep in mind when looking at this information – these are the survey results, so everything has been listed. When going through the facilitation, adjustments were made. If something didn't seem right, it was adjusted, and if something wasn't correct, it was removed.

User Survey: 74 users responded.

Why do you use transportation services?

- 35% - no license
- 25.6% - not safe for me to drive
- Almost 9% - don't like to drive
- 12% - medical reasons
- 11% - no vehicle
- A little over 2% - lack of accommodation

Respondents could select multiple answers, so the percentages do not add up to 100%

What do you like best about your transportation provider?

- 27% - driver capabilities (knowledge, caring, compassionate drivers there to help them)
- 24.7% - on time
- 4.7% - safety
- 4.7% - cost
- 4.7% - adequate equipment
- 34% - the overall quality of the service was great

What do you think could be improved by your transportation provider?

- 32% - everything is fine
- 7.5% - vehicle or equipment
- 13% - drivers
- 47% - expanded service

This is the first attempt at doing a survey through this process. The hope is to build upon that the next time around, and try to begin to process this a year in advance so as to spend more time collecting data. It is difficult to pinpoint a number on the percentage of responses versus surveys sent out.

Basically, the result of last Monday's facilitation is the Table that was handed out to the committee. It contains three columns, which identify:

1. Gaps, Needs & Barriers (which came from all of the different issues identified from the surveys, plus what was identified in the 2008 plan).
2. Strategies and/or Actions to Overcome Gaps & Needs
3. Responsible Parties

At the end of the facilitation, everyone involved voted for what they felt were the most important issues. The last column, with the Numbers 1 – 6 (1 being high, 6 being low), highlights the issues that came out on top.

Nick then went through high points of the Outagamie County Action Plan. (See handout).

This plan contains a lot of information. There is no funding attached to it; it is merely a plan to identify gaps, barriers, and needs and identify those individuals who can apply for the 5310 funding and 85.21 funding. FTA has no feedback on how to support this as it is a local level decision. Nick noted that he is looking for some kind of motion from this committee to support and approve this plan so that it can be submitted to the Department Of Transportation.

Barb Germiot asked what the development of a just-in-time system means. Tom Stratton clarified that just-in-time would be if someone needs a ride, it is the ability to connect that individual with vendors that provide services in that general direction. This would be appropriate in cases where a reservation can't be made ahead of time, or just coordination.

Barb also questioned why supporting the complete streets policy is included. Nick stated that when any municipality uses state or federal funds for a transportation project, they need to at least make an attempt to address all modes of transportation. That is not to say all roads need to have every single component – bike lanes, sidewalks, etc. – they need to look at it. It is a state and federal requirement to support these policies.

Harriet asked why RTA is the #1 priority. Nick clarified that it is #1 because the planning committee was asked to vote on their top three most important issues to focus on in the next five years. It is something they feel we need to focus on in the upcoming years, because there is a transit funding issue. We can't count on state and federal funding to support the system forever. There has already been a 10% cut. If there are some serious cuts to Valley Transit, it will adversely affect the rest of the system. The plan focuses on coming up with something more dependable. This issue has been brought to Legislation, and a hearing should be scheduled. Tom noted that there is a contingency in both the current Assembly and Senate to oppose anything that looks like it has a tax increase. This legislation provides an avenue for the RTA to tax up to .5% to fund transit within the municipalities that choose to join that. In terms of participation, a municipality has to agree to it and then it has to be put to a vote in front of its Electorates through a referendum of participation. At least two municipalities have to come together to join the RTA, after which other municipalities that are impacted within Outagamie, Calumet, and Winnebago counties can then join that RTA, with the same process (approved by an Electorate through a referendum, and then the RTA needs to accept their joining in.) When you talk about RTA legislation in the state, it doesn't authorize it; it just creates the platform from which the Electorate can choose.

MOTION:

Barb Germiot moved to support the 2014-2015 Locally Developed Coordinated Public Transit – Human Services Transportation Plan. Seconded by Ken Grode. Motion carried.

Tom asked for a show of hands of individuals who want the entire report once it is finalized. Ken Grode, Barb Germiot, and Richard Schamens responded positively.

APPROVAL OF MINUTES:

Ken Grode had a comment on the minutes. He noted that the minutes state that the fee for the Volunteer Center is \$350, and it is actually \$250. Bonnie Radtke made a motion for approval of the October 14, 2013 minutes. Seconded by Richard Schamens. Motion carried.

ADRC UPDATES: Bonne Elias Planner, ADRC Supervisor

The County passed the 2014 budget. The allocation for Older Americans Act dollars is \$171,640. The breakdown of the providers includes:

Lutheran Social Services of Wisconsin and Upper Michigan, Inc. (LSS)	\$ 114,589
Fox Valley Lutheran Homes, Inc. (FVLH)	2,796
ResCare	49,737
Non Profit Affordable Housing Based Rental Services (NAHBRS)	4,518

Please see Bonne's handout for a summary of these services.

Bonne has also included a handout on Emergency Caregiver Relief. Above and beyond the funding received from the state and federal government for the National Family Caregiver Support Program, on September 20th, the county was informed that an additional \$5,393 in Title III-E funding is available, to be used by the end of this year. The county has communicated with LSS to see if they can help spend some of these funds, and there is a possibility they can; but, it is unlikely they are going to spend it all. Bonne has reached out to the community and service providers that this funding is available. Within Title III-E, there are certain services that can and cannot be funded. This funding can be used for respite care and supplemental services (personal care, homemaker, chore, transportation, professional visits, or other emergency supplemental services (emergency response system, incontinence supplies, adaptive equipment). If this money is not spent, it cannot be carried over as a revenue source next year and will be returned to the state. Bonne asked that if anyone is aware of someone who may be able to use these services, they should get in touch with her. If someone is qualified for the funding, they would be able to receive it very quickly.

ALTS UPDATES: Tom Stratton, Aging & Long-Term Support (ALTS) Division Manager

Regional Transit Authority (RTA) Proposed Legislation: Tom included a resolution that was put together for the County Board, which was slightly modified for this group. Basically, the reason for bringing it here is to try to get support from this committee in terms of supporting the RTA Legislation throughout the state.

Public transportation in the Fox Valley faces ongoing funding challenges. This region exceeded 200,000 in the 2010 census, which pushed it from a small, metropolitan planning area in terms of transportation to a large one. When you jump from small to large, the feds limit how you can use your dollars; you can no longer use those for operating costs in terms of the general transit provision. At the point in time of moving from small to large, the feds reauthorized transportation to something called MAP-21, which allowed us to continue to use federal transit dollars because our system is categorized as a “small fish in a large sea”, since we run less than 100 buses during peak hours, which puts us in a different category than a large city. MAP-21 has to be reauthorized by the feds in September 2014, or our ability to use that transportation funding dries up. We do not know whether it will be dropped at the federal level. It will probably be authorized and continue through 2-year cycles for the next 20 years, but we do not know that for sure. The bottom line is that the transportation funding in the Fox Valley is basically facing tremendous challenges in the near future.

Valley Transit is an essential service in the Fox Valley region, providing approximately 1.3 million rides annually, including the fixed route bus service and a handicapped accessible demand responsive system that operates within $\frac{3}{4}$ of a mile of a fixed route service; plus, it operates the Connector, which provides services in a limited area of the rural part of the county - bringing it to the fixed route bus service here in the county - and it also operates after hours of operation in the Valley Transit fixed route (providing a mechanism to give people who are within the Valley Transit service area to their second and third-shift employment opportunities). It also provides huge opportunities in terms of transportation for kids, for the school systems, and provides transportation services to the Technical College. It provides rides for people to the mall and other business establishments throughout the community, providing economic opportunity for growth. About 40% of the 1.3 million rides were used by individuals to get to work, as for many, this is their primary source of transportation.

To stabilize the funding for transportation, legislation has been presented in the Wisconsin Senate by Senator Ellis and the Assembly by Representative Bernard Schaber. Both are identical in terms of their structure, both suggesting the creation of an RTA. Please refer to the resolution for key provisions of both bills.

Barb questioned whether Valley Transit and the other providers will be contracted to the RTA or will be employed by the RTA, if this comes to pass. Tom clarified that the RTA actually controls it, and they would then contract with different entities. They would contract for the fixed route service, and, depending on how it would be structured, they would be responsible for the contracts for the Valley Transit II service. Potentially, rural service would be incorporated as well, using 85.21 funds to offset some of those costs.

Bert Wiegand asked whether the .5% tax would be the only source of funding for transportation in the counties that participate. Tom clarified that it would not be the only funding source, and it is an amount not to exceed .5%. If it is .1% to fund the transportation, that is what would be levied. Current contributions through taxes could continue to be provided by the local municipalities. They are then frozen at the level of what they were the year before. Ideally, if the RTA legislation is approved, all of the municipalities that participate in the Valley Transit II system would, through referendum, agree to participate in the RTA so that a solid funding plan could be developed for the operation of public transit in this region.

Ken asked whether the tribal groups are a part of this. Tom stated that the Oneidas could potentially be a participant because a portion of the reservation falls in Outagamie County. Once the RTA is established, a municipality that falls within the county could vote, take this to referendum to the community, and could vote to participate. If Outagamie County were to be incorporated with this RTA legislation and create this, they could potentially benefit from this in terms of funding their transit services.

One of the current challenges of Valley Transit is that they have an aging fleet. Current funding received through federal dollars is sufficient to replace about $\frac{1}{2}$ of a bus per year, for the next 20 years. Many of the buses are approaching, if not exceeding, a million miles, and there is no funding to replace the vehicles. Valley

Transit currently has approximately 27 buses, as well as a contract with Running, Inc. to provide Valley Transit II and the Connector service. Running, Inc. has approximately 15 buses (a variety of different vehicles).

Harriet asked what happens if the referendum doesn't pass. Tom noted that right now, it probably doesn't mean anything unless MAP-21 fails to be reauthorized at the federal level – that would create a funding crisis for Valley Transit. One of the main challenges is the education component of what Valley Transit provides to this community and what it would mean to the Valley if that service no longer existed. Again, 40% of the 1.3 million rides for Valley Transit are to work. Also, businesses are not being built in the center of the city – on the bus routes – they are being built on the outskirts of town, where the land is cheaper and more readily available. That is where the jobs are currently being developed.

Harriet asked whether Tom wants the committee to vote on this resolution.

Tom stated ideally, yes, it would be good for this committee to support this concept of an RTA. Passage of this legislation doesn't force an RTA on a community – which is one of the key objections – it allows the citizens of each municipality in Calumet, Outagamie, and Winnebago counties to vote on whether or not their municipality should participate. It provides elected officials who sit on the Board of Directors of the RTA to control the operation system, so that people have the right to influence the actions of the RTA by electing individuals who will ultimately sit on that. They are going to structure the tax based on the need of the RTA, up to .5% sales tax. Again, it ensures the availability of public transportation funding into the future, so that we have a secure, viable public system. There used to be a private system in Appleton and it folded, because it doesn't generate enough revenue to sustain its operation. It has to be a public operation with support across the community for this to operate into the future. Without this RTA, the chances of Appleton continuing to provide this service – particularly as funding sources dry up – is not good. If it is left to Outagamie County to create an elderly, handicapped transportation service using the 85.21 funds to accomplish that, the system that will be built based on what we have available in revenue from the state of Wisconsin will look significantly different than what it looks like today.

Bonne asked what the dollar amount is for 85.21 funding. Tom clarified that this is about \$321,000.

MOTION:

Beth Belmore moved that this committee support the RTA legislation. Seconded by Ken Grode. Motion carried.

ESTATE RECOVERY CHANGES IN MEDICAID: Tom Stratton handed out a document from the State of Wisconsin regarding Divestment and Other Medicaid Asset Policy Changes Pursuant to the 2013-2015 Budget, effective 11-11-2013

The Deficit Reduction Act of 2005 (DRA) made a number of changes to the Medicaid Divestment laws. Wisconsin implemented these changes in January 2009. Since implementation, the Department has become aware of a number of situations that allowed individuals to divest assets without incurring a penalty period. In order to improve program integrity, a number of changes were proposed in the 2013-2015 Biennial Budget. The following changes were approved by the Joint Finance Committee on September 18, 2013:

Divestment Policy Changes:

- Effective Date
- Community Spouse Divestment
- Penalty Begin Date – Recipients
- Partial Refund Discontinuation

Other Policy Changes:

- Expand Definition of Financial Institutions for the Asset Verification System
- Mandatory Community Spouse Participation
- Life Insurance Face Value
- Calculating an Increased Resource Allocation

Tom noted that discussion at a future meeting will focus on divestment and estate recovery. Based on statute, one of the provisions of the estate recovery is that the State of Wisconsin will go after a Family Care participant's estate for the cap rate of what was paid to the individual through Family Care, versus what the individual actually received. This will be a controversial issue.

STATE AGING ADVISORY REPORT:

- Ken Grode stated that it didn't seem as though anyone reporting from ten different areas of the state were very happy with our Retired Senior Volunteer Program (RSVP). Yet, there has been a report published that across the state that the RSVP is doing a good job of recruiting volunteers. In Outagamie and Calumet counties, 282 people were recruited, not working on food programs but in other areas. Across the state, 9,732 people were recruited. It sounds as though the rules from the federal government for using RSVP services are micromanaged, and the feedback was not good, with a lot of counties preferring to find their own volunteers. Dane County was very impressed with the RSVP, but the person reporting for Dane County did not know what they were working on.
- Ken handed out copies of an assignment for January, which has to do with interviewing individuals who have dealt with or are currently dealing with dementia and getting feedback on what the experience has been and whether we, as a state, can help make some positive changes. Ken has given this to a number of people and has interviewed two individuals. He asked that if anyone knows of people or caregivers who are struggling with dementia, they could use the handout as a guide to gain information in this area.

ADRC COW UPDATES: Darlene Kramer

Darlene distributed copies of the Regional ADRC's Unmet Needs Report. The regional contract requires working on various unmet needs within the three counties, so it was a matter of determining what those unmet needs are. Per the Aging Plan, GWAAR has a requirement that it is important that the Aging Units address dementia. As a Management Group, it was decided, since it was already in the Aging Plan, as a region, to make that a work in satisfying some of the unmet needs. The other important piece is that the Fox Cities has the Fox Cities Memory Project. Tremendous progress has been made in that area here in the Valley. There recently was a Summit on Dementia, and concern was expressed that there was not a representative attending.

Beth Belmore stated that she feels this Summit was put together very rapidly. Chris Felton (Dementia Specialist) from the state did sit in on the Summit - so some good information came from it, but no voice.

Tom stated regarding the Summit that they had limited participation and only had about 35 seats to fill. Locally, there was an Adult Protective Worker from Waupaca County who sat in, as well as the Director of Shawano County Department of Community Programs, Barb Larson-Herber. The challenge with that report is a state-wide answer to a court case that came out of Fond du Lac County, approximately two years ago. They had an individual with irreversible dementia that they did a mental health commitment on, when she began to exhibit behavioral challenges in the setting that she was in. The attorney who represented her challenged the use of a Chapter 51 mental health commitment for an individual with irreversible dementia, because irreversible dementia is not a treatable mental illness; it is along the lines of a long-term illness disability, which is more appropriate for a Chapter 55 adult protective placement. However, the resources available at that point in time, and continuing today, are very limited in terms of which facilities will accept an individual with dementia, with extreme behavioral challenges. When they closed the door to a Chapter 51 mental health facility like Winnebago, Mendota, Fond du Lac Mental Health Center, or the Brown County facility, they basically moved from the array of resources of what counties have come to depend on. The state has been sitting on this Supreme Court decision for about 1½-2 years now, and they are now beginning to take action in terms of what can be done as a state to begin to address the needs of individuals with irreversible dementia with these challenging behaviors. This becomes a very important issue as we look into the future, as 1 in 6-7 individuals age 65 and above will have a dementia diagnosis; there have been statistics as high as 1 in 2 individuals who will have this diagnosis.

Bonne noted that she did not bring the report to the table from the Summit because the committee already had a loaded agenda, so she wanted to defer it to January. It was stated that the final report would be released at the end of the year. Bonne will mail the report to committee members.

Darlene continued with a summary of the Unmet Needs Report, which includes some areas to be worked on through the COW. Quite a few of these are through Outagamie County, and Bonne will be serving on the Fox Valley Memory Project.

Also included in the handout is a list of the regional ADRC's outreach, education, prevention and system advocacy efforts related to identification of unmet needs regarding Alzheimer's and related dementias:

- In 2012, the Outagamie County ADRC participated in a Community Memory Screening Pilot developed by the Alzheimer Foundation of America.
- Waupaca County ADRC staff worked with the UW-Oshkosh Nursing School in 2012 to conduct Community Memory Screenings for older adults at senior centers and nutrition sites.
- Regional ADRC COW staff compiled an informational packet of materials on Alzheimer's disease and related dementias in 2012-2013.
- Waupaca County ADRC staff collaborated with the Alzheimer's Association providing resources, event promotion and participation in the annual "Bowl-A-Thon" and the Waupaca and Outagamie (Appleton) "Walk to End Alzheimer's, which funds Alzheimer's supports, care and research.
- The Outagamie County ADRC Aging Supervisor serves on the Fox Valley Memory Project Steering Committee.
- A Professional Education Coordinator from the Alzheimer's Association of Greater Wisconsin Chapter, Green Bay provided an all-day inservice for all COW ADRC staff on Alzheimer's and related dementias on February 13, 2013.
- The Calumet County ADRC branch collaborated with the Alzheimer's Association to provide support for individuals caring for someone with Alzheimer's titled, "Take Care of Yourself", on October 31, 2013.
- Also, a week ago Friday, the Waupaca County Caregiver Coalition had a conference and brought in Lisa Cerosoli, author of "As Nora Jo Fades Away". This was a young woman taking care of her Grandmother. She cared for her Grandmother, who lived with her, her husband, and her 5-year-old daughter. The 5-year-old daughter was involved in the experience of taking care of her Grandmother, who had Alzheimer's. Lisa not only wrote a book but captured it in a documentary (which has won numerous awards). Nora Jo, the Grandmother, is in this video, playing cards with the Grand-daughter and the little girl teaches her how to play the same game of cards - over, and over, and over. The point is that anyone can take care of anyone. As she was filming the documentary, the Grandmother died. Lisa's daughter (now 8) was also at the Conference.

The Community Needs Identification 2012 and 2013 report has been submitted to the state. There is another unmet needs report that was more specific to Calumet County. Next year, Waupaca will be looking into the unmet needs of youth transitioning. Outagamie and Calumet both have strong connections with schools, but it has been identified that Waupaca County has a disconnect with youth transitioning (when a disabled youth gets to age 18, how they move into the adult services world).

Harriet Redman adjourned the meeting at 4:00 p.m.

Respectfully,

Linda Rasmussen, Administrative Assistant

Next Meeting: January 13, 2014