

2008 WAUSHARA COUNTY SPECIALIZED TRANSPORTATION COORDINATION ACTION PLAN

Facilitator: Jason Kakatsch, East Central Wisconsin RPC

Location: Liberty Hall, Kimberly

Date: 8/27/08

| Things Done Well  | Service Needs and Gaps  | Limitations/Implementation Feasibility  | Strategies, Projects, and Programs to Address Service Needs and Gaps  | Responsible Parties  | Timeframe | Priority Level                               |
|---|---|---|---|--|-----------|--|
| All public transportation services is through one department (Aging dept.)  | weekend and evening or holiday service not provided (currently services M-F 8am-4:30pm; volunteer drivers may drive earlier or later depending on appts.); there is no 24 hour contact for public transportation services       | funding; staff time; vehicles; number of volunteer drivers;   | obtain additional funding; talking with private agencies or business to create partnerships;  | Countywide effort both public and private to pool resources  | ASAP      | High   |
| Do a good job of providing transportation for customers with medical appts. (aging dept)                                    | transportation for employment options   | funding for elderly and disabled - not funding source for general public; different start and end times for workers | looking at the JARC grant and the 5311 grant; looking at other grant opportunities; creating partnerships with employers and/or private agencies or businesses  | Countywide effort both public and private to pool resources  | ASAP      | medium - 5311; obtaining more funding - high |
| The transportation coordination committee has been around for about 25 years and have all of the players at the table       | need public transportation for social trips (after hours), not just medical appts.; no taxis or no mass transportation  | funding; staff time; vehicles; number of volunteer drivers; hours that services are available                       | looking at the JARC grant and the 5311 grant; looking at other grant opportunities; creating partnerships with employers and/or private agencies or businesses  | Countywide effort both public and private to pool resources; County Board human service and the County Board | ASAP      | medium - 5311; obtaining more funding - high |
| Work well with human services with coordinating services for medical appts.   | expanding marketing efforts for volunteer program and program awareness   | staff time and money  | develop partnerships with private agencies/businesses   | Countywide effort both public and private to pool resources; use of TCC committee members                    | ASAP      | High   |
| Volunteer driver program will pick up veterans right at their home and bring them back; Volunteer driver dedication is high | do coordination with neighboring counties for the longer trips that go to Milwaukee and Madison; improving efficiency of trips regionally; elimination of county borders/coordination of longer trips with neighboring counties | staff time and money  | coordinating with neighboring counties on trips out of the county; identifying a software package that would be within their budget; share a software package with neighboring counties; providing information on the internet; considering and working towards a tri-county coordinated transportation system with Green Lake and Marquette; meeting quarterly and using a trial basis to try coordinating trips | Dept. of Aging, ADRC, TCC, all counties that are interested in participating regionally                      | ongoing   | medium                                       |

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|   | Urgent transportation care needs before/after typical business hours  | releasing patients (i.e. when public transportation are not provided) when there isn't public transportation - after hours; "red tape"  | coordinating with health care agencies with regards to when patients are released and being able to provide transportation to those patients, especially local health care; streamline training MA at the state; state policy change; being cautious with specific customer cases; education the volunteer drivers and the staff ; on call list of transportation providers | transportation provider and the health care industries                        | ongoing                    | High   |
| meeting the needs of the target populations (the populations that have been selected) | Urgent transportation care needs before/after typical business hours; coordination with healthcare agencies regarding discharge trips, visiting relatives, etc. | time of discharge and the hours of the transportation service   | involvement from the health care industry; partnership with health care industry and the public transportation services   | TCC   | ongoing                    | low  |
| added a second mini bus to service the east and west side of the county               | transportation for visitation trips specifically visiting friends and family in health care facilities  | price of gas and the number of volunteer drivers that are available (eastern and western parts of the county); volunteer drivers limited for medical trip priority - limits on out of county transportation options | developing some potential partnerships with the health care facilities to coordinate trips for family and friend visitation; coordination with church groups, non-profit groups, and businesses; family education; purchase a lift equipped vehicle to use for these needs.   | church grouped, non-profit organizations, businesses, family of the consumers | ongoing examination by TCC | low  |
| increase dispatcher hours by 8 hours (currently in the budget)                        | ongoing needs assessments   |   | ongoing effort  | TCC, consumers  | ongoing                    | low - being met, but would continue to go above and beyond |
|   | Need for SMV transportation   | lack of funding resources for vehicle for specialized medical vehicle; MA limitations for rural areas   | obtaining additional funding resources; MA reimbursement system changes   | Waushara Industries, TCC, potential partnerships that are developed           | ongoing                    | high   |
|   | enhanced use of technology - transportation software program for enhanced coordination and efficiencies   | expensive, lack of funding. State has not decided which program to use  | possible county partnerships or grant opportunities   |   |                            |  |

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|                  | coordination of transportation service with private providers and others                       | only 2 to 4 in the county                                | continue to make them aware of TCC meetings/ invited them to the table for discussion                                 |                     |           |                |
|                  | increased coordination of the number of clients/trip   | manually coordinated trips - software program could help | work with social workers, general clientele to support coordination of trips, better education and program guidelines |                     |           |                |
|                  | continue to advocate for systems changes affecting road blocks for transportation coordination |  | VA Hospital scheduling process, MA reimbursement, liability, fund sharing   |                     |           |                |
|                  | improve access to transportation for low income for transportation to work                     |  | WINR to pursue a WETAP grant for a vehicle repair program   | WINR                |           |                |