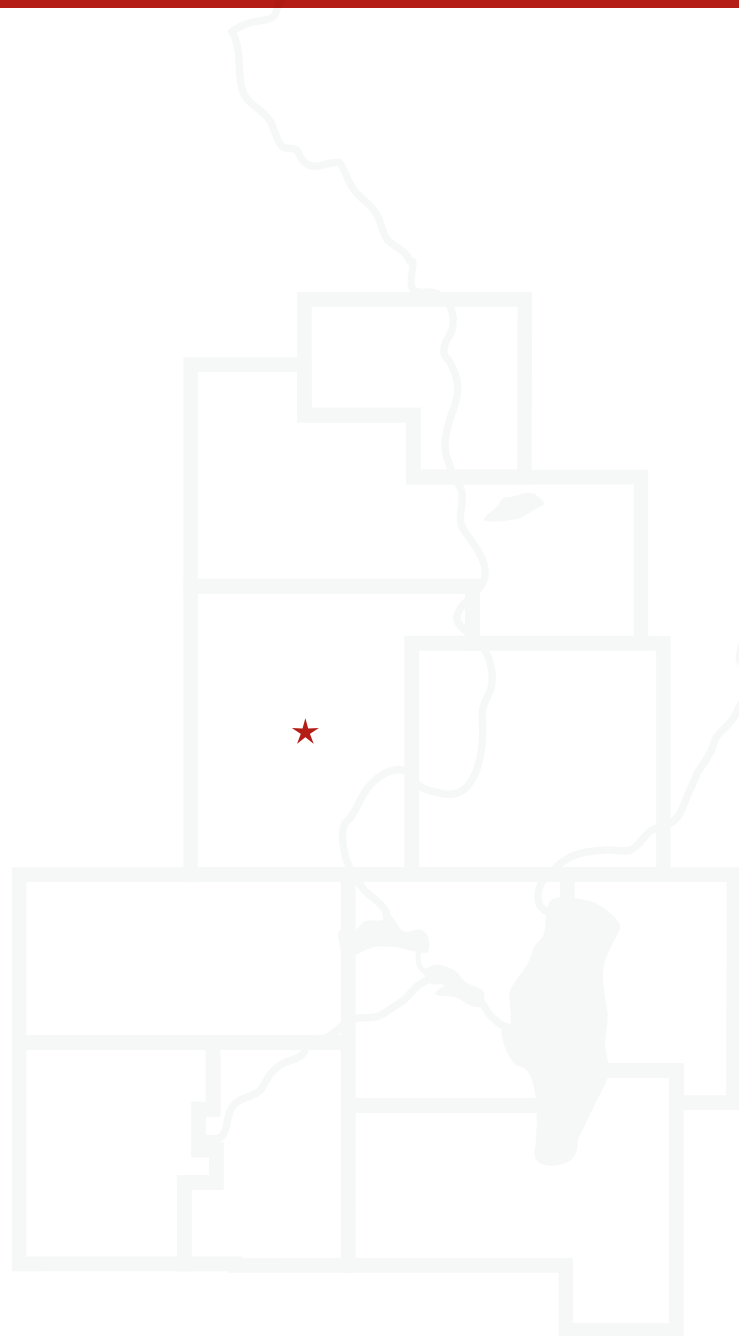


2014-2018 Waupaca County Human Services Public Transportation Coordinated Plan

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MAP-21 repealed 5316 (Job Access and Reverse Commute) and 5317 (New Freedom) programs. 5316 projects are now eligible for funding under public transportation grants programs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

PLANNING PROCESS

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

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

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

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

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

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

Initiating the Planning Process

ECWRPC contacted Waupaca County through their Human Services-Public Transportation “Champion” or project lead and informed them that the 2008 Waupaca 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.

Waupaca County’s champion:

Christie A. Gonwa

Aging and Disability Resource Unit Manager

Waupaca County Department of Health and Human Services

811 Harding Street

Waupaca, WI 54981

(715) 258-6274

EXISTING SYSTEM & ASSESSMENT

DEMOGRAPHIC PROFILE

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

Table 2. Waupaca County					
Population by Age Cohort					
Age Cohort	2000		2010		2000 to 2010
	Number	Percent of Total	Number	Percent of Total	Percent Change
Median Age	38.5		43.5		13.0
Total Population	51,731		52,410		1.3
Under 18 Years Old	13,277	25.7	11,870	22.6	-10.6
18 to 24 Years Old	3,682	7.1	3,471	6.6	-5.7
25 to 44 Years Old	14,406	27.8	11,984	22.9	-16.8
45 to 64 Years Old	11,740	22.7	15,623	29.8	33.1
65 + Years Old	8,626	16.7	9,462	18.1	9.7

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 within the county.

Table 3. Waupaca County Disability Characteristics, 2011				
Characteristics	Estimate	MOE	Estimate	MOE
Total civilian noninstitutionalized population with disability	6,398	+/-550	12.6%	+/-1.1
Population under 5 years	20	+/-32	0.7%	+/-1.1
With a hearing difficulty	0	+/-92	0.0%	+/-1.2
With a vision difficulty	20	+/-32	0.7%	+/-1.1
Population 5 to 17 years	570	+/-202	6.5%	+/-2.3
With a hearing difficulty	48	+/-28	0.5%	+/-0.3
With a vision difficulty	29	+/-33	0.3%	+/-0.4
With a cognitive difficulty	411	+/-146	4.7%	+/-1.7
With an ambulatory difficulty	87	+/-104	1.0%	+/-1.2
With a self-care difficulty	138	+/-114	1.6%	+/-1.3
Population 18 to 64 years	3,009	+/-409	9.7%	+/-1.3
With a hearing difficulty	809	+/-257	2.6%	+/-0.8
With a vision difficulty	460	+/-138	1.5%	+/-0.4
With a cognitive difficulty	998	+/-204	3.2%	+/-0.7
With an ambulatory difficulty	1,429	+/-256	4.6%	+/-0.8
With a self-care difficulty	368	+/-106	1.2%	+/-0.3
With an independent living difficulty	806	+/-197	2.6%	+/-0.6
Population 65 years and over	2,799	+/-268	33.6%	+/-3.2
With a hearing difficulty	1,354	+/-223	16.3%	+/-2.7
With a vision difficulty	364	+/-103	4.4%	+/-1.2
With a cognitive difficulty	450	+/-128	5.4%	+/-1.5
With an ambulatory difficulty	1,793	+/-189	21.5%	+/-2.3
With a self-care difficulty	565	+/-146	6.8%	+/-1.8
With an independent living difficulty	1,039	+/-176	12.5%	+/-2.2

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

Table 4. describes total household income and **Table 5.** describes poverty levels; again another potential population that may need transportation services.

Table 4. Waupaca County Income and Benefits, 2011				
	Estimate	MOE	Percent	Percent MOE
Total households	21,603	+/-345	21,603	(X)
Less than \$10,000	1,237	+/-224	5.7%	+/-1.0
\$10,000 to \$14,999	1,294	+/-206	6.0%	+/-0.9
\$15,000 to \$24,999	2,476	+/-224	11.5%	+/-1.0
\$25,000 to \$34,999	2,763	+/-286	12.8%	+/-1.3
\$35,000 to \$49,999	3,294	+/-305	15.2%	+/-1.4
\$50,000 to \$74,999	4,731	+/-299	21.9%	+/-1.4
\$75,000 to \$99,999	3,108	+/-224	14.4%	+/-1.0
\$100,000 to \$149,999	2,054	+/-226	9.5%	+/-1.0
\$150,000 to \$199,999	426	+/-98	2.0%	+/-0.5
\$200,000 or more	220	+/-65	1.0%	+/-0.3
Median household income (dollars)	48,604	+/-1,875	(X)	(X)
Mean household income (dollars)	57,062	+/-1,475	(X)	(X)

Source: U.S. Census Bureau, 2007-2011 American Community Survey, Table DP03

Table 5. Waupaca County Poverty Level, 2011						
	Total		Below poverty level		Percent below poverty level	
	Estimate		Estimate	MOE	Estimate	MOE
Population for whom poverty status is determined	50,749	+/-311	5,237	+/-612	10.30%	+/-1.2
AGE						
Under 18 years	11,667	+/-131	1,748	+/-342	15.00%	+/-2.9
Related children under 18 years	11,576	+/-145	1,656	+/-326	14.30%	+/-2.8
18 to 64 years	30,905	+/-129	2,723	+/-320	8.80%	+/-1.0
65 years and over	8,167	+/-235	766	+/-170	9.40%	+/-2.0

Source: U.S. Census Bureau, 2007-2011 American Community Survey, Table S1701

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 6**. Depicts the Waupaca Specialized Transportation Inventory.

Table 6. Waupaca County Transportation Providers/Programs

Program/ Provider Name	Address	Contact Person	Contact Person Phone #	Email	Clientele Served	Operation days_hours	Cost per trip	Types of Vehicles	Numb er of each vehicl e?	Lifts or Ramps
Waupaca County Volunteer Transportation Program	811 Harding St., Waupaca, WI 54981	Nancy Ferg	715-258- 6279	Nancy.Ferg@co.waupaca.wi.us	Elderly - age 60 and over, ambulatory, on Medical Assistance and /or working with approve agency programs	on demand service; M-F: 7:00am-3:00pm	paid mileage of drivers; 25 cents/mile	volunteer vehicles	N/A	none
Work-N-Wheels - CAP Services, Inc	1608 W River Drive, Stevens Point, WI									
Koeppens Medical Transport, Ltd	217 Industrial Drive PO Box 207, Clintonville, WI 54929			dkoeppen@kmedtran.com						
New London Transit	600 W. Washington St	Kim Ebert Chad Hoerth	920-982- 8522 920-982- 8521	kebert@newlondonwi.org choerth@newlondonwi.org	Transportation for seniors (60 and over) and individuals with disabilities	9:00 a.m. to 4:00 p.m. Monday through Friday.	Donation only	Mini Bus	1	1 Lift
Waupaca Taxi, contracted through Brown Cab Service	PO Box 66, Fort Atkinson, WI 53538	Karl Schulte	920-563- 6303	karl@browncab.net	ambulatory and non- ambulatory individuals; 75% elderly/disabled; 25% veterans from King Veteran Home (Town of King)	SunL 8:00am- 4:00pm; M-Th: 6:30am- 10:00pm; F: 6:30am-2:30am; Sat: 7:00am- 2:30am	Senior or Disabled Passengers - \$2.00; Students - \$2.00; Regular Adult - \$3.00; Each Extra Person in the same party is discounted \$1.00; Late Night Surcharge (applies after 9:00 P.M.) - \$1.00 per trip; Out-of-Town Miles - \$1.75 per mile; Brief Stop en Route (allowed only at dispatcher discretion) - \$1.75 per stop; Parcel Delivery (allowed only at dispatcher discretion) - \$4.00 per delivery	mini buses, vans, cars	1 bus; 4 vans; 3 cars	4 lifts
Truck City Taxi	217 Industrial Ave, Clintonville, WI 54929	Dick Koeppen		dkoeppen@kmedtran.com	ambulatory and non- ambulatory individuals	M-F: 7:15am- 3:00pm (regular vehicle); 9:45am-5:00pm (wheel chair vehicle)	*all fares are for one-way trips: \$2.75, seniors/disabled; \$4.75, all other users; children: \$2.50 for 1st child, \$1.50 for second child, \$1.25 for third child; \$1.75 per each additional mile for all riders	vans	2 (one has a ramp; other does not)	1 ramp
Metro Transport	E9321 Crain Rd., New London, WI 54961					Monday-Friday 7 AM to 5 PM, Saturday 7 AM to Noon				

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PARTICIPATION SOLICITATION

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

ASSESSMENT

An assessment of the specialized transportation system is imperative to the success of a County Human Service-Public Transportation Coordination plan. Evaluating the county demographics; 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 the users.

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

Transportation Provider and Business/Agency Survey Results

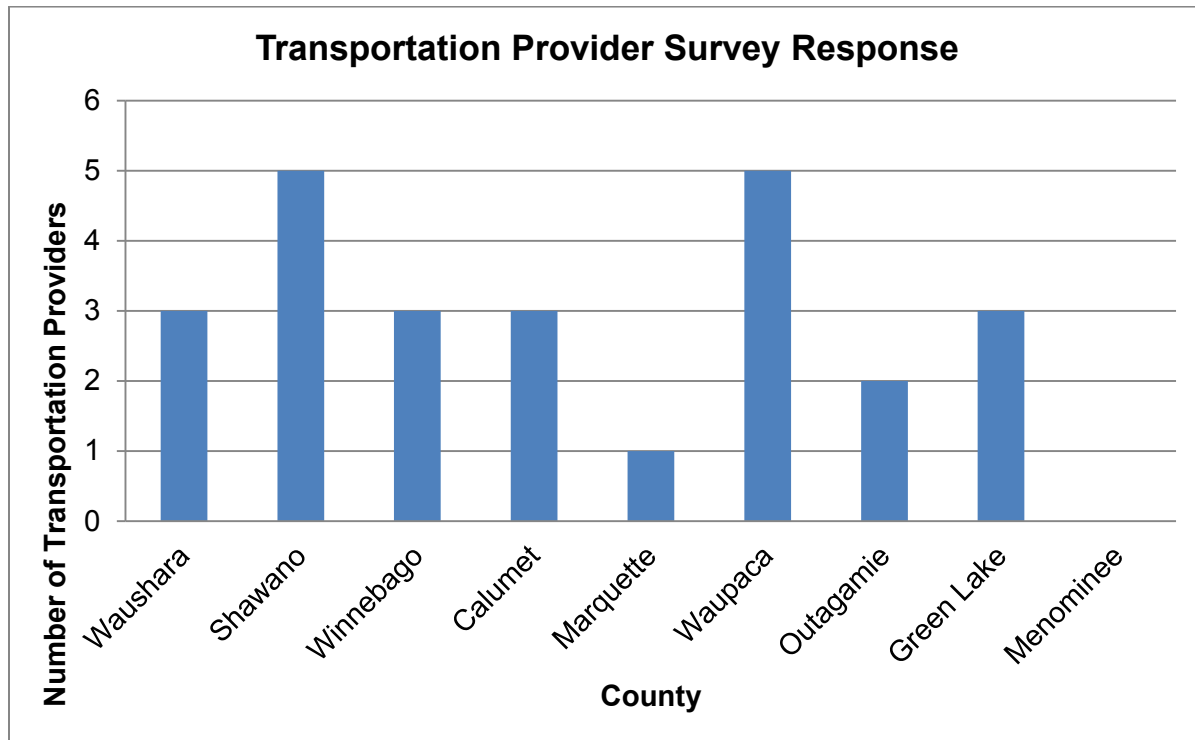
The transportation provider and business/agency surveys were developed with the transportation provider and business/agencies in mind. The goal of the survey was to determine the following:

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 Waupaca County.

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

Things done well

- Communication between providers

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

Gaps or Needs within the system

- Transportation services in rural areas - other than medical

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

Barriers that prevent individuals from adequate transportation

- County is sparsely populated - which also adds to the county's appeal
- Availability of transportation services and cost

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

- None

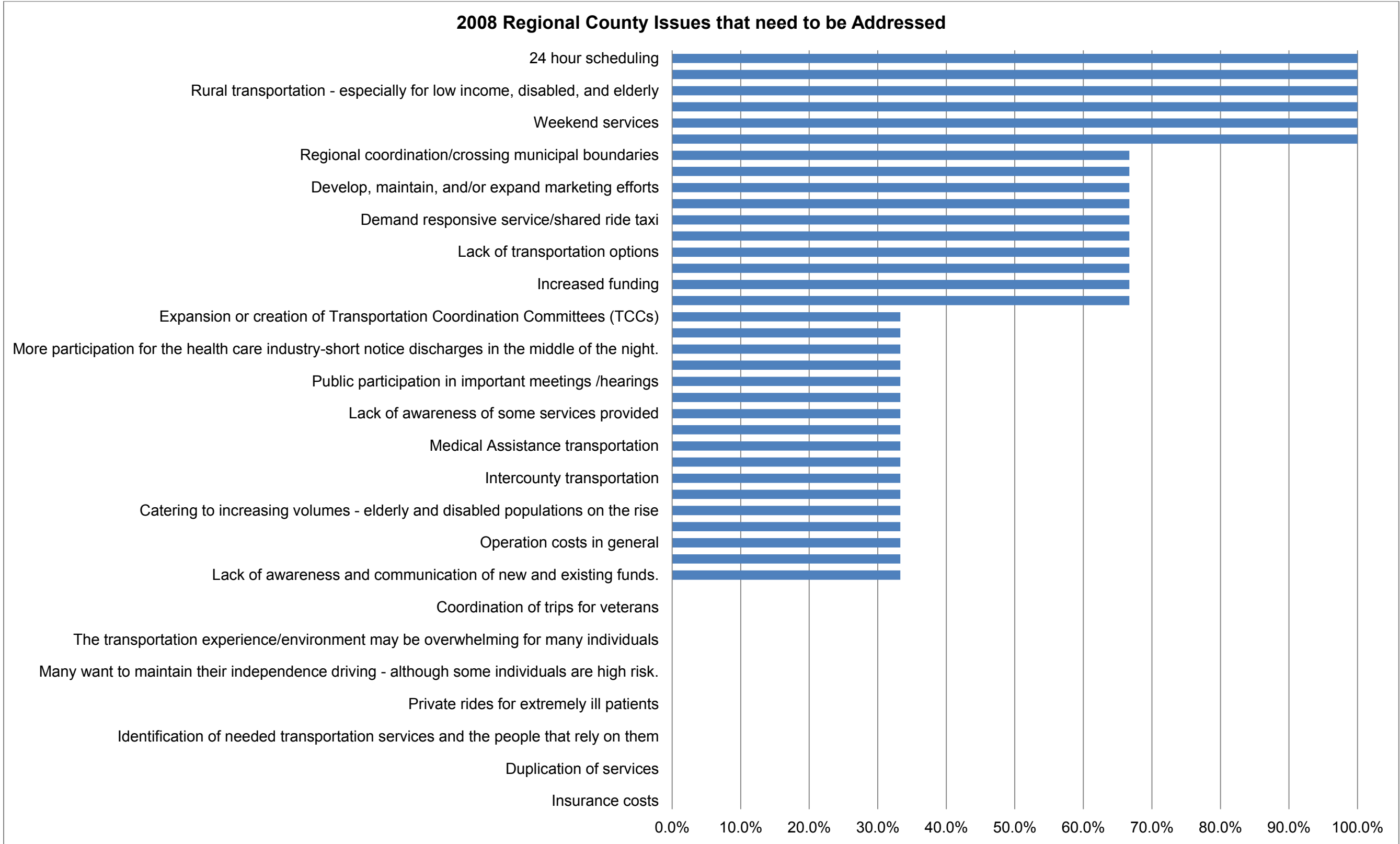
Question 6. What weaknesses do you see in the system? How could they be improved?

Weaknesses within the transportation system

- Lack of transportation options for residents in the country
- Continuation of the Work-n-Wheels program
- More promotion of carpooling and Rideshare
- Transportation availability for all areas

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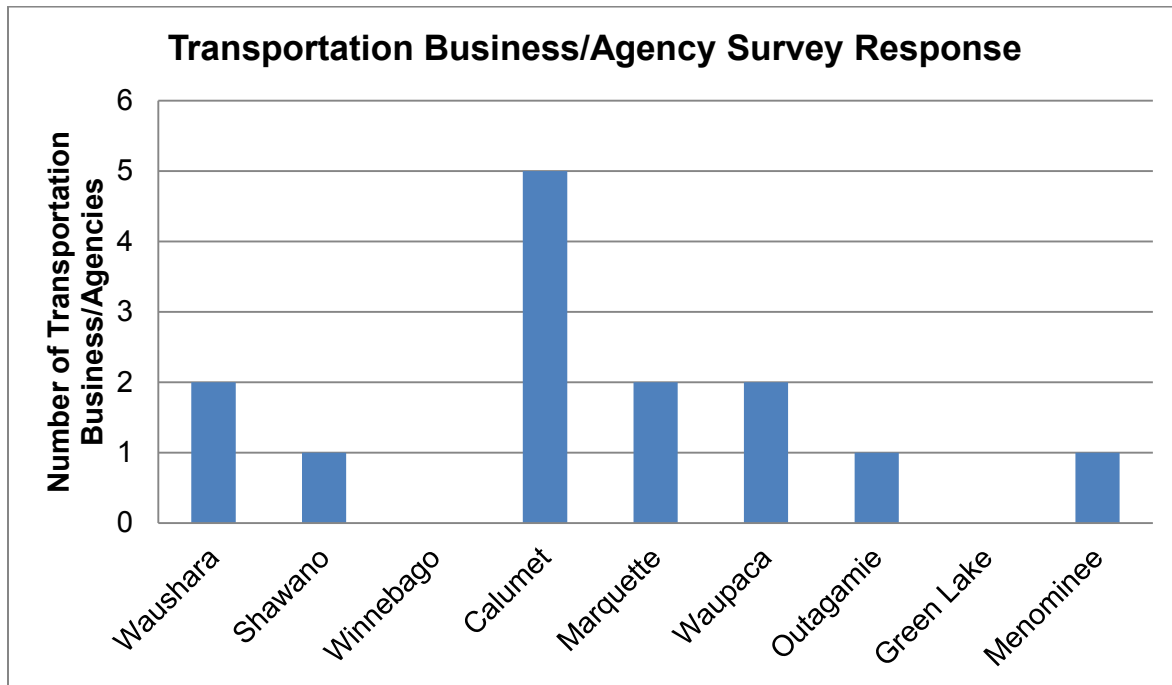
Question 7. According to the 2008 Regional County Coordinated Public & Human Services Transportation Plan, which are still issues that need to be addressed?



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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 Waupaca County.

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

Things done well

- Specialized transportation services for seniors
- Cab service

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

Gaps or Needs within the system

- Public transportation
- Safe, designated walking and biking facilities within and between communities

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

Barriers that prevent individuals from adequate transportation

- Poor economy
- Financial barriers

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

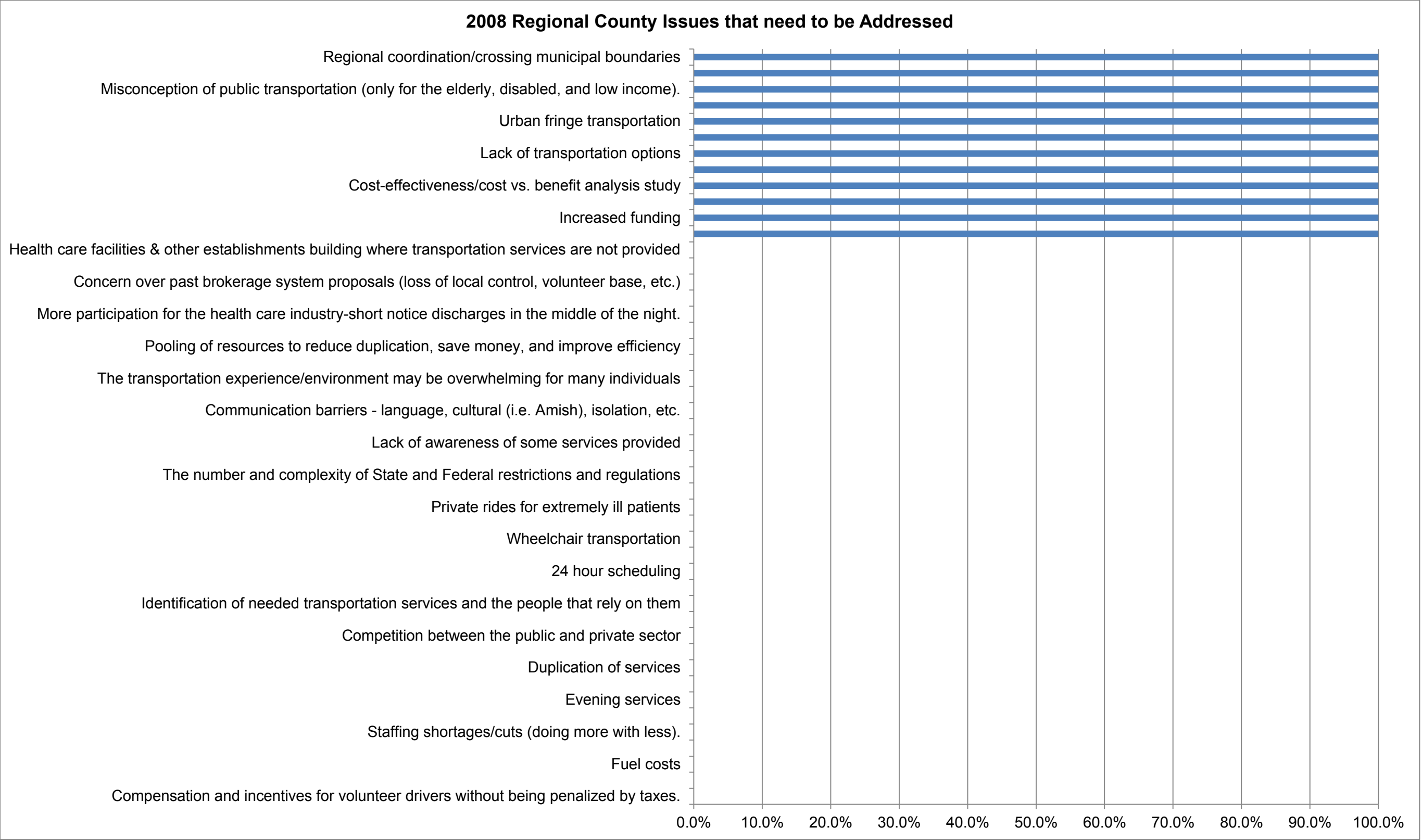
- None

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

Weaknesses within the transportation system

- Narrow vision of transportation - not considering bicycle and pedestrian facilities - also rail

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



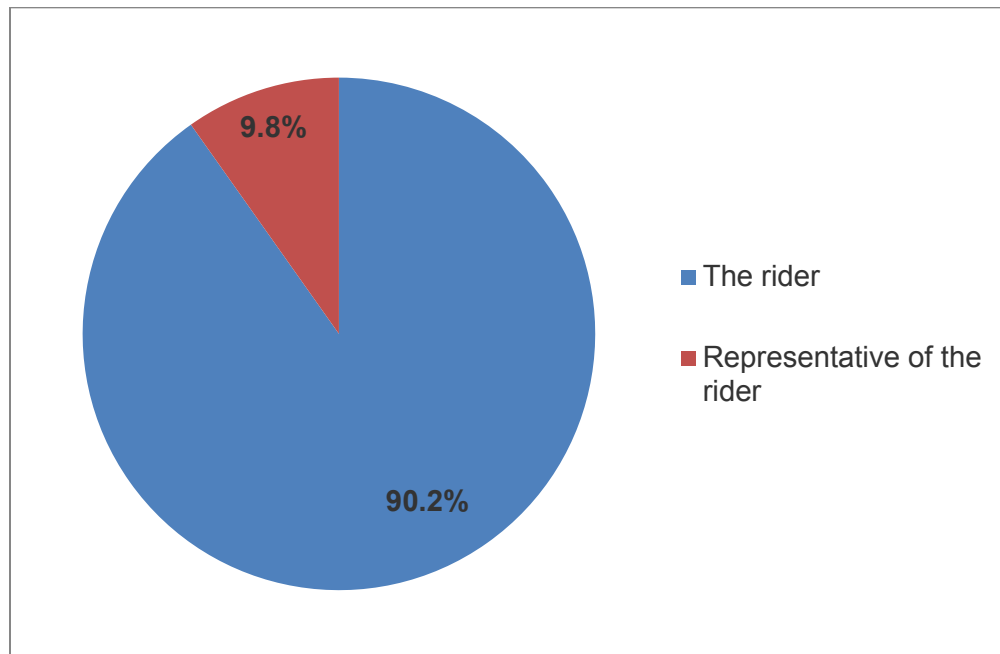
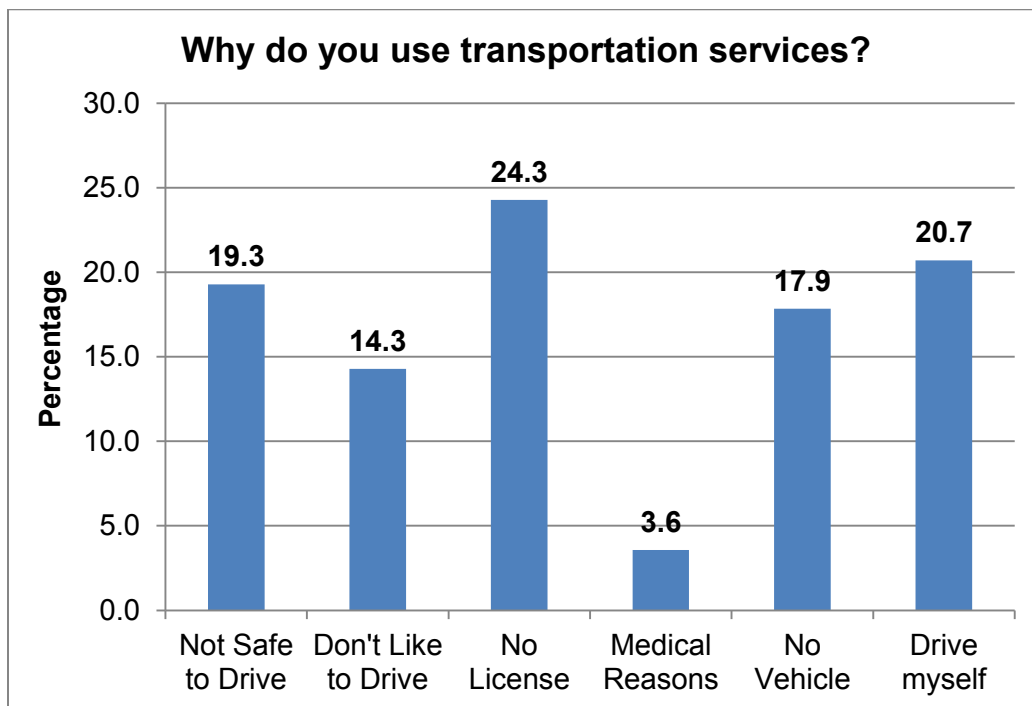
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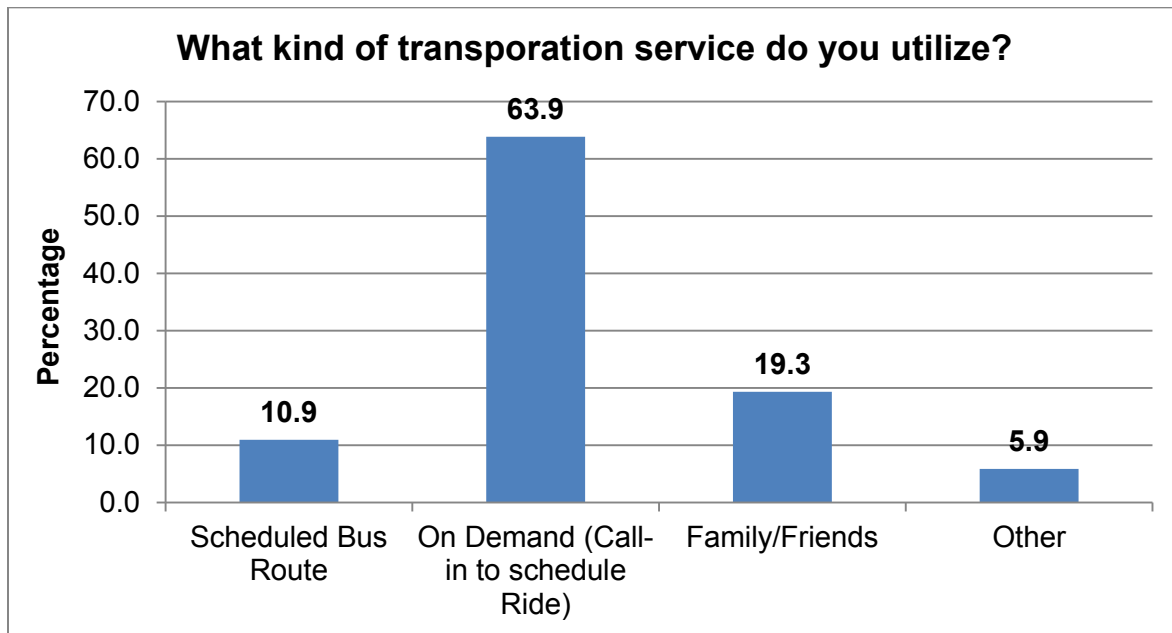
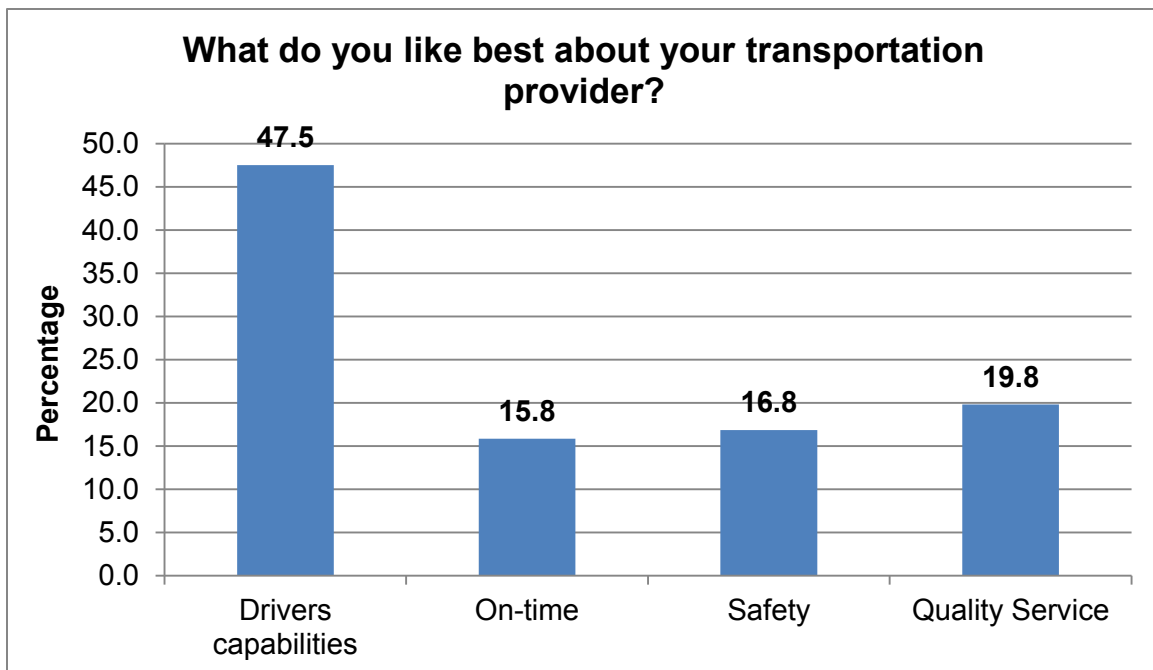
User Survey Results

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

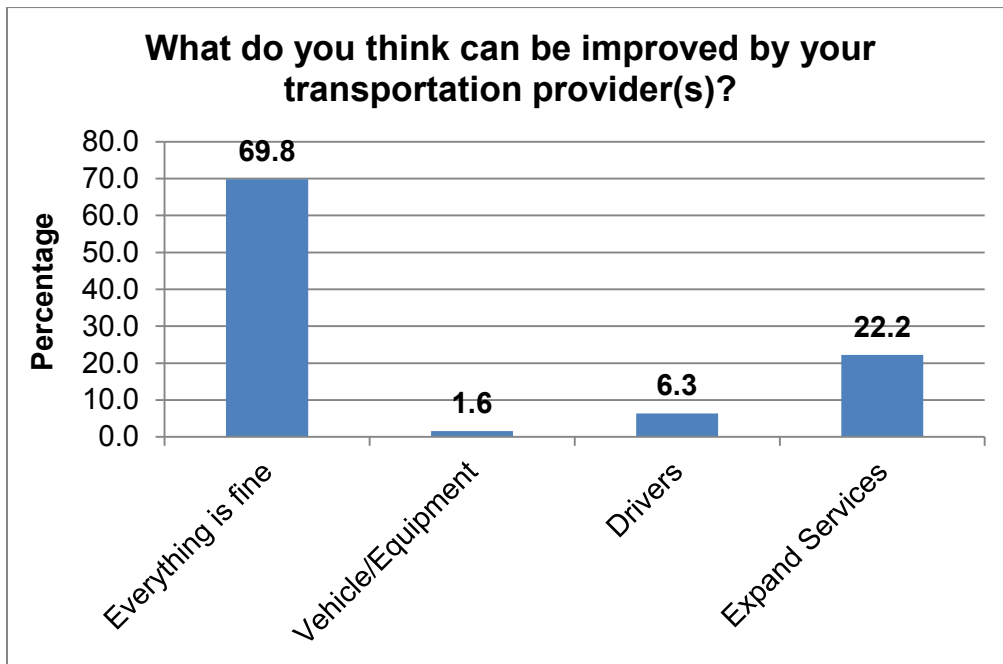
1. Who is filling out this survey?
2. Why do you use transportation services?
3. What kind of transportation service do you use?
4. What do you like best about your transportation provider(s) in terms of the overall experience?
5. What do you think can be improved by your transportation provider(s) in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

The transportation user survey was made available on-line (Survey Monkey) and was handed out in person. The majority of the surveys were collected face to face. A total of 134 user surveys were collected for Waupaca County. The Transportation User Survey can be found in **Appendix D-2**. The results are included below.

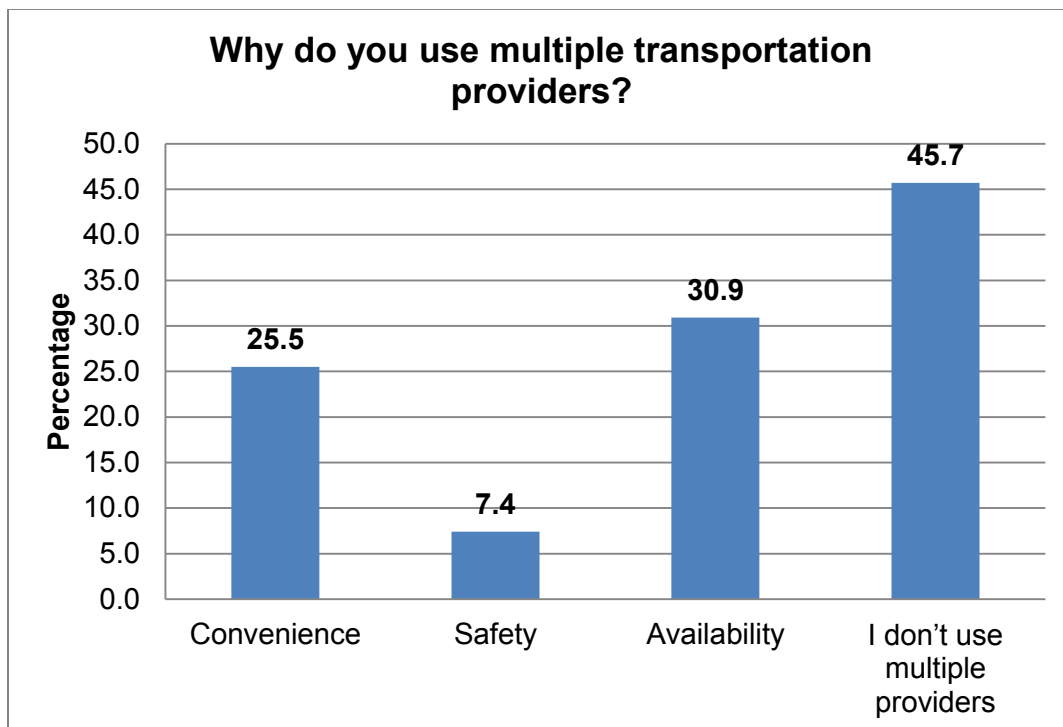
Question 1. Who is filling out this survey?**Question 2. Why do you use transportation services?**

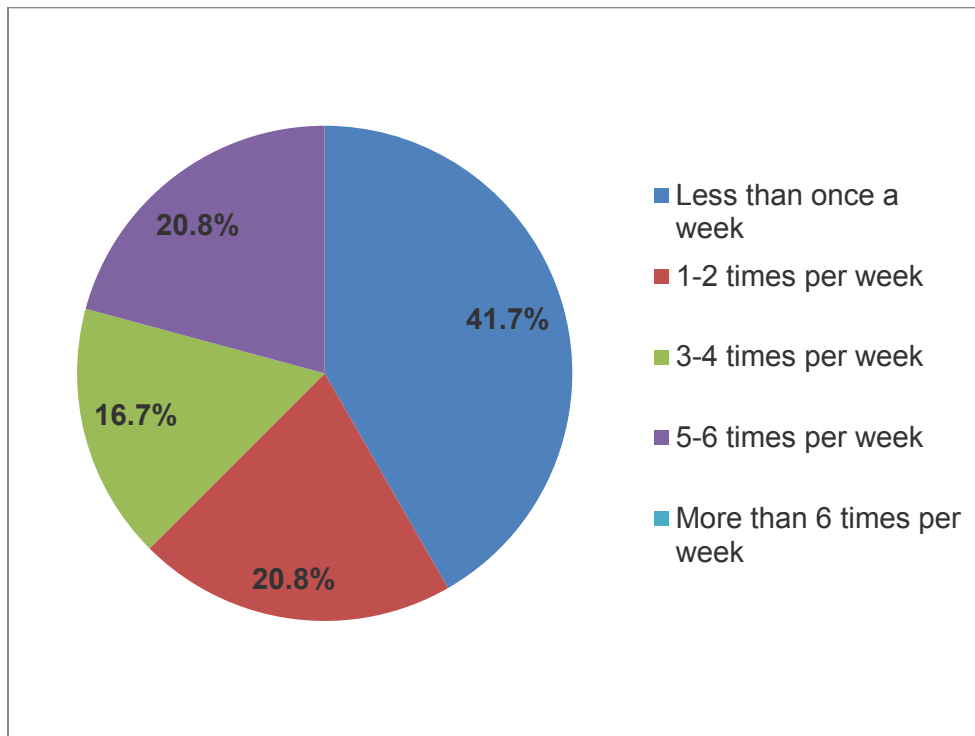
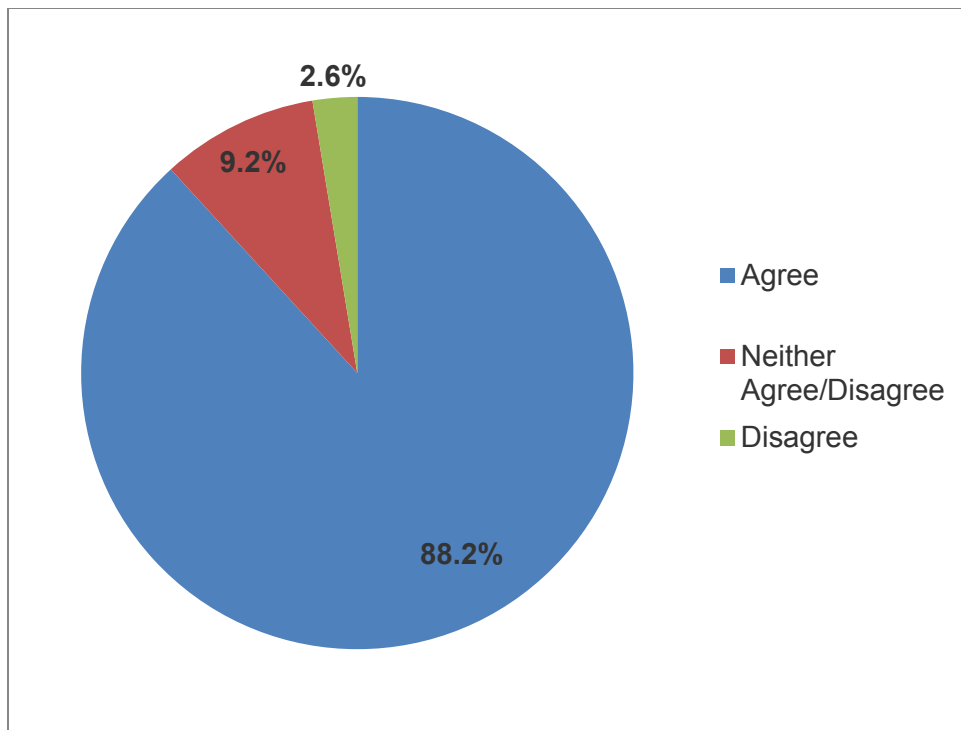
Question 3. What kind of transportation service do you utilize?**Question 4. What do you like best about your transportation provider(s) in terms of the overall experience?**

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

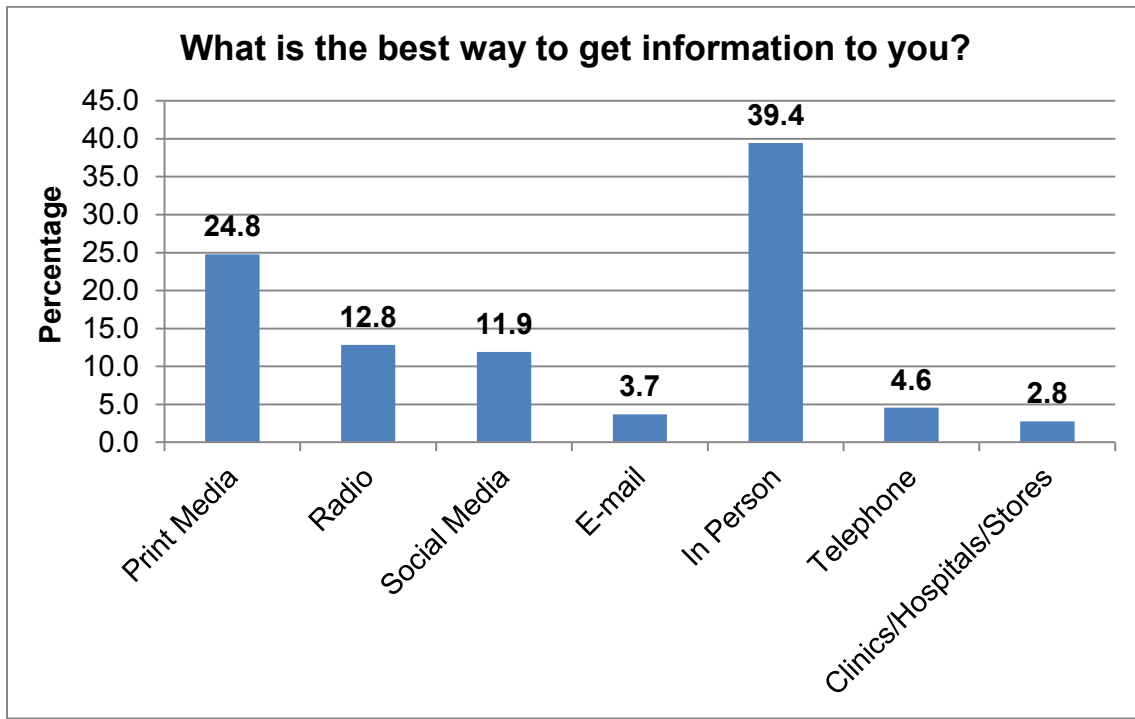


Question 6. Why do you use multiple transportation providers?

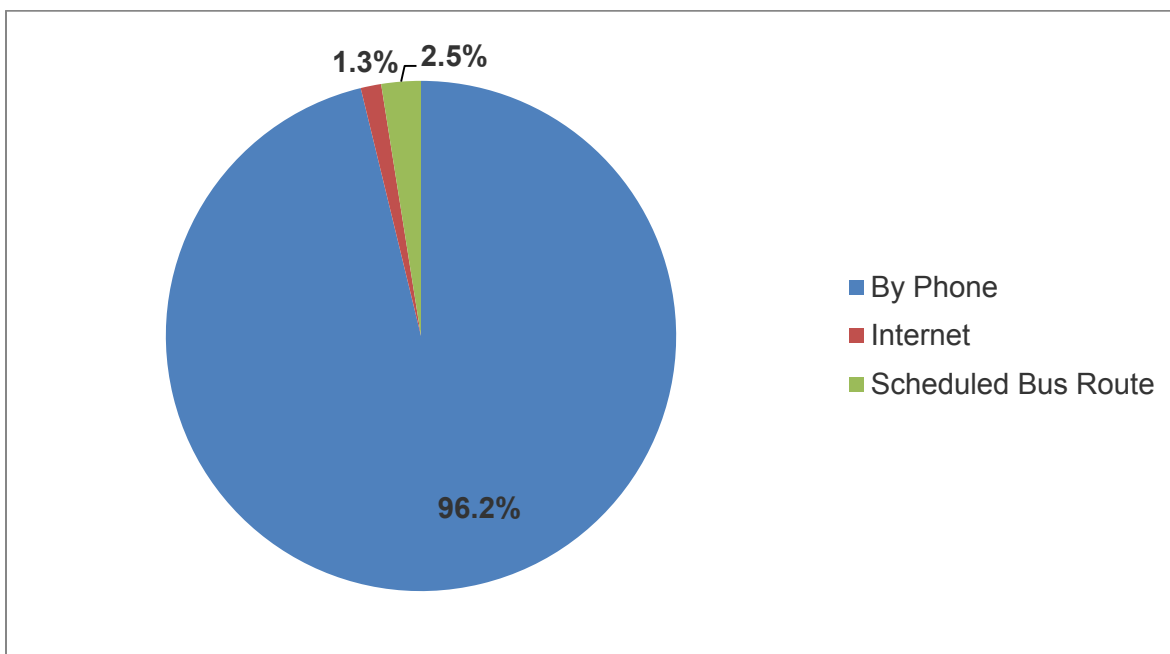


Question 7. How many time(s) do you use transportation in a given week?**Question 8. My transportation provider's vehicles have adequate equipment to meet my required needs (ramp, lift, straps, railings, etc.).**

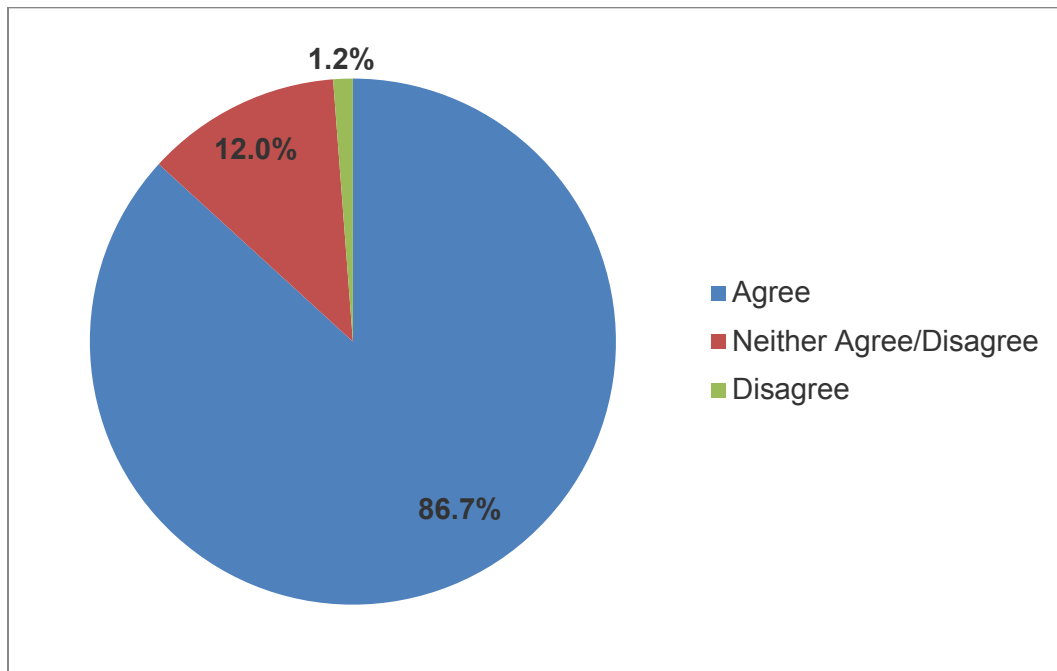
Question 9. Many times transportation services go unused because people do not know what options exist. In your opinion, what is the best way to communicate information about these services to you?



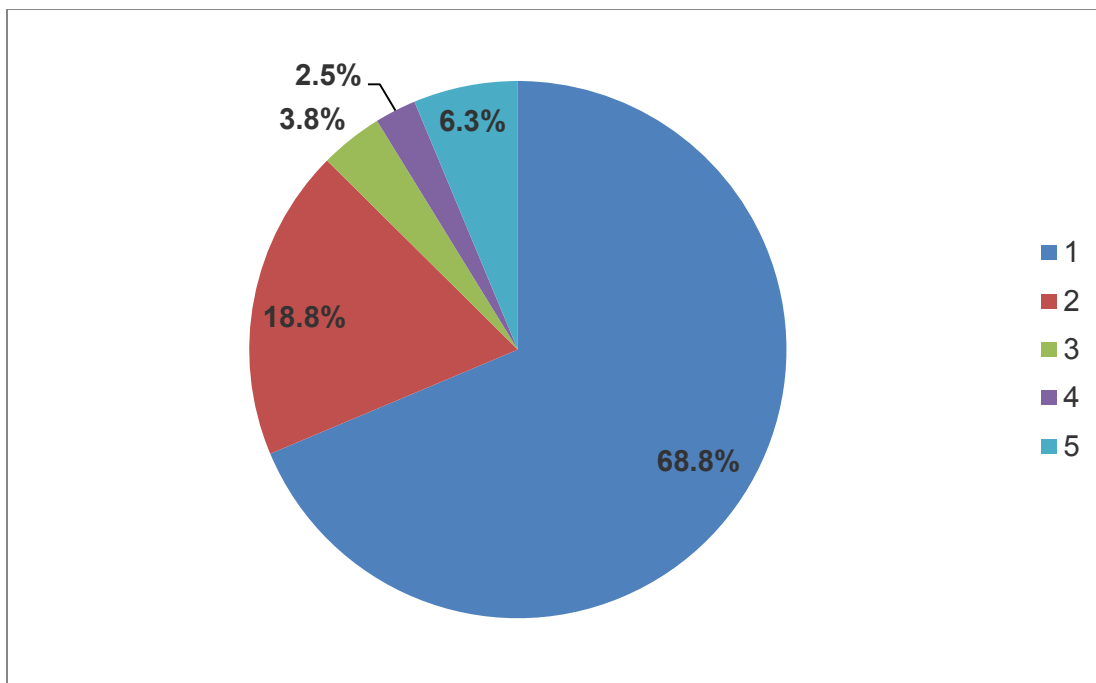
Question 10. What is your preferred way to make arrangements for transportation?



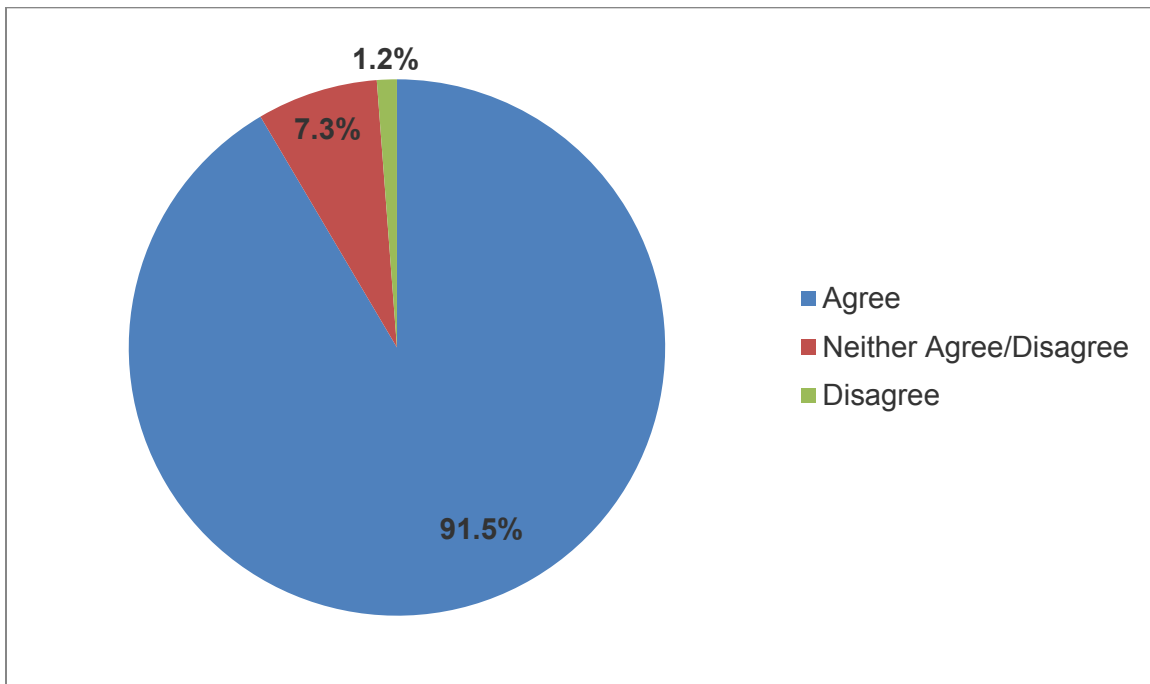
Question 11. In general, arranging transportation meets my needs.



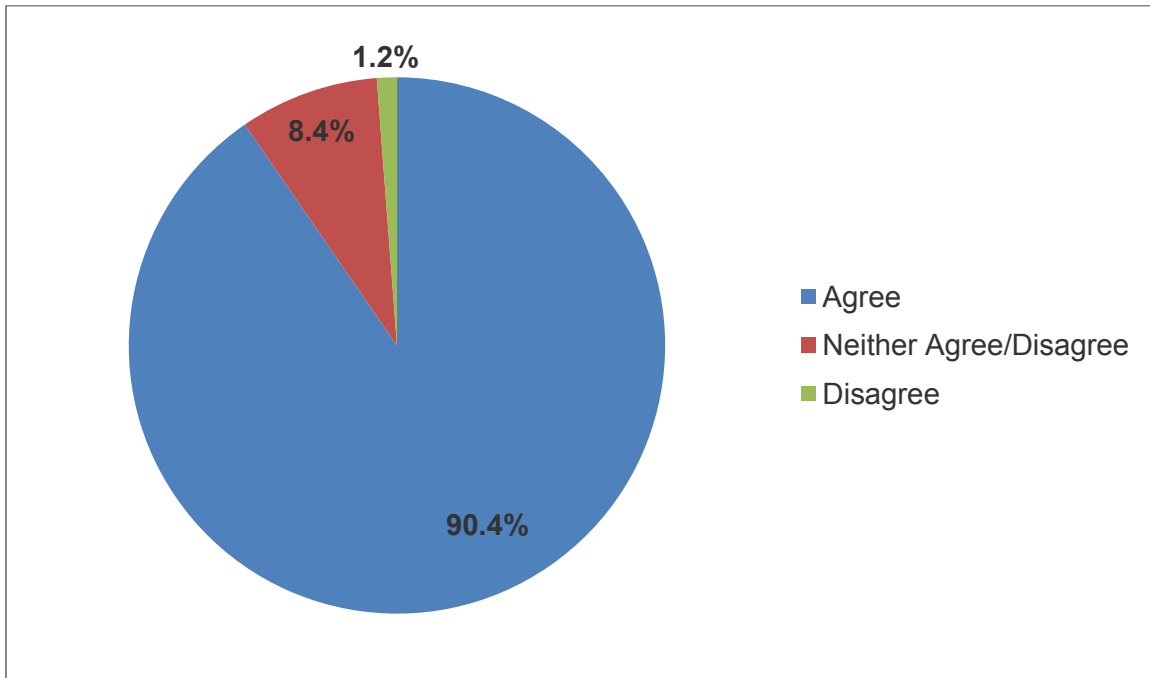
Question 12. How would you rate your transportation reservation process? (On a scale of 1-5, with 1 being the highest rank and 5 being the lowest rank)



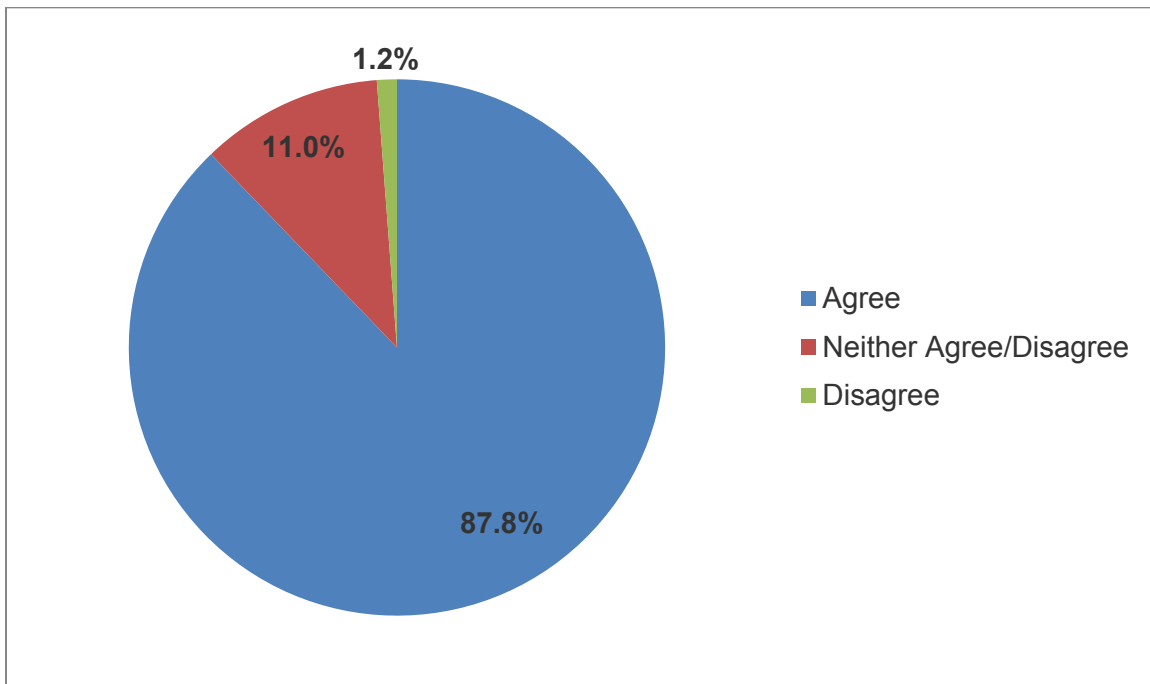
Question 13. In general, I feel safe when I use transportation services.



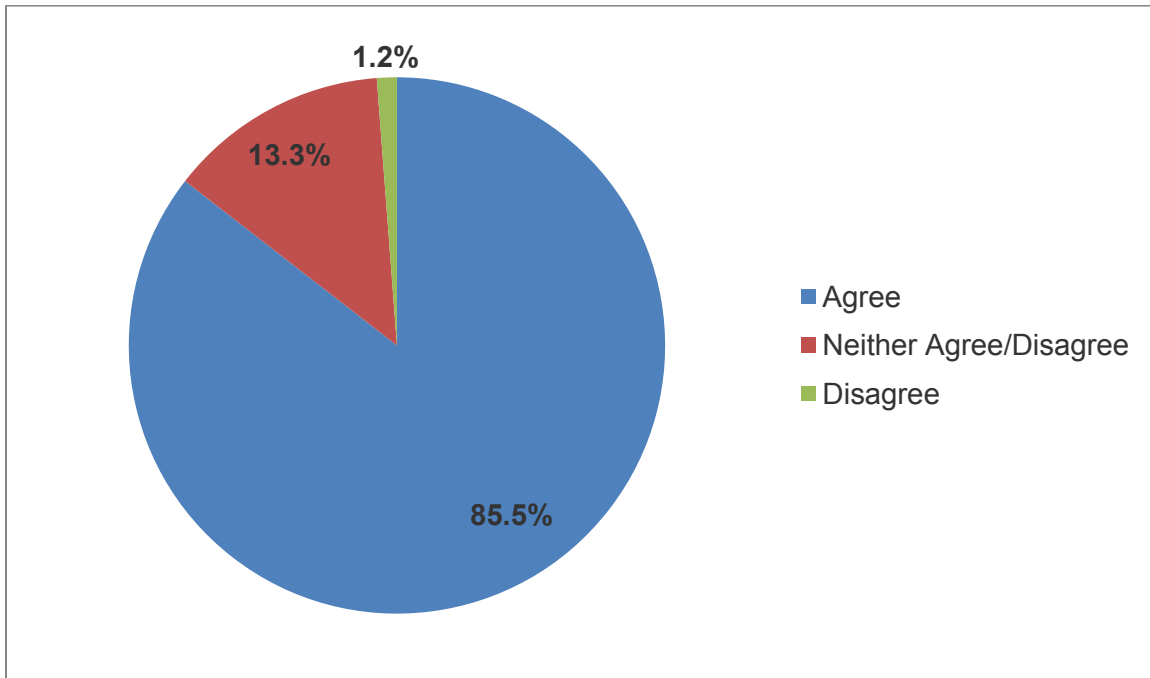
Question 14. In general, transportation services are convenient and meet my needs.



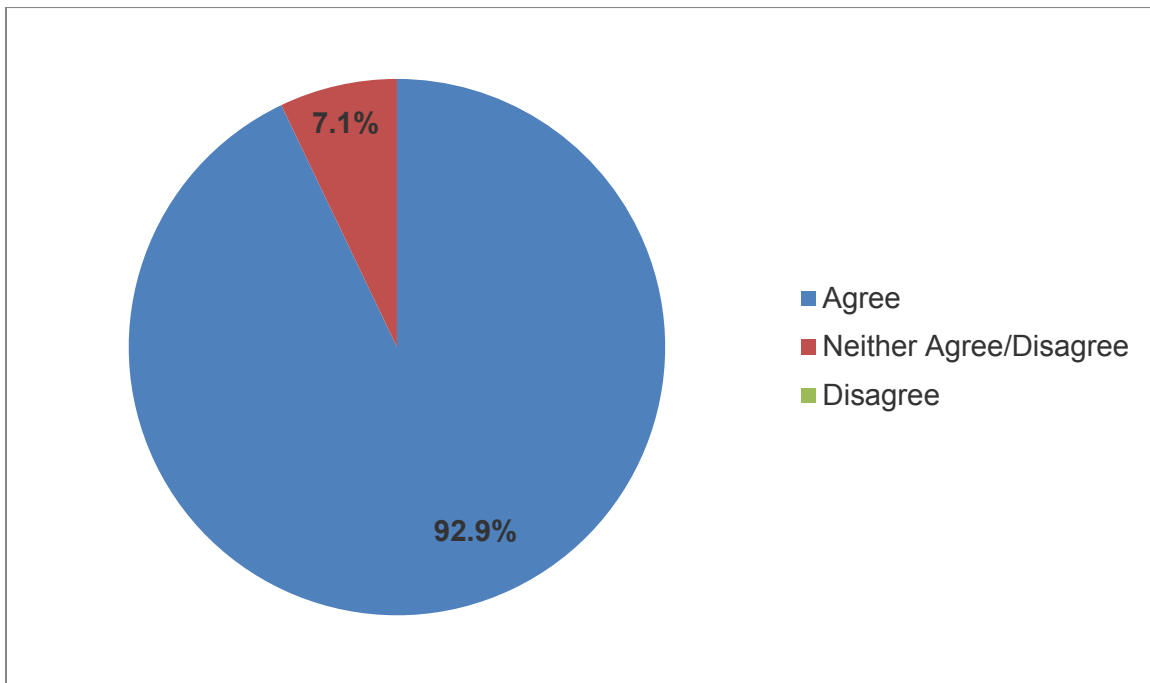
Question 15. In general, transportation drivers are professional.



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

- Communication between providers
- Specialized transportation services for seniors
- Cab service
- Drivers capabilities – knowledgeable, kind and caring (users perspective)
- Transportation service is on-time (user's perspective)
- Safety (user's perspective)
- Quality transportation service all around (user's perspective)

Gaps and Needs within the system

- Transportation services in rural areas - other than medical
- Public transportation
- Lack of walking and biking facilities within and between communities
- Expanded service (weekends and evening hours)
- Demand responsive services
- Regional coordination – across municipal boundaries
- Lack of participation from healthcare providers – late night discharges
- Lack of public participation at public meetings or hearings
- Increased incentives for volunteer drivers

Barriers that prevent individuals from having adequate transportation

- County is sparsely populated - which also adds to the county's appeal
- Lack of availability of transportation services and cost
- Poor economy
- Financial barriers (user's perspective)
- Lack of knowledge of services
- Lack of funding
- Meeting increased demand – increasing elderly population
- Operation cost (provider's perspective)
- Misconception of public transportation – only for elderly and disabled
- Lack of knowledge of available grants

PUBLIC FACILITATION – STRATEGIES, RESPONSIBILITY AND PRIORITIZATION

The Waupaca County Human Services-Public Transportation Coordinated Plan Public Facilitation took place on October 10, 2013 at the Manawa Masonic Center. The facilitation was designed to gather feedback from the public, transportation providers, agencies, businesses, and government officials on the following: (**Table 7.**)

- 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.**

Table 7. Waupaca Facilitation Worksheet			
	Location: Manawa		Date: 10-10-13
<i>Gaps, Needs & Barriers</i>	<i>Strategies and or Actions to overcome gaps, needs & barriers</i>	<i>Responsible Parties</i>	<i>Priority (Time, Feasibility & Resources)</i>
Transportation services in rural areas - other than emergency medical	promoting carpooling/rideshare, park and ride locations, education/outreach, taxi services, expansion of volunteer driver service	Waupaca County, municipalities, Community Care, nursing homes, churches, all providers	1
Regional coordination – across municipal boundaries	establish a mobility manager for County could lead to a dispatch service, coordination with neighboring counties	County, municipalities, legislators, neighboring counties, federal government (VA)	2
Lack of funding	educate on being advocates (providers)	Everyone	3
Expanded service (weekends and evening hours, trips to major cities)	possible funding/grants, willing providers to work with, investigate feasibility of trips to major municipal areas (Fox Cities, Green Bay, Stevens Point and Wausau)	Waupaca County, providers, healthcare organizations, churches	4
Lack of participation from healthcare providers – late night discharges	coordination/discussion with healthcare providers (funding/coordination committee with hospitals/county/agencies), nursing homes, private providers (taxi)	healthcare providers, nursing homes/assisted living, users, ambulance services	5
Lack of availability of transportation services and cost	funding/grants	Waupaca County, providers	6

Lack of knowledge of services	education of drivers, improve social media, emails, 2-1-1 service, print media (local feature stories/articles), radio media, local newsletters, ADRC newsletter, increased marketing of the ADRC, increased use of local cable stations, and outreach to minority populations, forums for providers/users	providers, municipalities, Waupaca County, (creation of a mobility manager within ADRC)	7
Public transportation	potential funding/grants, less regulation/efficiency	municipalities, state/federal	
Lack of walking and biking facilities within and between communities	continue to support bike paths/trails	municipalities, state/federal	
Demand responsive services	increased funding, more vehicles and drivers, central coordination (mobility manager)	County, providers, users, grantors, local foundations, legislators	
Lack of public participation at public meetings or hearings	publicity is critical, invitations, targeted marketing to specific user groups, reach out to customers, social media, public comments at county meetings	municipalities, county/state/federal, users and family members	
Increased incentives for volunteer drivers	funding/grants, incentives from the communities, discounts on fuel/routine vehicle maintenance, meals for drivers, investigate more incentives	Waupaca County, legislators, area businesses, users	
County is sparsely populated - which also adds to the county's appeal	working with neighboring counties, promote Work N' Wheels, promoting Rideshare Program, programs to promote low interest loans for cars, private businesses, create a work group to investigate more transit options (RAWHIDE)	CAP Services, Waupaca County and neighboring counties, municipalities, churches, potential car dealerships(if interested), Fox Valley Tech	
Poor economy	incentives for users, education (work development for users), incentives for users to share rides, promoting Meals On Wheels, investigate other potential programs (Mom's Meals) coordinate with job service (transportation to and from this agency)	legislators, food pantries, Waupaca County, municipalities,	
Financial barriers (user's perspective)	incentives, sliding scale, endowments, taxpayer/employer, non-profit organizations education (better bottom-line for companies), review legislative actions/laws	County, municipalities, coordinate with local businesses (rideshare options), federal govt	
Meeting increased demand – elderly population	educate legislators of the importance of specialized transportation services and the increasing demand	providers, municipalities, Waupaca County, users	

Operation cost (provider's perspective)	incentives, working together with other providers, have one dispatch/call center, reaching out to non-profits, subsidies, gathering local support, partnerships/agreements with surrounding towns to utilize city services, more involvement from townships in general	municipalities, providers, legislators, County	
Misconception of public transportation – only for elderly and disabled	education, making equipment/vehicles look less "institutional", changing the attitudes of the users, local ownership, establishing realistic goals	municipalities, providers, legislators, County	
Lack of knowledge of available grants	donors, research funding/grant opportunities, talking with legislators, education on the economic and health benefits of programs, manage peak hour service	municipalities, providers, legislators, County	

**RESULTS OF THE COUNTY HUMAN SERVICES-PUBLIC TRANSPORTATION
COORDINATED PLAN PUBLIC FACILITATION (TABLE 8.)
PROGRAMS/PROJECTS**

Table 8. Programs/Projects					
Program	FY 14	FY 15	FY 16	FY 17	FY 18
5310	CAP Services - Work-n- Wheels Auto Loan Program	CAP Services - Work-n- Wheels Auto Loan Program	CAP Services - Work-n- Wheels Auto Loan Program	CAP Services - Work-n- Wheels Auto Loan Program	CAP Services - Work-n- Wheels Auto Loan Program
	Waupaca County	Waupaca County	Waupaca County	Waupaca County	Waupaca County
85.21	Waupaca County	Waupaca County	Waupaca County	Waupaca County	Waupaca County

PLAN ADOPTION

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

1. Summary of Proceedings from the Waupaca County Transportation 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 County Transportation Committee.
- If Planning Committee and the County Transportation 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 9. Waupaca Meeting Evaluation							
	Strongly Agree		Agree		Strongly Disagree	Don't Know	Average
General Meeting Questions	1	2	3	4	5	6	#
The information covered in the group discussions, examples and explanations was understandable.	10	4	1	1	0	0	1.56
The meeting provided a good forum for communication about public/human services transportation coordination.	10	3	2	0	1	0	1.69
Participation at the meeting was from a broad stakeholder group.	5	4	6	1	0	0	2.19
The county/region's prioritized action plan is comprehensive and realistic.	8	2	4	1	0	0	1.87
The county/region has a working coordination team.	4	4	4	0	1	0	2.23
The 2008 coordination plan has been implemented.	2	3	3	0	1	4	3.54
Developing the prioritized action plan was meaningful and valuable.	11	1	2	2	0	0	1.69
I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	9	4	2	1	0	0	1.69
Facilitator Questions							
Facilitator was knowledgeable about the meeting process.	10	3	2	1	0	0	1.63
The information was presented in a clear, logical format.	9	4	2	1	0	0	1.69

Additional Meeting Evaluation Notes

- Almost 94 percent of those in attendance thought that the time allotted for the facilitation was 'about right'; 6 percent thought 'more time' was needed.
- A number of survey respondents noted that most of the gaps, needs and barriers discussed in the facilitation were limited due to constraints of a general lack of available funding, rising costs, and limited by time.

-
- Transparency of information and services (especially between healthcare providers such as hospitals, nursing homes/assisted living, and transportation providers) should be improved to better coordinate services.
 - Increasing marketing of available services so the general public is aware of specialized transportation options within the county.
 - Coordinate with interested providers to establish a mobility manager for Waupaca County with the potential to work with neighboring counties on regional collaboration.
 - Expand services for evening and weekend hours.

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Appendix A.

Inventory Worksheet

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Specialized Transportation Agency Information Worksheet

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

Introduction:

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

Transportation Study Background Information:

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

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

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

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

If leaving a message:

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

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

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

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

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

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

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

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

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

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Date: September 16, 2013

Dear Invitee,

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

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

Date: October 10, 2013

Time: 9 am to 12 pm

Location: Manawa Masonic Center

520 N Bridge St.

Manawa, WI 54949

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

Waupaca County

October 10, 2013
9 am to 12 pm
Manawa Masonic Center
520 N Bridge St.
Manawa, WI 54949

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.

Waupaca County

We Need Your Input!!!!



<u>Date:</u>	October 10, 2013 9 am to 12 pm
<u>Location:</u>	Manawa Masonic Center 520 N Bridge St. Manawa, WI 54949
<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:	Waupaca County
Date of	October 10, 2013
Facilitators	Nick Musson
Coordination Plan	Christie Gonwa

Prefix	First Name	Last Name	Title	Organization	Street Address	City	State	ZIP
Ms.	Judith	Magee	Mayor	City of Clintonville	50 10th Street	Clintonville	WI	54929
Ms.	Lisa	Kuss	City Administrator	City of Clintonville	50 10th Street	Clintonville	WI	54929
				Clintonville Chamber of Commerce	1 S. Main Street	Clintonville	WI	54929
Mr.	Joel	Edler	Village President	Village of Iola	385 N. Main Street	Iola	WI	54945
Mr.	John	Smith	Mayor	City of Manawa	500 S. Bridge Street	Manawa	WI	54949
Ms.	Cheryl	Hass	City Clerk	City of Manawa	500 S. Bridge Street	Manawa	WI	54949
Mr.	Brian	Smith	Mayor	City of Waupaca	111 S. Main Street	Waupaca	WI	54981
Mr.	Henry	Veleker	City Administrator	City of Waupaca	111 S. Main Street	Waupaca	WI	54981
Ms.	Terri	Schulz	President	Waupaca Chamber of Commerce	221 S. Main Street	Waupaca	WI	54981
Mr.	Mike	Kempf	Mayor	City of Weyauwega	109 E. Main Street	Weyauwega	WI	54983
Mr.	Patrick	Wetzel	City Administrator	City of Weyauwega	109 E. Main Street	Weyauwega	WI	54983
Ms.	Kathy	Fehl		Weyauwega Chamber of Commerce	PO Box 531	Weyauwega	WI	54983
Ms.	Patricia	Mielke	Mayor	City of Marion	217 N. Main Street	Marion	WI	54950
Ms.	Amanda	Kaufman	City Manager	City of Marion	217 N. Main Street	Marion	WI	54950
Mr.	Gary	Henke	Mayor	City of New London	405 E. Wolf River Avenue	New London	WI	54961
Mr.	Kent	Hager	City Administrator	City of New London	215 N. Shawano Street	New London	WI	54961
Mr.	Chad	Hoerth	New London Transportation for Disabled and Elderly	City of New London	215 N. Shawano Street	New London	WI	54961
Mrs. Kimberlee	Ebert		Senior Center Director	City of New London	600 W. Washington Street	New London	WI	54961
Ms.	Laurie	Shaw	Executive Director	New London Chamber of Commerce	420 N. Shawano Street	New London	WI	54961
Ms.	Sarah	Halstead	Director of Social Outreach	Bethany Home, Inc.	1226 Berlin Street	Waupaca	WI	54981

Ms.	Pauline	Darling	Chief Executive Office	Bethany Home, Inc.	1226 Berlin Street	Waupaca	WI	54981
Ms.	Mary	Maxwell	Senior Center Director	Iola Living Oaks Assisted Living	505 W. Iola Street	Iola	WI	54945
Mr.	Greg	Loeser	Administrator	Iola Living Assistance	185 S. Chet Krause Drive	Iola	WI	54945
Ms.	Sue	Wolfe	Interim Administrator	St. Joseph Residence, Inc.	107 E. Beckert Road	New London	WI	54961
Mr.	Dan	Mercer	Director of Business Development	St. Joseph Residence, Inc.	107 E. Beckert Road	New London	WI	54961
Ms.	Mariah	Westberg	Administrator	Weyauwega Health Care Center	717 E. Alfred Street	Weyauwega	WI	54983
			Administrator	Crystal River Nursing and Rehabilitation Center	1401 Churchill Street	Waupaca	WI	54981
			Administrator	Park Vista Retirement Living	950 County Road QQ	Waupaca	WI	54981
Mr.	Jim	Knight	Commandant	Wisconsin Veterans Home	N2665 County Road QQ	King	WI	54946
Ms.	Diane	Jahnke	Deputy Commandant	Wisconsin Veterans Home	N2665 County Road QQ	King	WI	54946
Ms.	Joy	Miller	Acting Administrator/DON	Manawa Community Nursing Center	400 E. 4th Street	Manawa	WI	54949
			Administrator	Greentree Health and Rehabilitation Center	70 W. Green tree Road	Clintonville	WI	54929
	Cody	Bell	Administrator	Pine Manor Health Care Center	1625 E. Main Street	Clintonville	WI	54929
Ms.	Melissa	Drews	Administrator	Lakeview Manor	E5406 County Road AA	Weyauwega	WI	54983
Mr.	Karl	Schulte	General Manager	Brown Cab Servcies, Inc.	PO Box 66	Fort Atkinson	WI	53538
Mr.	Dave	Lowe		Running, Inc	318 W. Decker Street	Viroqua	WI	54665
Mr.	Gerald	Murphy	Chairperson	Health and Human Services Board	N2576 Norris Lane	Waupaca	WI	54981
Ms.	Amber	Michel	Agency Liaison	Wisconsin Veterans Home	N2665 Count Road QQ	King	WI	54946
Mr.	Robert	Thompson			320 North St	Iola	WI	54945
Ms.	Patricia	Craig			E6384 State Rd 54	New London	WI	54961
Mr.	Wayne	Laux			E5251 Begrow Rd	Marion	WI	54950
Mr.	Steve	Stead			711 Leighton Rd	Waupaca	WI	54981
Mr.	Kenneth	Renning			1202 Oshkosh St	New London	WI	54961

Ms.	Mary	Mathwig			534 Demarest Ave	Waupaca	WI	54981
Ms.	Janice	Lytie			N4346 Cty Rd E	Waupaca	WI	54981
Mr.	Donald	Morgan	Health and Human Services Board Member	Waupaca County	114 E. Sumner Street	Weyauwega	WI	54983
Mr.	Don	Aasen	Health and Human Services Board Member	Waupaca County	E2316 Flaata Rd	Iola	WI	54945
Mr.	Carl	Kietzman	Health and Human Services Board Member	Waupaca County	E9642 Kanaman Rd	New London	WI	54961
Mr.	David	Neumann	Health and Human Services Board Member	Waupaca County	1501 Division Street	New London	WI	54961
Ms.	Mary Kay	Poehlman	Health and Human Services Board Member	Waupaca County	811 Elm Street	Waupaca	WI	54981
Dr.	Steven	Goedderz	Health and Human Services Board Member	Waupaca County	E7399 Stage Road	New London	WI	54961
Ms.	Elizabeth	Tautges	Health and Human Services Board Member	Waupaca County	412 Waupaca Street	Waupaca	WI	54981
Ms.	Jan	Lehrer	Health and Human Services Board Member	Waupaca County	N10811 County Road P	Iola	WI	54945
Mr.	Ken	Theine			E5409 Water Drive	Manawa	WI	54949
Ms.	Carrie	Porter	OAA Consultant	GWAAR	810 Fifth Street	Plover	WI	54467
Ms.	Jeannette	Zielinski		Franklin Park Apartments	500 Division Street	New London	WI	54961
Ms.	Teri	Moe	Senior Center Director	City of Waupaca	407 School Street	Waupaca	WI	54981
Ms.	Nancy	Ferg	Transportation Coordinator	Waupaca County	811 Harding Street	Waupaca	WI	54981
Mr.	Gene	Ruppert	WCI Manager	Waupaca County	715 W. Howard Street	Manawa	WI	54949
Ms.	Kay	Edelbeck	Program Manager, Family Care	Community Care, Inc.	107 Grand Seasons Drive	Waupaca	WI	54981
Ms.	Ann	Seffernick	Program Manager, Partnership	Community Care, Inc.	107 Grand Seasons Drive	Waupaca	WI	54981
Mr.	William	Jonely	Chair	Township of Weyauwega	E5020 Galilee Road	Weyauwega	WI	54983
Mr.	Lee	Halverson	Chair	Township of Harrison	N10487 County Road P	Iola	WI	54945
Mr.	Lance	Penney	Chair	Township of Lind	E2707 Nelson Road	Waupaca	WI	54981
	Chris	Klein	Chair	Township of Dayton	E2240 Circle Drive	Waupaca	WI	54981

Mr.	Dale	Trinrud	Chair	Township of Farmington	N1596 Haase Road	Waupaca	WI	54981
	Kelly	Zillmer	Chair	Township of Dupont	E6289 Knaack Road	Marion	WI	54950
Mr.	Leonard	Oppor	Chair	Township of Helvetia	E3495 County Road GG	Iola	WI	54945
Mr.	Dick	Koeppen	County Board Chair	Waupaca County	107 Rohrer Street	Clintonville	WI	54929
Mr.	Larry	Thoe	Chair	Township of Iola	N9027 Honey Doo Lane	Iola	WI	54945
Mr.	Lynn	Jepson Sr.	Chair	Township of Larrabee	E9102 Golf Club Road	Clintonville	WI	54929
Mr.	Roger	Henschel		Township of Union	N8577 Shady Lane Road	Clintonville	WI	54929
Mr.	Eric	Doughty	President	Village of Ogdensburg	5700 Spring Street	Ogdensburg	WI	54962
Mr.	Edward	Sanders		Township of Fremont	E7471 Red Oak Road	Fremont	WI	54940
Mr.	Daniel	Sambs	President	Village of Fremont	403 S. River Road	Fremont	WI	54940
Mr.	John	Durie	President	Village of Big Falls	PO Box 22	Big Falls	WI	54926
Mr.	Michael	Orr	Chair	Township of Waupaca	E3457 County Road K	Waupaca	WI	54981
Mr.	Kevin	Peterson	State Representative	State of Wisconsin	PO Box 8953	Madison	WI	53708
Mr.	Tom	Martin	President	Village of Embarrass	PO Box 133, 119 W. Main Street	Embarrass	WI	54933
	Leslie	Prochnow	Chair	Township of Lebanon	N5174 Old Highway 45	New London	WI	54961
Ms.	Jackie	Beyer	Clerk	Township of Little Wolf	E7051 Little Creek Road	Manawa	WI	54949
Mr.	Douglas	Behnke	Chair	Township of Bear Creek	E8056 County Road O	Bear Creek	WI	54922
Ms.	Paula	Pagel	Chair	Township of Caledonia	N1699 County Road HH	New London	WI	54961
Mr.	Jim	Curns	Chair	Township of Mukwa	N9255 Lyons Road	New London	WI	54961
Mr.	DuWayne	Federwitz	Chair	Township of Matteson	N10048 Buelow Road	Clintonville	WI	54929
Mr.	Greg	Baumgart	Chair	Township of St. Lawrence	E5769 Waupaca Road	Ogdensburg	WI	54962
Mr.	Gary	Marx	Chair	Township of Scandinavia	E1144 County Road V	Scandinavia	WI	54977
Mr.	David	Mork	President	Village of Scandinavia	PO Box 76	Scandinavia	WI	54977
Mr.	Burton	Brady	Chair	Township of Wyoming	N11770 County Road J	Tigerton	WI	54486
Mr.	Duane	Bork	Chair	Township of Royalton	E6151 White Lake Road	Weyauwega	WI	54983
Mr.	Joe	Marquardt	Chairperson	United Way of New London	PO Box 104	New London	WI	54961
			Chairperson	Waupaca Community Chest, Inc.	PO Box 94	Waupaca	WI	54981

Mr.	Andy	Carlin		Waupaca County Emergency Management Coordinator	811 Harding Street	Waupaca	WI	54981
Mr.	Chuck	Price	Health and Human Services Director	Waupaca County	811 Harding Street	Waupaca	WI	54981
Ms.	Connie	Abert	UW-Extension	Waupaca County	811 Harding Street	Waupaca	WI	54981
Mr.	Wayne	Knutson	Veterans Services	Waupaca County	811 Harding Street	Waupaca	WI	54981
Ms.			Division of Vocational Rehabilitation	State of Wisconsin	525 S. Main Street	Clintonville	WI	54929
	Ryan	Rockey		Clintonville Senior Center	30 S. Main St.	Clintonville	WI	54929
Mr.	David	Dyb	District Administrator	Iola - Scandinavia Public Schools	540 S. Jackson St.	Iola	WI	54945
	Mona	Golla- Kolosso	Manager	Manawa Senior Center	P.O. Box 115	Manawa	WI	54949
	Kim	Ebert	Manager	New London Senior Center	600 Washington St.	New London	WI	54961
Mr.	Chad	Hoerth		City of New London - Parks and Recreation	215 N. Shawano St.	New London	WI	54961
Dr.	David	Poeschl, Ph.D.		Waupaca School District	515 School Street	Waupaca	WI	54981
Ms.	Peggy	Strey	Elderly Benefit Specialist	Waupaca County Health and Human Services	811 Harding St.	Waupaca	WI	54981
Ms.	Karen	Engel	Disabled Benefit Specialist	Waupaca County Health and Human Services	811 Harding St.	Waupaca	WI	54981
Ms.	Joanne	Samack		Waupaca Senior Dining Center	206 E. Badger St.	Waupaca	WI	54981
Ms.	Mary	Robbins	Waupaca County Clerk	Waupaca County	811 Harding St.	Waupaca	WI	54981
Ms.	Christine	Schulz	Manager	Waupaca Area Job Center	120 W. Badger St.	Waupaca	WI	54981
				Waupaca Taxi	705 Redfield St	Waupaca	WI	54981
Ms.	Caroline	Webb	Manager	Weyauwega Senior Dining Center	303 N. Mill St., PO Box 628	Weyauwega	WI	54983
Ms.	Mary	Riske	Manager	Marion Senior Center	320 W. Garfield Ave., PO Box 253	Marion	WI	54950
Mr.	Scott	Bleck	District Administrator	Weyauwega/Fremont School District	P.O. Box 580	Weyauwega	WI	54983
Mr.	Ed	Dombrowski	District Administrator	Manawa School District	800 Beech Street	Manawa	WI	54949
Mr.	Mike	Gaunt	Superintendent	Marion School District	1001 N. Main Street	Marion	WI	54950

Ms.	Kathy	Gwidt	District Administrator	New London School District	901 W. Washington Street	New London	WI	54961
Mr.	Tom	O'Toole	Superintendent	Clintonville Public School	45 W. Green Tree Road	Clintonville	WI	54929
Mr.	Paul	Shrode	Regional Manager	Fox Valley Technical College	1979 Godfrey Drive/PO Box 467	Waupaca	WI	54981
Mr.	Jack	Rhodes	Chair	Waupaca Area Community Foundation	PO Box 425	Waupaca	WI	54981
Ms.	Nancy	Ignatio	Chair	Clintonville Area Foundation	PO Box 244	Clintonville	WI	54929
			Chairperson	Clintonville United Way	PO Box 116	Clintonville	WI	54929
Mr.	Steve	D'Amanda	Director of Materials Management	Wisconsin Veterans Home	N2665 County Road QQ	King	WI	54946
			Adjunct Director/Vehicle Purchasing	Wisconsin Veterans Home	N2665 County Road QQ	King	WI	54946
Mr.	Dick	Koeppen	Manager	Truck City Taxi	217 Industrial Drive	Clintonville	WI	54929

	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	Madison	WI	53707
	Stephen	Hirshfeld	Wisconsin Department of Transportation		4802 Sheboygan Ave.	Madison	WI	53707

				Koeppens Medical Transport, Ltd	217 Industrial Drive PO Box 207	Clintonville	WI	54929
				Metro Transport	E9321 Crain Rd	New London	WI	54961
				New London Transit	600 W. Washington St	New London	WI	54961
				Waupaca County Volunteer Transportation Program	811 Harding St	Waupaca	WI	54981
				Waupaca Taxi, contracted through Brown Cab Service	PO Box 66	Fort Atkinson	WI	53538
				Truck City Taxi	217 Industrial Ave	Clintonville	WI	54929
				WINR Donated Wheels	209 S Allen St	Appleton	WI	54911
			Work-N-Wheels	CAP Services, Inc	1608 W River Drive	Stevens Point	WI	54481

Classifieds

Homes for Sale	Machinery	Wanted to Buy	Agriculture	Pets/Animals	Automobiles
For Sale by Owner: 2 bedroom home in Clintonville. New carpeting, full basement, updated furnace, efficient windows, on quiet street, stove and fridge included and super cute! Call 715-823-3606 or 715-823-4620	Farm Machinery: Gehl "1060" chopper, hydraulic knife sharpener, electronic controller, screen, 16"x16" flotation tires, late model, gray bar 32" corn head, will chop narrow and wide rows in like new condition \$8,500; Fox 900 chopper with two-row 34" corn head will chop narrow and wide rows \$850; forage blowers \$550+. Dale Hay Farm 920-878-0005	WANTED to BUY: Good Used Heavy Trucks & Equipment, (Logging, Construction, Trucking). LaChance Industrial Services, Gladstone, MI. 906-630-1111 email pics to: Tim@LaChanceSales.com	CONTRACT HEIFER FEEDING SPACE available. Freedom, WI area. Call 920-213-3393 (gnc)	For sale: Redbone puppies crossed with treeing walker coonhound. Call 715-938-2618.	THIS SPOT FOR SALE! Place a 25 word classified ad in 180 newspapers in Wisconsin for \$300. Call this newspaper.

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Legal Notices

[Publish October 1, 2013 and October 8, 2013]

Notice of Public Meeting

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

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

Date: October 10, 2013
Time: 9 am to 12 pm
Location: Manawa Masonic Center
520 N Bridge St.
Manawa, WI 54949

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.

WNAXLP

Machinery

Farm Machinery: 6' cycle mower 3P with cylinder, like new \$850; Combine trax 32" wide \$850; skid steer trax 12" wide \$595; Ford one-arm loader, like new \$595; IH 14' culti-mulcher with big cylinder \$1,650, Land Pride Post Hole Digger w/12" auger \$550; 9' HD 3P blade \$950. Dale Hay Farm 920-878-0005

Real Estate

Lots & Acreage (9/29) BY OWNER square 40-acres Republic, MI. Excellent deer, bear, and grouse area. Land close to Michigamme River, swimming beach and boat launch. \$44,000. 989-732-2561, 989-619-0497

COLONIAL COURT APARTMENTS 1 bedroom starting @ \$519; 2 bedrooms starting @ \$635. Cats/Dogs some buildings. Indoor Pool/Spa/ Underground parking. Security Deposit \$299. 430 C Nancy Lane, Pulaski, WI 920-822-3456. (gnc)

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Services

ENTERTAINMENT LEI DISH. TV's Best Value! Local channels plus 190 more only \$29.99. FREE HBO, CINEMAX, STARZ& Showtime. FREE HOPPER DVR WITH SLING. FREE Installation and equipment. Up to 6 TVs. Quick install. \$50 CASH FOR SIGNING UP! Call local dealer toll free 1-877-367-6988 mention code GNC1210

HIGH SPEED INTERNET 3x FASTER THAN DSL. Now Available! Get High Speed Internet wherever you live! Get instant web access, faster browsing & downloads without using the phone line. Save \$120 first year when bundled with DISH TV. Ask about FREE installation and a \$50 rebate for signing up! Don't wait another week! Call local dealer toll free 1-877-367-6988code HSI-GNC0612

UP NORTH WITH NO TV? Take your TV everywhere with DISH Network starting at \$19.99 month for the first year. \$50 Gas Card with NEW service! Call Venture Aurora - your local authorized DISH Network expert for details. 866-397-9600 (gnc)

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Events

Popplewood 4-H 17th Annual Ringle Harvest Day, Sat. Oct. 12th 8am-3pm. Downtown Ringle, Marathon County, WI - Hwy. 29 to Cty. Hwy. Q. Over 100 vendor booths. Everything from Antiques to petting Zoo. Rain or Shine. FREE admission and parking. 4-H and Ringle Fire Dept. food stands. For more information: www.RingleHarvestDay.blogspot.com

Help Wanted

ATTN: COMPUTER WORK. Work from anywhere 24/7. Up to \$1,500 Part Time to \$7,500/mo. Full Time. Training provided. www.WorkServices7.com (CNOW)

OTR Drivers Needed Above Avg. Mileage Pay. Avg. 2500-3500 Miles/WK 100% No Touch. Full Benefits W/401K. 12 Months CDL/A Experience 1-888-545-9351 Ext 13 www.doublejtransport.com (CNOW)

Truck Drivers Needed - Get home nightly! Drive 4 days on / 2 days off. Start and end work shift in Green Bay. Full-time benefits. Must have Class A and 1 year tractor/trailer exp. Call Veriha Trucking 800-333-9291 or apply at Veriha.com

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KRUEGER, from 1

city," said Krueger. She later earned her master's degree from UW-La Crosse five years later in Physical Education Pedagogy. Prior to coming to Clintonville to teach, Krueger made her start in Cadott, Wisc. in 1997, teaching junior and senior high students health education and adaptive physical education for three years. While in Cadott, she also coached JV volleyball, 'C' Team girls basketball and varsity softball. In Cadott Krueger also earned the "Who's Who Among America's Teachers Award. After teaching in Cadott, she took a position in Clintonville in 2000 to teach middle school physical education and eighth grade health education. Two years later she went on to the high school. She also coached varsity softball from 2001-2007, and JV Volleyball from 2002-2003 and 2011 to now. At this time Krueger teaches Physical Education 9 and 10, Lifetime Activities, Basics of Human Anatomy and Adaptive Physical Education. Krueger also coaches girls' volleyball, and has coached softball for many years in the past as well. She humbly credits a lot of her success to those that came before her, paving the way for her opportunity to teach the lifetime fitness curriculum. Some of her mentors include those that wrote the Pep Grant- Peggy Nerby, Sandy Huber, Karen Petermann, Mary Edge and Traci Sternweiss. The grant was worth nearly \$500,00 when awarded in 2002. She also credits local businesses and volunteers from the Curling Club for supporting her efforts over the years. "Over the years, my contribution to lifetime fitness has been one of trying to provide a variety of activities so that when our students walk out the doors of CHS and maybe even before they leave with physical activities for a lifetime," said Krueger. Krueger says her personal interest in kayaking in recent years has led her to pursuing kayaking in her physical education classes by sharing her experience with her students. Krueger is grateful to be able to utilize the indoor pool at the rec for practicing and testing out kayaking with students.

Krueger has also implemented an off-campus kayaking experience for juniors and seniors. She supplies her own personal kayaking equipment, and this year other staff Craig Messner and Pam Gray also offered up more kayaks to allow for a greater variety of watercraft including a touring and inflatable tandem kayaks. Krueger hopes to add more as well as paddleboards. Other activities for area kids outside the classroom include the Trucker Physical Activity Club (PAC) where staff and students could join her before and after school and during noon hours to play various recreational sports such as floor hockey, badminton, table and court tennis, disc golf and pickleball. "We may only have had 15 minutes at most," said Krueger, "but it was 15 minutes of physical activity." This past year the PAC program had 42 participants. Krueger added that the Curling Club volunteers that have helped over the years have simply been fantastic. "These local facilities allow the students the real life experiences through physical activity and have provided instruction to individuals as well," she praised. Krueger explained that the equipment available to the physical education staff district-wide has allowed all of the teachers the ability to provide lifetime fitness activities to students. This year, an archery program is starting up, as part of the National Archery in the Schools Program (NASP) for grades four through twelve. "In recent years, Karen Petermann has been an inspirational and positive mentor for me and contributed to my growth as an educator," said Krueger. Krueger and Petermann have collaborated during their Rural Educators Collaborating to Enhance Student Success (RECESS) courses for the past three years. She says that RECESS has allowed her to work with other educators in other curricular areas as well as districts. "In fact, I had the opportunity to assist Mr. Zoellick with a Wise Guys Trapshooting activity and I hope to bring this option to the high school as well," smiled Krueger. Off-campus Krueger

says local support of business is crucial. According to Krueger some local business supporters include the Clintonville Riverside Golf Course, Clintonville Lanes and Banquet Hall and the Clintonville Curling Club. Krueger's focus this past year was to create a name and further encourage activity outside of the school setting. "Promoting physical activity outside of the school day has been a fun and rewarding experience," said Krueger. "Building positive relationships with staff and students regarding our physical activity experiences has truly been a pleasure."

Krueger also enjoys participating in family activities together and learn from one another. In addition to kayaking, she and her partner Paula and their three children Skylla, Seth and Preston love finding new activities to try. "As a family, we really enjoy disc golf, especially at the new Jim Simpson Memorial Disc Golf Course located in W.A. Olen Park in downtown Clintonville," Krueger shared.

Not forgetting their furry friends, their yellow labs Striker and Easton can also be found keeping busy with the family's active lifestyle. In the future, Krueger wishes to incorporate more into her classes from activities we have here locally that would interest our youth, such as trapshooting. Krueger had the opportunity to chaperone with Mr.Zoellick's Wise Guys club last spring, which opened the door for more ideas that could possibly work into future programming in school.

Reflecting back on receiving her Outstanding Educator Award last year, Krueger recalled a portion of her speech, which said, "This award is a reflection of those who have influenced my life and my teaching."

Krueger suggests that youth today find a variety of things that they like to do, not just one activity. "I have come to realize the more variety there is, the more likely we are as individuals to keep doing things on a daily basis to keep active," said Krueger. "Sometimes we are so busy during our day, and we don't have a full 60 minutes, but we can break it down into ten minute blocks to get it done," she advised.

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Legal Notice

[Publish October 1, 2013 and October 8, 2013]

Notice of Public Meeting

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

Date: October 10, 2013
Time: 9 am to 12 pm
Location: Manawa Masonic Center
520 N Bridge St.
Manawa, WI 54949

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.

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Legal Notices

[Publish October 2, 2013 and October 9, 2013]

Notice of Public Meeting

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

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

Date: October 10, 2013
Time: 9 am to 12 pm
Location: Manawa Masonic Center
520 N Bridge St.
Manawa, WI 54949

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.

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

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DNR Report: Larger Fish Head For Wisconsin Waters

WISCONSIN – The Wisconsin Walleye Initiative is on a roll!

State stocking trucks head out on the highways this week with the first loads of larger walleye to be delivered to lakes under the initiative, a funding package aimed at increasing populations of walleye, anglers' favorite catch.

Over the next few weeks, state fish hatcheries are expected to stock out 300,000 to 400,000 of the 4- to 7-inch walleye, more than four times as many as normal. The two-year, \$13 million Wisconsin Walleye Initiative allows DNR to expand stocking of the larger walleye, known as "large fingerlings," which are more expensive to produce but survive better, and to buy walleye from private, tribal and municipal hatcheries.

"The Wisconsin Walleye Initiative is under way and we're excited to make these first investments in giving anglers more of what they want: walleye," says Department of Natural Resources Secretary Cathy Stepp. "Stocking trucks are rolling this week from our cool-water hatcheries in Woodruff, Wild Rose and Albion, with more fish to come in the next few weeks from our Spooner and Lake

Mills facilities."

The fish being stocked now will take several years to grow large enough to be legally kept by anglers, but with them DNR is starting to build the foundation for an effort to jumpstart an increase in walleye populations in many lakes, says Mike Staggs, DNR fisheries director.

"We believe we can increase walleye populations in many lakes with targeted stocking efforts," Staggs says. "We've geared up on short notice in 2013 to quadruple our larger fingerling production and we're well into the planning that will help us produce even more in coming years."

The best, most-cost effective walleye fisheries are universally self-sustaining through natural reproduction and produce populations two to three times higher than those waters stocked even at the highest levels, research shows. But stocking can create significant and locally important fisheries, and stocking larger fish is the quickest way to increase walleye populations on the broadest scale where natural reproduction is not adequate, Staggs says.

Normally, DNR stocks 3 to 4 million smaller wall-eye and 60,000 to 70,000 of

the larger fingerling wall-eye, a split dictated by limited budgets, because the smaller walleye are much cheaper to produce. The smaller walleye, known as "small fingerlings," are 1 to 2 inches at stocking and are cheaper to produce because they feed on plankton that grow in the fertilized hatchery ponds where they are kept. To keep walleye longer at the hatcheries so they grow to large fingerling size, DNR must buy and feed the young walleyes minnows and keep the fish at lower densities in DNR ponds.

The Wisconsin Walleye Initiative gives DNR the money to keep more walleye longer at the hatcheries and stock them out at the large fingerling size where they stand a better chance of surviving.

The walleyes will be stocked in waters fisheries biologists previously identified for stocking. This fall, DNR will be able to go deeper down the list in filling biologists' requests for certain select waters and also will be able to provide more larger fish.

The DNR will be launching a public involvement process this October to help understand what the public wants from walleye fishing in the state.

ThedaCare, Mayo Clinic Team Up

WISCONSIN - ThedaCare patients with complicated medical conditions can now access the expertise of a nationally renowned healthcare system without having to travel outside their local community, thanks to a new collaboration announced today.

ThedaCare is the newest member of the Mayo Clinic Care Network, giving ThedaCare-aligned physicians direct access to Mayo Clinic experts and clinical resources. ThedaCare is the first member located in Wisconsin.

Bill Fletcher, M.D., ThedaCare cardiologist and physician champion for the collaboration, sees many benefits to membership in the network.

"My colleagues and I provide excellent care here in the Fox Valley, but sometimes we are challenged

with complex cases that could benefit from additional expertise. This network puts us in direct contact with peers, specialists and researchers at Mayo. They can review our diagnosis and offer us advice. Our patients can stay at home and receive care locally with even greater peace of mind, knowing that our physicians are working together on their behalf. Of course they will also save the added cost and inconvenience of travelling out of the area unless that is really needed," he says.

ThedaCare-aligned specialists will now be able to initiate an electronic consultation with Mayo Clinic, allowing thorough and accurate communications — all at no additional cost to the patient. Further, the specialists as well as primary care physicians also have

access to AskMayoExpert, an online medical resource created by Mayo physicians to help with diagnosing complex medical conditions and care planning.

"Our mission is to improve the health of the communities we serve," says Dean Gruner, M.D., president and CEO, ThedaCare. "ThedaCare already partners with some of the best specialists in the state. Now, these same specialists will be able to electronically consult with Mayo specialists about complicated cases. This should benefit patients of our ThedaCare Physicians. It will allow us to provide the perspective of another respected healthcare system, and this consult is free to a ThedaCare patient and can be delivered within a couple of business days."

SERVICE directory



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Owner/Photographer

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lhoffmanphotos@yahoo.com
www.timelesstouchphotography.com





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OWNER/AGENT

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FAX 920-596-3053
Sandie.Eastling@wolfnet.net

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Meeting Notice Transit-Human S

Affidavit of Publication

STATE OF WISCONSIN }
COUNTY OF WAUPACA } SS

Nick Wood, being duly sworn, says:

That he is Publisher of the **County Post East / County Post West**, a weekly newspaper of general circulation, printed and published in Waupaca, Waupaca County, Wisconsin; that the publication, a copy of which is attached hereto, was published in the said newspaper on the following

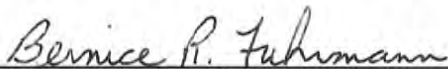
September 26, 2013, September 26, 2013, October 03, 2013, October 03, 2013

That said newspaper was regularly issued and circulated on those dates.



Publisher

Subscribed to and sworn to me this 3rd day of October 2013.



Bernice Fuhrmann, , Waupaca County, Wisconsin

My commission expires: September 06, 2015

Publication Fees: \$ 105.48

An affidavit cost of \$1 is included in the Publication Fees listed above.

00022543 05012498

EAST CENTRAL REGIONAL PLANNING COMMISSION
400 Ahnaip Street, Suite 100
Menasha, WI 54952

LEGAL

(Publish September 26,
October 3, 2013)

Notice of Public Meeting

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

The Waupaca County
Coordinated Public Transit-
Human Services

Transportation Plan Public
Facilitation Meeting Details:

Date: October 10, 2013

Time: 9 am to 12 pm

Location: Manawa Masonic
Center

520 N Bridge St.

Manawa, WI 54949

A County Coordinated Public
Transit-Human Services

Transportation Plan is a five
year plan dedicated to shar-
ing 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 de-
veloped through a process

that includes representatives
of public, private, and non-
profit transportation and hu-
man services providers and

participation by members of
the public. Coordination plans
are required for Federal Sec-
tion 5310 Enhanced Mobility

of Seniors and Individuals with
Disabilities program funding
and State Section 85.21 Spe-
cialized Transportation Assist-
ance program funding for

counties.

The meeting will include the
completion of a county as-
sessment of public transit/hu-
man services transportation

coordination from all trans-
portation providers and stake-
holders in attendance.

Those persons unable to at-
tend the meeting and would
like to comment can do so by

taking an online survey. Sur-
veys are located at
<http://www.newrat.org/>. Se-

lect your county and select the
appropriate survey to begin.

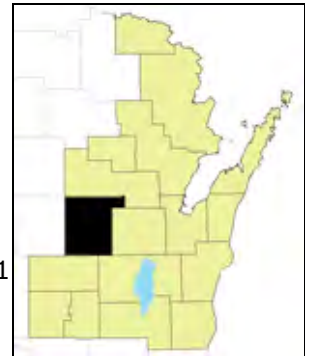
Feasible accommodations for

Case Code No. 30404

Case No. 12 CV 000470

Appendix C.
Waupaca County NEWRAT Webpage

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Northeast Wisconsin Regional Access to Transportation Committee**Waupaca 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
 October 10, 2013 9am-12pm
 Manawa Masonic Center
 520 N Bridge St
 Manawa, WI 54949

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Appendix D. Surveys

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Specialized Transportation Provider Survey

Introduction

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

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- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiency in service delivery; and
- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

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

*1. County

Specialized Transportation Needs and Gaps

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

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

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

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

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

2008 Assessment of Needs and Gaps

Specialized Transportation Provider Survey

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

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

Specialized Transportation Provider Survey

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

County Transportation Rider Survey

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

Outagamie

Winnebago

Waupaca

Marquette

Shawano

Calumet

Waushara

Green Lake

Menominee

Fond du Lac

2. Who is filling out this survey?

a. The rider

b. Representative of the rider

3. Why do you use transportation services?

a. Not safe for me to drive

b. Don't like to drive

c. Don't have driver's license

d. Other _____

4. What kind of transportation service do you use?

a. Scheduled Bus Route

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

c. Other _____

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

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

7. List the transportation providers you currently use:

8. Which transportation provider do you prefer and why?

9. Why do you use multiple transportation providers?

a. Convenience

b. Safety

c. Availability

d. I don't use multiple providers

e. Other _____

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

a. Less than once a week

b. 1-2 times per week

c. 3-4 times per week

d. 5-6 times per week

e. More than 6 times per week

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

Local Return Address
Name
Street
City, State Zip

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Appendix E.

Facilitation Sign-In-Sheet

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

Facilitator: Nick Musson, ECWRPC			Date: 10-10-13	Location: Manawa	
Participant Name	Agency/Organization/ Municipality/Etc.	Mailing Address	E-Mail Address	Phone	County/Countries Representing
Carol Reichenbach		596422 Ramona Rd. New London 54961		920-779-4883	Waupaca
Pattling	Waupaca Common Housing	26384 Douglas New London	patricia.craig @co.waupaca. wi.us	920-596-3647	Waupaca
Cheryl Breit	CHP Services	1608 W River Dr. Stevens Point, WI 54481	cheryl@capmail.org	715-343-7110	Waupaca
Carol Murphy	Waupaca County BC	12576 Morris Lane, Waupaca 54981	CMurphy@charter.net		Waupaca
Doyle	WCT	175 W Hendrick Maunabo, WI	Gene.Ruppel@co.wisconsin.gov	920-586-5463	Waupaca
Steve Damanda	WI Veterans Home @ King	N2665 county Rd 99 King WI	steve damanda@ wa.wi.gov	715 258 4245	Waupaca
Greg Reichenbach	"	"	gregory.reichenbach @wa.wi.gov	258-4349	"
Don Lehrer	Legislative Board	710811 Co Rd P. Jala, Waia 54945		715-677-3850	Waupaca
Many Riske	Senior Center Director	N11018 Quarantine Manawa Rd	fno 4009 @ frontiernet.net	715-754 2307	Waupaca

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

Facilitator: Nick Musson, ECWRPC Date: 10-10-13 Location: Manawa					
Participant Name	Agency/Organization/ Municipality/Etc.	Mailing Address	E-Mail Address	Phone	County/Countries Representing
Kim Ebert	City of New London County of Waupaca	600. W. Washington St. New London	kebert@newlondon.wi.org	920-982-8522	Waupaca
Kay Edlebeck	Community Care Inc	162 Grand Seasons Dr Waupaca	kay.edlebeck@communitycare.org	715-256-3406	Waupaca
Pam Hylle	Waupaca	774346 Elye Waupaca	—	(715) 281-9231	Waupaca
Christi Gonina	DHHS	E 5450 Rail- road Grade Rd, Waupaca	christie.gonina@co.waupaca.wi.us	715/258-6274	Waupaca
Nancy Teng	DHHS	N5722 Spambak Hk Rd, S4962 Dydemburg		258 6279	"
Chad Heath	New London	215 N Sharon St New London WI	cheath@newlondonwi.org	920-982 8521	Waupaca
Connie Abert	WUEX	810 Harding St	Connie.abert@ces.wuex.edu	715-570-2020	Waupaca

[illegible]

Location: Manawa

Country/Countries Representing

Мадрас

Wagner

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Appendix F.

Summary of Proceedings

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SUMMARY OF PROCEEDINGS

The Waupaca County Coordinated Public Transit-Human Services Transportation Plan
Public Facilitation Meeting
Manawa Masonic Center
October 10, 2013

Meeting Participants

Carl Kietzmann.....	Waupaca County HHS Board
Patricia Craig.....	Waupaca County Committee on Aging
Cheryl Breit.	CAP Services
Gerald Murphy	Waupaca County HHS Board
Gene Ruppert.....	WCI Manager
Steve D'Amanda	Wisconsin Veterans Home at King
Greg Reichenbach	Wisconsin Veterans Home at King
Jan Lehrer.....	Waupaca County ADRC
Mary Riske.....	Marion Senior Center Director
Kim Ebert.....	City of New London/New London Senior Center
Kay Edlebeck	Community Care, Inc.
Jan Lytie.....	Waupaca County
Christie Gonwa.....	Waupaca County DHHS
Nancy Ferg.....	Waupaca County DHHS
Chad Hoerth.....	New London Transportation for Elderly & Disabled
Connie Abert.....	UW-Extension
Karl Schulte.....	Brown Cab/Waupaca Taxi
Angie Morgan.....	Weyauwega Healthcare Center
Miriah Westberg.....	Weyauwega Healthcare Center

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 Waupaca 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/state 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 Christie Gonwa and ECWRPC are the plan's designated champions or caretakers; 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 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):

- Transportation Services In Rural Areas:
 - Do more to promote rideshare/carpooling efforts within the county
 - Build centrally located park and ride facilities to better support rideshare/carpooling
 - Educate and communicate information of available services to potential riders
 - **Responsible parties:** County, municipalities, transit users, nursing homes, churches/religious organizations
- Public Transportation:
 - Research potential funding/grants, ease regulations/increase efficiency for local groups to have more input and control of programs
 - **Responsible parties:** County, municipalities, state/federal
- Lack of walking and biking facilities within and between communities:
 - Continue to support existing bike paths/trails county wide; filling in trail gaps if/when issues arise
 - **Responsible parties:** County, municipalities, state/federal
- Expanded service (weekend and evening hours):
 - Research possible funding/grants
 - **Responsible parties:** County, transportation providers, healthcare organizations, churches/religious organizations
- Demand responsive services (same day services):
 - Increased funding/grants
 - Find ways to recruit more vehicles and drivers
 - Central coordination (establish mobility manager)
 - **Responsible parties:** County, transportation providers, users, grantors, local foundations, legislators

- Regional coordination across municipal boundaries:
 - Establish a mobility manager for County which could lead to a dispatch service/regional call center/dispatch service
 - Coordinate services with neighboring counties where possible and practical
 - **Responsible parties:** County, municipalities, legislators, neighboring counties, federal government (Veterans Affairs)
- Lack of participation from healthcare providers especially during late night discharges):
 - Coordinate/discuss with healthcare providers (funding/coordination committee with hospitals/county/agencies), Nursing homes, Private providers (taxi) to encourage participation
 - Possible coordination to develop after hours/late night space/rooms for out-going patients (to avoid late night discharges of patients)
 - **Responsible parties:** Waupaca County, legislators, nursing homes, area businesses, users, private providers (healthcare), ambulance services
- Lack of public participation at public meetings:
 - Publicity of meetings is critical to users and caretakers/family members of users, more invitations,
 - Targeted marketing to specific user groups/potential users (nursing homes, churches, stores)
 - Reach out to customers at places where they frequent
 - Use social media to the targeted groups
 - Public comments at county meetings (gathering more responses)
 - **Responsible parties:** municipalities, county, state/federal, users and family members/caretakers
- Increased incentives for volunteer drivers
 - Find more funding/grant sources; Investigate/research more incentives programs
 - Find incentives directly from the communities themselves
 - Provide discounts on fuel/routine vehicle maintenance (increased mileage rates) for drivers
 - Meals for drivers if they need to wait for an extended time for patients
 - **Responsible parties:** Waupaca County, legislators, area businesses, users

The following barriers with the current plan were discussed:

- County is sparsely populated (also a local advantage):
 - Working with neighboring counties to coordinate services where possible
 - Promote Work-N-Wheels Program
 - Promote Rideshare Program
 - Programs to promote low interest loans for cars

- Work with private businesses, create a work group to investigate more transit options (example: RAWHIDE)
 - **Responsible parties:** CAP Services, Waupaca County and neighboring counties, municipalities, churches, potential car dealerships (if interested), Fox Valley Technical College
- Lack of availability of transportation services and cost:
 - Research more funding/grants
 - **Responsible parties:** Waupaca County, transportation providers
- Poor economy:
 - Incentives for users
 - Education (work development for users)
 - Incentives for users to share rides
 - Promoting Meals On Wheels Program
 - Investigate other potential programs (Mom's Meals)
 - Coordinate with job service (transportation to and from employment)
 - **Responsible parties:** legislators, food pantries, Waupaca County, municipalities
- Financial barriers (user's perspective):
 - Incentives (sliding scale)
 - Endowments
 - Taxpayer/employer, non-profit organizations education (better bottom-line for companies)
 - Review legislative actions/laws
 - **Responsible parties:** County, municipalities, coordinate with local businesses (rideshare options), federal government
- Lack of funding for services:
 - educate on being advocates (for the providers)
- Meeting increased demand:
 - Education of drivers
 - Improve social media, emails, 2-1-1 service, print media (local feature stories/articles), radio media, local newsletters, ADRC newsletter
 - Increased marketing of the ADRC
 - Increased use of local cable stations, and outreach to minority populations, forums for providers/users
 - **Responsible parties:** providers, municipalities, Waupaca County (creation of a mobility manager within ADRC)
- Operation cost (provider's perspective):
 - Incentives
 - working together with other providers
 - Have one dispatch/call center
 - Reaching out to non-profits
 - Finding subsidies where applicable

- Gathering local support
 - Partnerships/agreements with surrounding towns to utilize city services, more involvement from townships in general
 - **Responsible parties:** municipalities, providers, legislators, County
 - Misconception of public transportation (only for elderly and disabled):
 - Education
 - Making equipment/vehicles look less "institutional"
 - Changing the attitudes of the users to support public transit
 - Instilling local ownership of these programs
 - Establishing realistic goals, timetable for results
 - **Responsible parties:** municipalities, providers, legislators, County
 - Lack of knowledge of available grants:
 - Find additional donors
 - Research funding/grant opportunities
 - Talking with legislators
 - Education on the economic and health benefits of programs
 - Manage peak hour service
 - **Responsible parties:** municipalities, providers, legislators, County
4. Mr. Musson told the group members to temporary adjourn to give the committee time to pick their top five strategies to implement into the new plan. The group adjourned for 15 minutes and returned and Mr. Musson helped the group prioritize their top five gaps, needs and barriers.

These are the gaps, needs and barriers the group decided to highlight:

- Transportation Services in rural areas
 - Expanded services (evenings, weekends, holidays)
 - Regional coordination across municipal boundaries (establishing mobility manager may lead to a call center/dispatch service)
 - Lack of participation from healthcare providers (late night discharges)
 - Lack of availability of transportation services and cost
 - Lack of funding (in general)
5. Mr. Musson also explained how to formally adopt this document in the future. He noted:

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

- Resolution from the Waupaca Transportation Committee approving the County Human Services-Public Transportation Coordinated Plan for the five year duration.

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 Planning Committee and Waupaca Transportation Committee. If Planning Committee and the Waupaca Transportation 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.
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 11:30 A.M.

Appendix G.
Waupaca County Transportation Committee
Summary of Proceedings

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WAUPACA COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES
Transportation Coordination Committee Minutes
Oct 10, 2013

This meeting and all other meetings of this committee are open to the public. Proper notice has been posted and given to the press in accordance with Wisconsin statutes so that the citizenry may be aware of the time, place and agenda of this meeting.

Meeting called to order by Chairman Gerald Murphy at the Masonic Temple, Manawa, at 12:45 p.m.

MEMBERS PRESENT: Carl Kietzmann, Karl Schulte, Gene Ruppert, Nancy Ferg, and Gerald Murphy.

MEMBERS EXCUSED: Teri Moe, Robert Thompson.

OTHERS PRESENT: Christie Gonwa, Chad Hoerth and Cheryl Buchholtz (Lakeview Manor)

I. ADOPTION OF AGENDA: *Motion by Carl Kietzmann, seconded by Karl Schulte to approve agenda. Motion carried*

II. APPROVAL OF MINUTES: *Motion by Carl Kietzmann, seconded by Karl Schulte to approve minutes of 7/25, 2013. Motion carried.*

III. Transportation Coordination Action Plan

An informational meeting was held this morning at 9:00 am until noon at the Masonic Temple with an agenda prepared by Nick Musson. Everyone involved helped to identify gaps and needs and develop strategies to meet those needs. This helped us see where the needs are, and gave us an opportunity to develop a strategic plan for advancement in the Transportation Program. The plan is due to the DOT on 12/20/13. Christie stated if everyone was comfortable with the action plan that was developed this morning we could move forward with approval. Karl Schulte made a motion to adopt the plan and Carl Kietzmann seconded that motion.

IV. Review 85.21 proposal

As stated by Christie, our volunteer program is not participating in non-medical trips. We've looked at expanding for shopping, social events, weekend travel, etc. Clients participating in the nutrition programs are paying \$1 a ride and would pay an additional \$1 for travel for the shopping, etc. Iola-Scandinavia has a couple of vans that are available for use, will be looking into this, comparing with New London operations. These vans would be available for only the gas costs. We will be looking into recruiting volunteers to drive the vans. Gerald requested that we pursue this further.

Christie wants to look into other areas in the county, where there is a need. Also, maybe coordinating with other counties for greater distances would be beneficial. Gerald wants to go full speed ahead with the opportunity of the usage of the vans. King also has vehicles not being used, including one with a lift. Working with them might be a great opportunity at this time.

V. MTM Update

The transportation for MA riders is going better than it was when LogistiCare was at the helm. There is a need to increase providers, as some clients are not getting the ride needed. Quality problems have come up with a few operators, but MTM is working on it. Karl stated that the taxi has completed some rides for MTM and they have been paying promptly, which is good news.

VI. Other Progress

Gerald requests that Christie contact him with date for next meeting if needed before January.

Gerald thanked Christie for putting today together, planning the meetings and setting up the refreshments, etc.

It was a well-organized and informative day and enjoyed by everyone who attended.

VII. ADJOURN

Motion to adjourn made by Gene Ruppert, seconded by Carl Kietzmann. Motion carried.

NEXT MEETING: 2:00 p.m. – Tuesday, December 10, 2013 at Waupaca Courthouse, LL43 if needed for approvals in this calendar year

Respectfully Submitted By:

Nancy Ferg,
Transportation Coordinator