

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

December, 2013



East Central Wisconsin  
Regional Planning Commission

**ECWRPC**

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



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## INTRODUCTION

### PURPOSE

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

MAP-21 repealed 5316 (Job Access and Reverse Commute) and 5317 (New Freedom) programs. 5316 projects are now eligible for funding under public transportation grants programs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

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

### PLANNING PROCESS

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

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

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

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

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

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

## INITIATING THE PLANNING PROCESS

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

Calumet County’s champion:  
 Joann Dewhurst  
 Calumet County ADRC Supervisor  
 206 Court St.  
 Chilton, WI 53014  
 (920) 849-1451  
 (920) 989-2700  
 dewhurst.joann@co.calumet.wi.us

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## EXISTING SYSTEM & ASSESSMENT

### DEMOGRAPHIC PROFILE

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

<b>Table 2. Calumet County</b>					
<b>Population by Age Cohort</b>					
<b>Age Cohort</b>	<b>2000</b>		<b>2010</b>		<b>2000 to 2010</b>
	<b>Number</b>	<b>Percent of Total</b>	<b>Number</b>	<b>Percent of Total</b>	<b>Percent Change</b>
Median Age	35.2		38.4		9.09
Total Population	40,631		48,971		20.53
Under 18 Years Old	11,619	28.6	13,238	27.0	13.93
18 to 24 Years Old	2,940	7.2	3,165	6.5	7.65
25 to 44 Years Old	13,012	32.0	13,209	27.0	1.51
45 to 64 Years Old	8,690	21.4	13,734	28.0	58.04
65 + Years Old	4,370	10.8	5,625	11.5	28.72

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

**Table 3.** illustrates disability characteristics within Calumet County in 2011; another group of users that will need transportation services.

<b>Table 3. Calumet County</b>				
<b>Disability Characteristics, 2011</b>				
<b>Characteristics</b>	<b>Estimate</b>	<b>MOE</b>	<b>Estimate</b>	<b>MOE</b>
Total civilian non-institutionalized population with disability	3,759	+/-611	7.7%	+/-1.3
Population under 5 years	0	+/-92	0.0%	+/-1.1
With a hearing difficulty	0	+/-92	0.0%	+/-1.1
With a vision difficulty	0	+/-92	0.0%	+/-1.1
Population 5 to 17 years	436	+/-190	4.5%	+/-1.9
With a hearing difficulty	4	+/-8	0.0%	+/-0.1
With a vision difficulty	37	+/-36	0.4%	+/-0.4
With a cognitive difficulty	339	+/-175	3.5%	+/-1.8
With an ambulatory difficulty	100	+/-84	1.0%	+/-0.9
With a self-care difficulty	141	+/-106	1.4%	+/-1.1
Population 18 to 64 years	2,021	+/-441	6.7%	+/-1.5
With a hearing difficulty	598	+/-219	2.0%	+/-0.7
With a vision difficulty	166	+/-89	0.5%	+/-0.3
With a cognitive difficulty	754	+/-199	2.5%	+/-0.7
With an ambulatory difficulty	842	+/-295	2.8%	+/-1.0
With a self-care difficulty	265	+/-126	0.9%	+/-0.4
With an independent living difficulty	801	+/-318	2.6%	+/-1.0
Population 65 years and over	1,302	+/-213	24.2%	+/-3.9
With a hearing difficulty	449	+/-99	8.3%	+/-1.9
With a vision difficulty	157	+/-82	2.9%	+/-1.5
With a cognitive difficulty	179	+/-84	3.3%	+/-1.5
With an ambulatory difficulty	790	+/-177	14.7%	+/-3.3
With a self-care difficulty	190	+/-97	3.5%	+/-1.8
With an independent living difficulty	487	+/-146	9.0%	+/-2.7

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 potential populations that will need transportation services.

<b>Table 4. Calumet County</b>				
<b>Income and Benefits, 2011</b>				
	<b>Estimate</b>	<b>MOE</b>	<b>Percent</b>	<b>Percent MOE</b>
Total households	18,248	+/-260	18,248	(X)
Less than \$10,000	449	+/-101	2.5%	+/-0.6
\$10,000 to \$14,999	570	+/-119	3.1%	+/-0.7
\$15,000 to \$24,999	1,579	+/-233	8.7%	+/-1.3
\$25,000 to \$34,999	1,501	+/-222	8.2%	+/-1.2
\$35,000 to \$49,999	2,557	+/-288	14.0%	+/-1.5
\$50,000 to \$74,999	4,272	+/-339	23.4%	+/-1.8
\$75,000 to \$99,999	3,160	+/-285	17.3%	+/-1.6
\$100,000 to \$149,999	3,062	+/-287	16.8%	+/-1.6
\$150,000 to \$199,999	621	+/-120	3.4%	+/-0.6
\$200,000 or more	477	+/-126	2.6%	+/-0.7
Median household income (dollars)	63,395	+/-1,794	(X)	(X)
Mean household income (dollars)	74,473	+/-2,599	(X)	(X)

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

<b>Table 5. Calumet County</b>						
<b>Poverty Level, 2011</b>						
	<b>Total</b>	<b>MOE</b>	<b>Below poverty level</b>		<b>Percent below poverty level</b>	
	<b>Estimate</b>		<b>Estimate</b>	<b>MOE</b>	<b>Estimate</b>	<b>MOE</b>
Population for whom poverty status is determined	48,029	+/-141	2,810	+/-580	5.9%	+/-1.2
AGE						
Under 18 years	12,901	+/-103	995	+/-314	7.7%	+/-2.4
Related children under 18 years	12,862	+/-105	956	+/-314	7.4%	+/-2.4
18 to 64 years	29,894	+/-43	1,532	+/-336	5.1%	+/-1.1
65 years and over	5,234	+/-86	283	+/-96	5.4%	+/-1.8

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

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## 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 Calumet Specialized Transportation Provider Inventory.



Table 6. Calumet 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	Number of each vehicle	Lifts or Ramps
Valley Transit	801 S Whitman Ave., Appleton, WI 54911	Deborah Wetter- Amy Erikson, Nikki Voelzke, Sal La Puma	(920) 832-2291	<a href="mailto:Nicole.Voelzke@Appleton.org">Nicole.Voelzke@Appleton.org</a> ; <a href="mailto:Deborah.Wetter@appleton.org">Deborah.Wetter@appleton.org</a>	People with disabilities and seniors ages 60+	People w/ disabilities: (M-F 5:30am-10:00pm, Sat 7:30am-10:00pm, Sun 7:30am-2:00pm, no service on major holidays) Seniors: (M-F 9:00am-5:00pm, no service on weekends or major holidays)	Basic: \$3.60 (M-Sat); Premium: \$6.00 (M-Sat); Sun Service: \$11.00 (exact change is required; rates are for one-way service)	ADA vans, cars (non- ADA)		Lifts/ramps (max wheelchair dimensions: 30"W x 48"L, combined weight of rider and wheelchair cannot be > than 600 lbs.)
Valley Transit II	801 S Whitman Ave., Appleton, WI 54911	Deborah Wetter- Amy Erikson, Nikki Voelzke, Sal La Puma	(920) 832-2291	<a href="mailto:Nicole.Voelzke@Appleton.org">Nicole.Voelzke@Appleton.org</a> ; <a href="mailto:Deborah.Wetter@appleton.org">Deborah.Wetter@appleton.org</a>	People with disabilities and seniors ages 60+	People w/ disabilities: (M-F 5:30am-10:00pm, Sat 7:30am-10:00pm, Sun 7:30am-2:00pm, no service on major holidays) Seniors: (M-F 9:00am-5:00pm, no service on weekends or major holidays)	Basic: \$3.60 (M-Sat); Premium: \$6.00 (M-Sat); Sun Service: \$11.00 (exact change is required; rates are for one-way service)	ADA vans, cars (non- ADA)		Lifts/ramps (max wheelchair dimensions: 30"W x 48"L, combined weight of rider and wheelchair cannot be > than 600 lbs.)
Calumet County Transport ation Services	206 Court St., Chilton, WI 53014	Dale McAllister	(920) 849-1440	<a href="mailto:mcallister.dale@co.calumet.wi.us">mcallister.dale@co.calumet.wi.us</a>	persons 60 years of age or older and disabled	Mon-Fri 8AM - 5 PM	Wheelchair: \$15 base rate plus \$ .80 per loaded mile. Ambulatory: co-pay between \$2-\$20 one way	Wheelchair Minibus / volunteers use personal vehicles	5 minibuses	Lifts (33" 750 lbs.)
Chariot Cabulance Service	W2746 Mueller Rd., Hilbert, WI 54129	Melissa Seefeld	(920) 277-1802			Weekdays 8- 4:30 pm. \$22 base rate each way and \$2 per mile; Weekdays 4:30- 8:00 am. \$25 base rate and \$2/mile. Weekends: they run 24 hrs. and are \$25 base and \$2/mile; Holidays are 24 hours and \$45 base rate \$2/mile	Weekdays 8- 4:30 pm. \$22 base rate each way and \$2 per mile; Weekdays 4:30- 8:00 am. \$25 base rate and \$2/mile. Weekends: they run 24 hrs. and are \$25 base and \$2/mile; Holidays are 24 hours and \$45 base rate \$2/mile			
Kidz Kab, LLC	3019 W Spencer St., Appleton, WI 54914						\$8-\$10 Per Trip, \$2 per extra rider, 10 ride punch card			
Volunteer Driver Program	19 E Chicago St., Kiel, WI 53042	Don Vorpahl	(920) 286-1146	<a href="mailto:dhvlc@yahoo.com">dhvlc@yahoo.com</a>	"anyone, anywhere, anytime"	Mon-Fri Schedule for rides on Sat-Sun	Donations	car, van	2 Cars, Wheelchair Van	Ramp (unknown weight capacity)

Program/ Provider Name	Address	Contact Person	Contact Person Phone	Email	Clientele Served	Operation days/hours	Cost per trip	Types of Vehicles	Number of each vehicle	Lifts or Ramps
New Hope Center	443 Manhattan St PO Box 189, Chilton, WI 53014	Joe Weidensee		<a href="mailto:jweidensee@newhopeinc.org">jweidensee@newhopeinc.org</a>	Employees/In house	8:15 - 3:15 Mon-Fri	N/A	3 minibuses	3 Minibuses	Lifts (Unknown Weight capacity)
ResCare- Chilton	54 W Main St., Chilton, WI 53014	Cindy Dimatteo		<a href="mailto:cdimetteo@rescare.com">cdimetteo@rescare.com</a>	Everyone	24hr service, Office hours: 8-4 Mon - Fri	Hourly cost	Personal Cars		N/A
ResCare- Appleton	1476 Kenwood Dr., Menasha, WI 54952	Lindsey Kraft	(920) 729-6165	<a href="mailto:Lindsey.kraft@rescare.com">Lindsey.kraft@rescare.com</a>	Everyone	24hr service	Hourly cost	Personal Cars		N/A
Running Inc.										
Make the Ride Happen	820 College Ave., Appleton, WI 54914	Holly Keenan, Mobility Manager	(920) 225-1740	<a href="mailto:mrh@lsswis.org">mrh@lsswis.org</a>						

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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 its users.

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

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

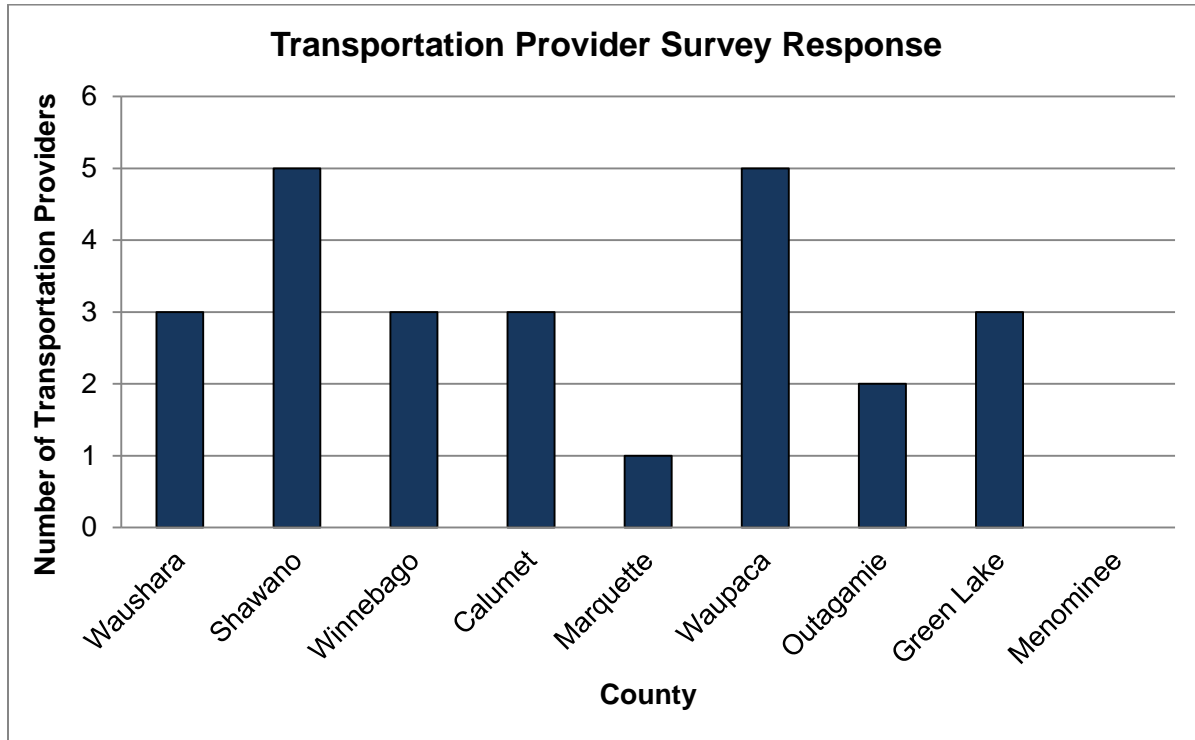
The transportation provider and business/agency surveys were developed with the transportation provider and business/agencies in mind. The goal of the survey was to determine the following:

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 Calumet County.

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

### Things Done Well

- None

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

### Gaps and Needs within the System

- Lack of provider options

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

### Barriers that prevent individuals from having adequate transportation

- Limited options

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

**Duplication of Transportation Services**

- None

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

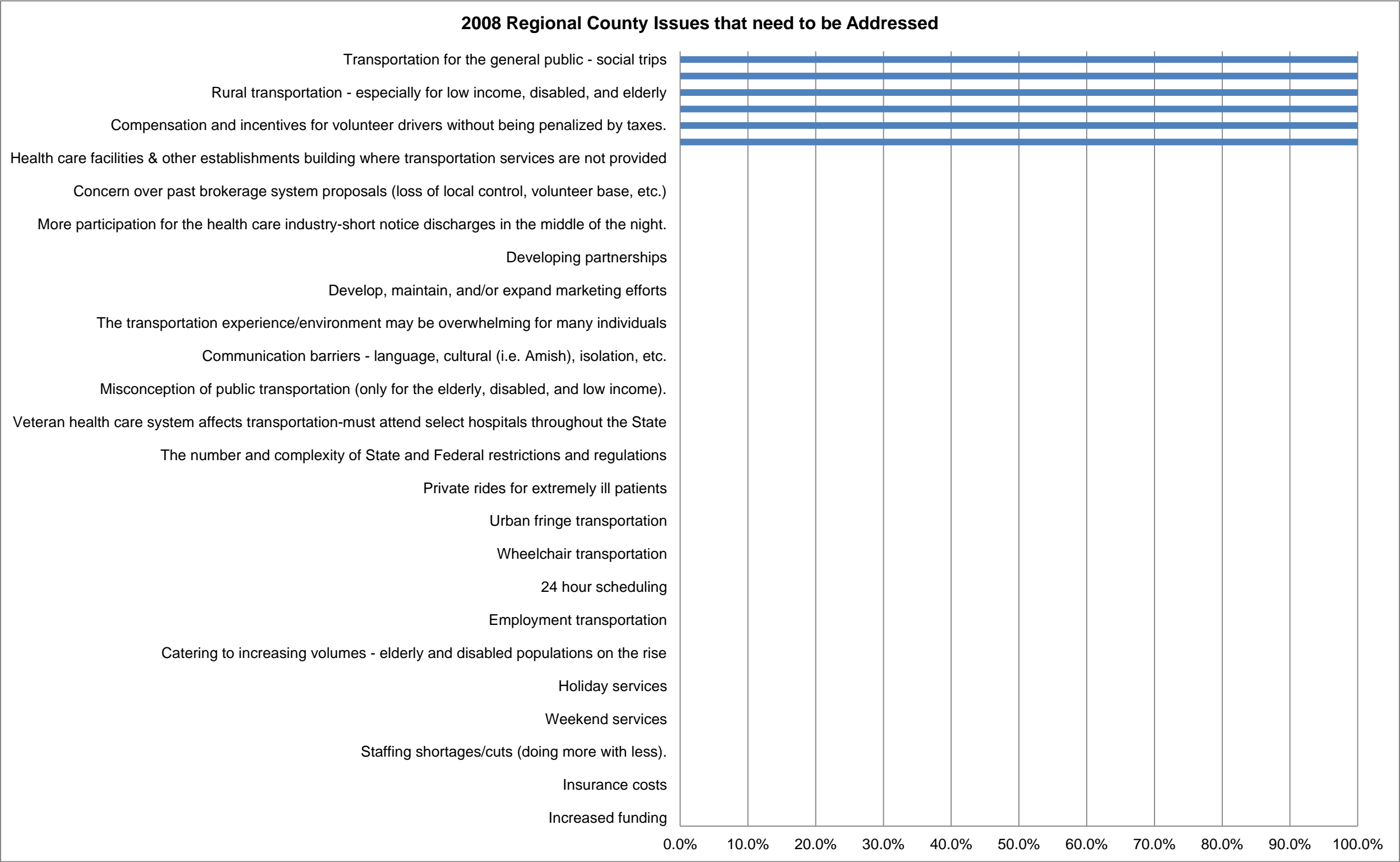
**Weaknesses within the system**

- None

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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?



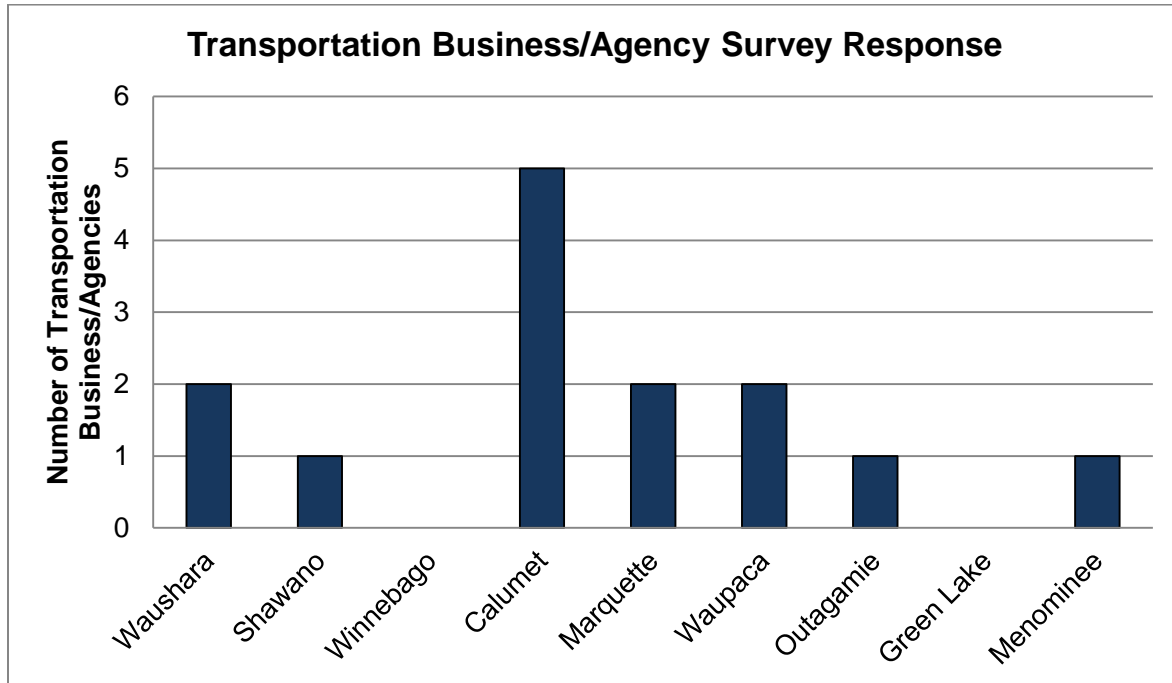
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## Business/Agency Survey Results

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



Note: The remaining questions are specific to Calumet County.

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

### Things Done Well

- Easy to make appointments
- Adequate availability of transport
- Same day transport

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

### Gaps and Needs within the system

- Lack of Sunday service
- Available transportation on nights and weekends

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

### Barriers that prevent individuals from having adequate transportation

- Only one local provider covering weekend and evening transports
- Non-weekend transport prices not comparable to other transport companies

- Lack of knowledge of offered services

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

**Duplication of Transportation Services**

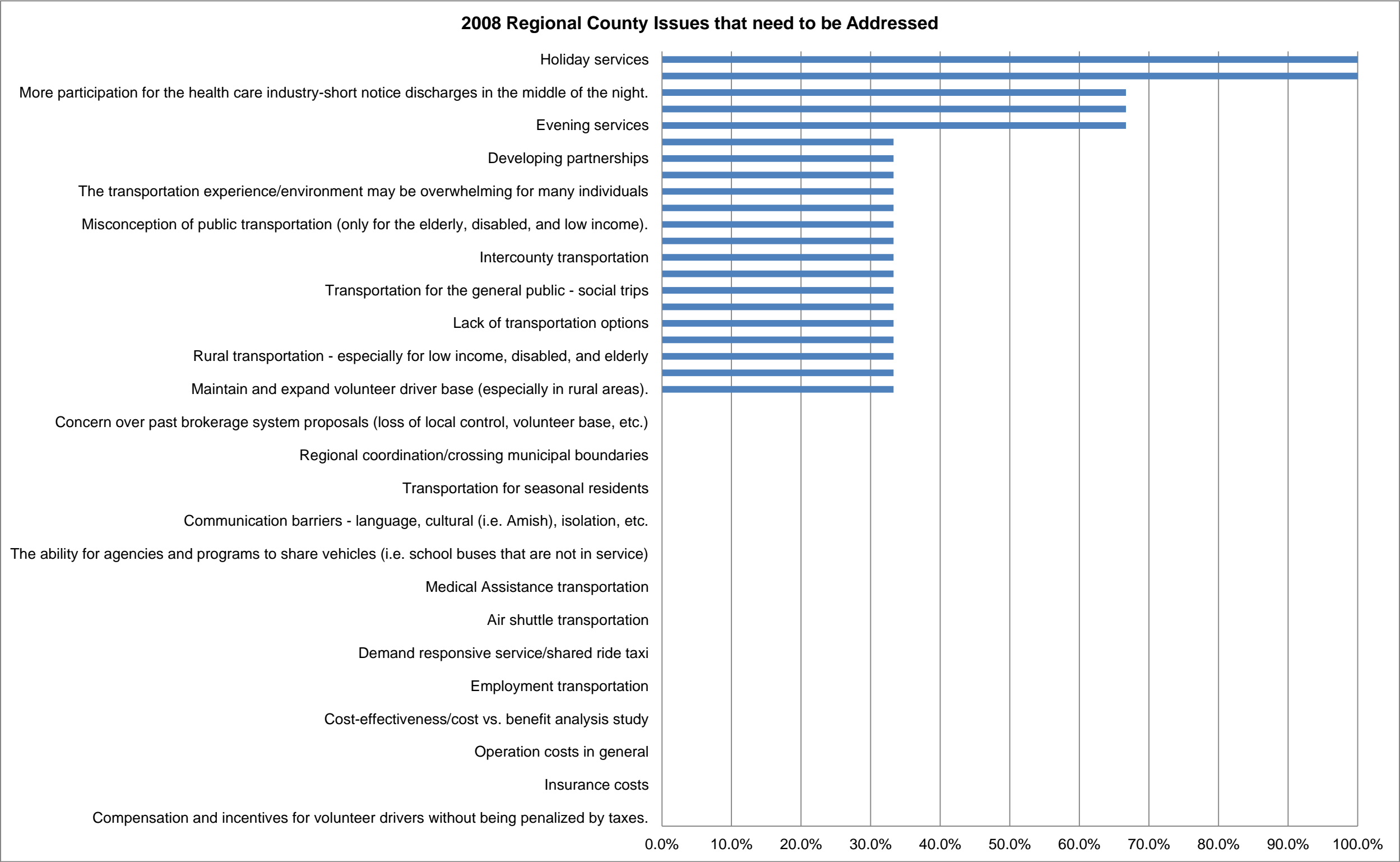
- Private companies, but necessary for availability

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

**Weaknesses within the system**

- Non-weekend transport
- Not comparable cost for services
- More wheelchair accessible vehicles
- Lack of service for weekends and night time hours

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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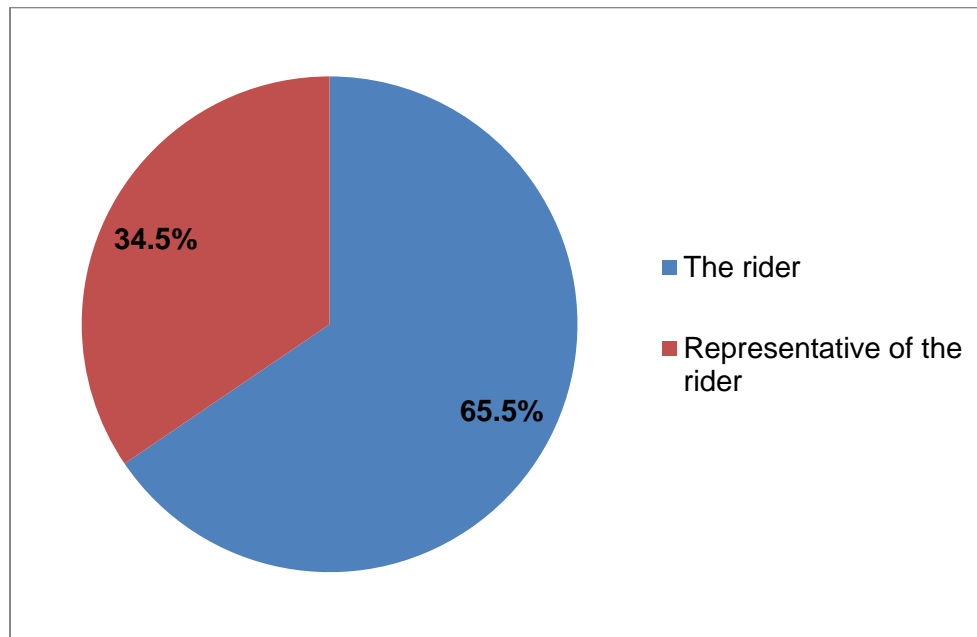
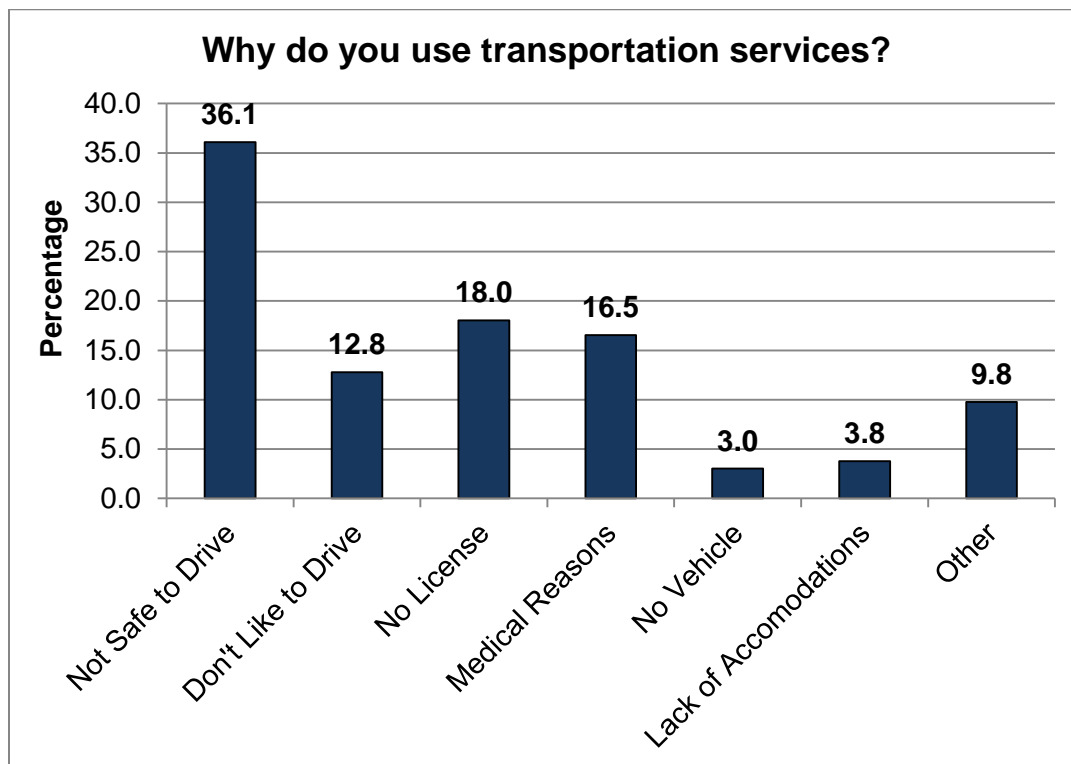
## User Survey Results

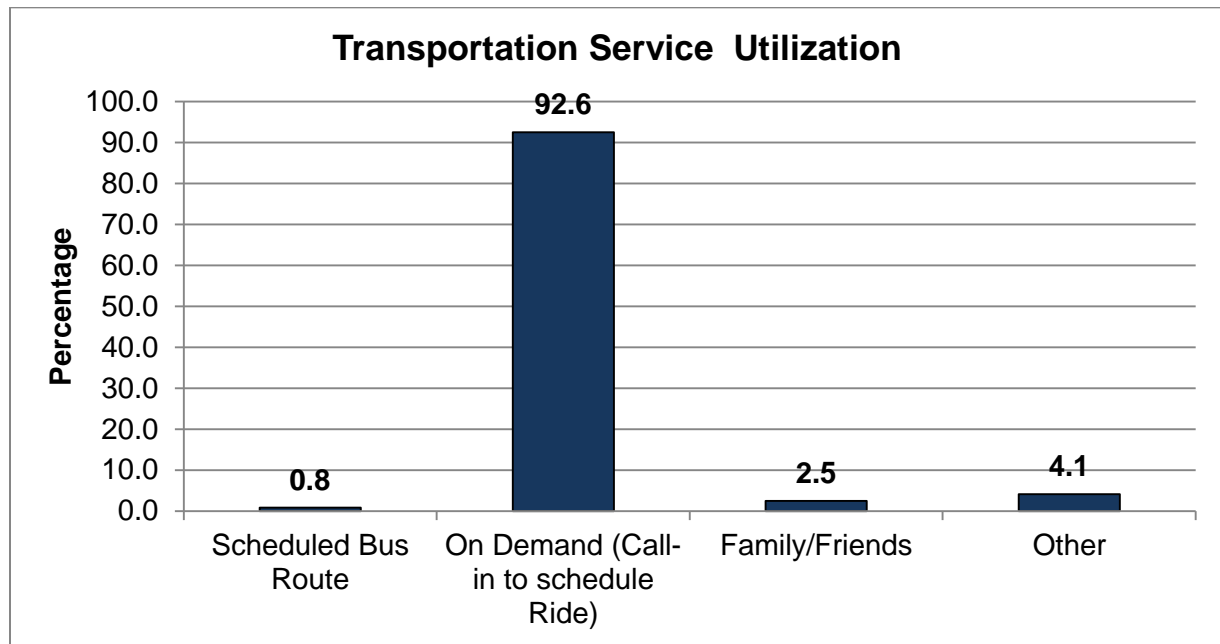
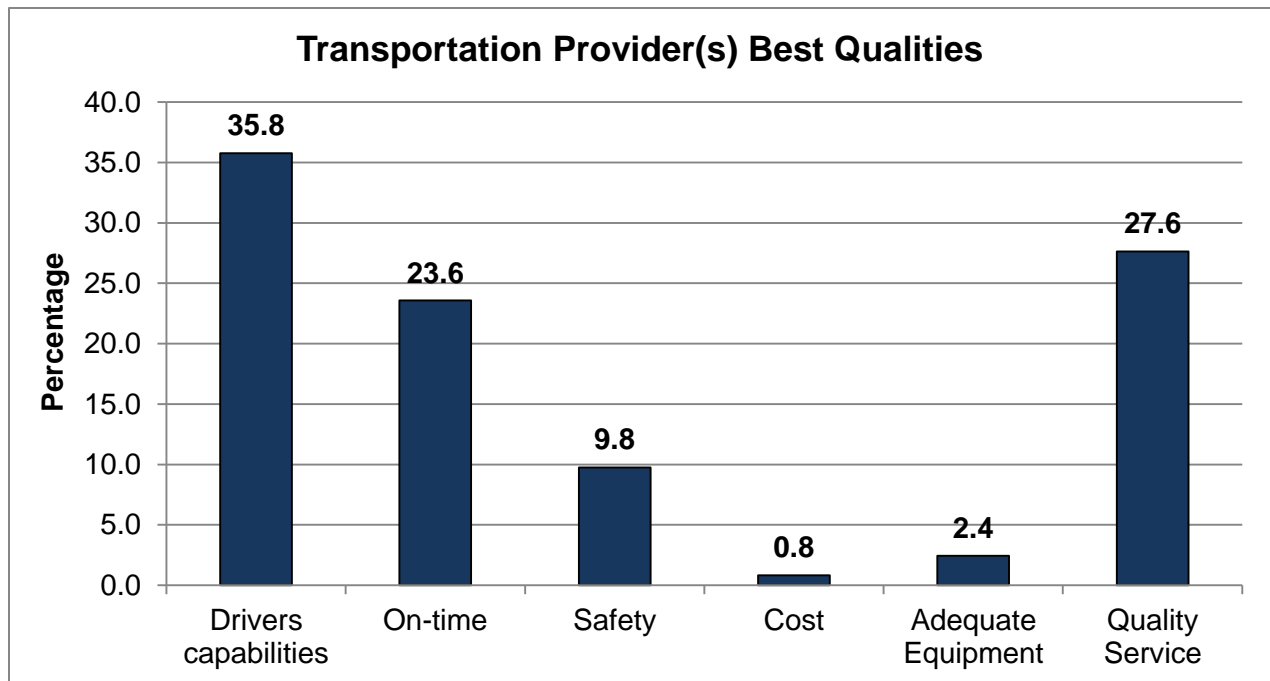
The user survey was developed to analyze the transportation system from the user's perspective. The goal of the survey was to determine the following:

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.

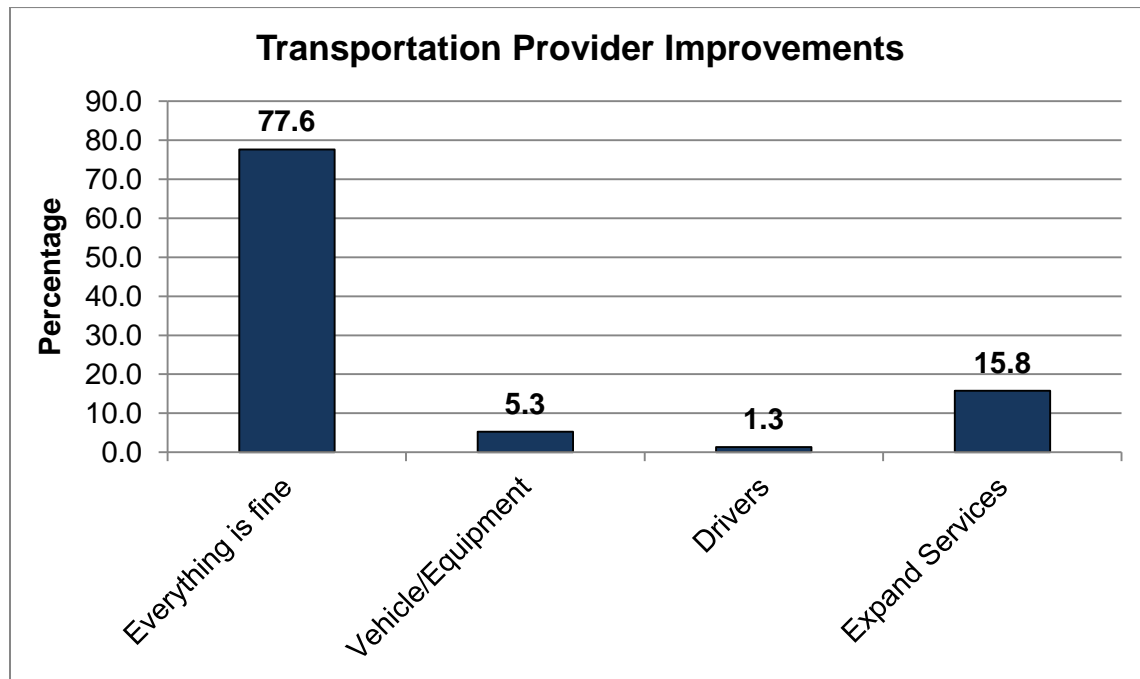
The transportation user survey was made available on-line (Survey Monkey) and was handed out in person. The majority of the surveys were collected face to face. A total of 121 user surveys were collected for Calumet County. The transportation user survey can be found in **Appendix D-2**. The results are included below.

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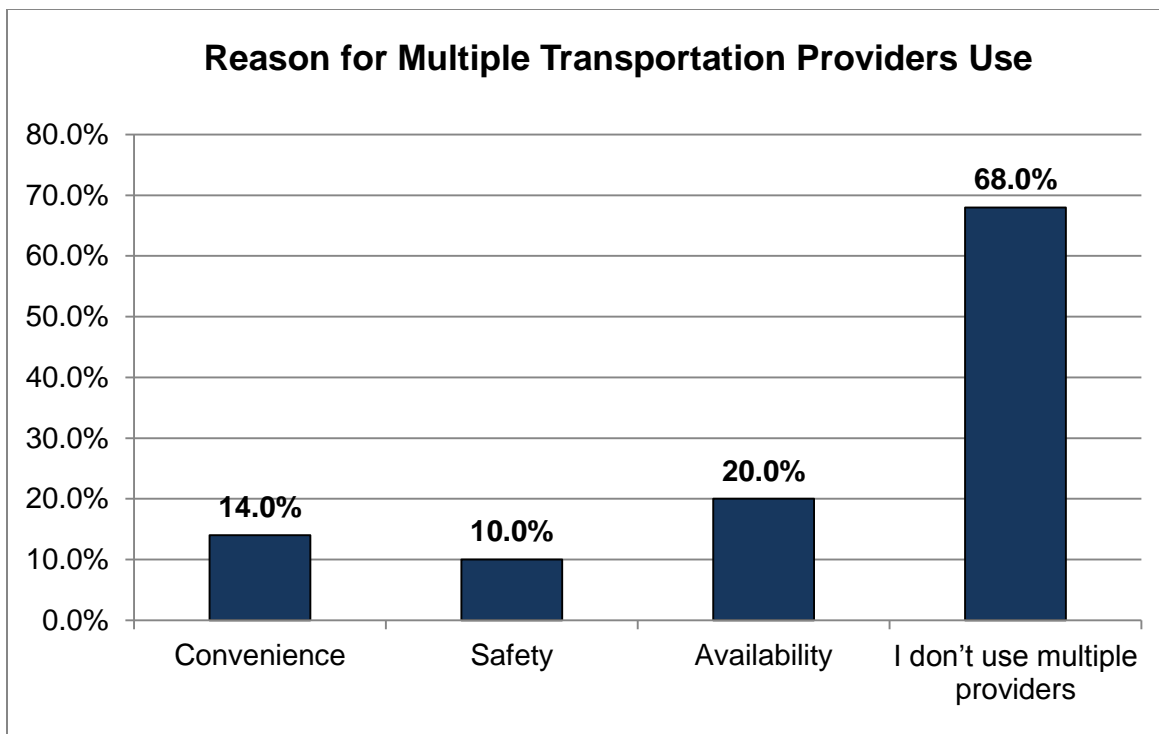
**Question 1. Who is filling out this survey?****Question 2. Why do you use transportation services?**

**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?**

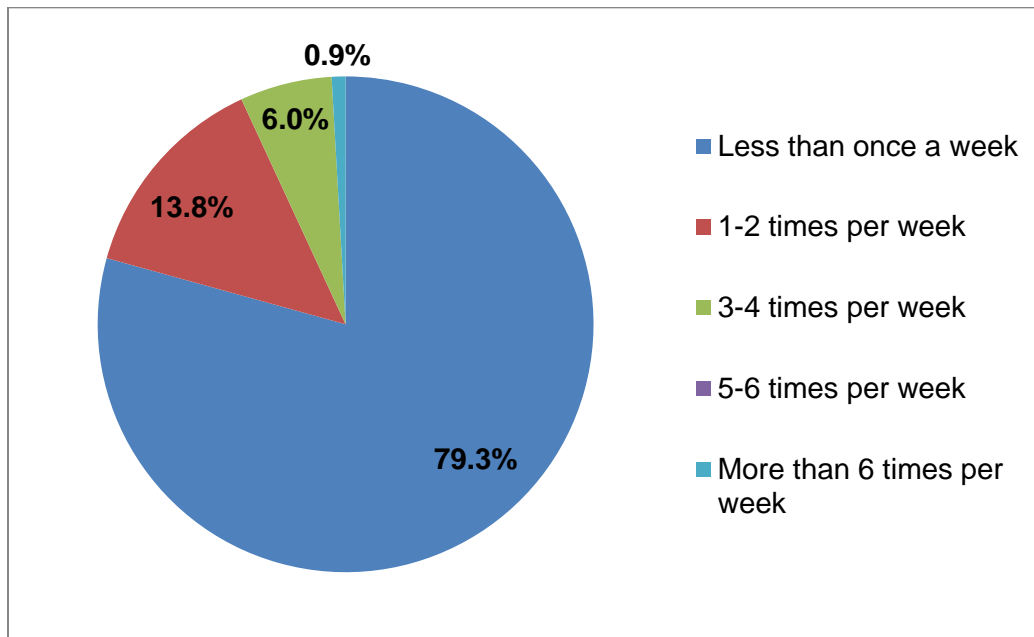
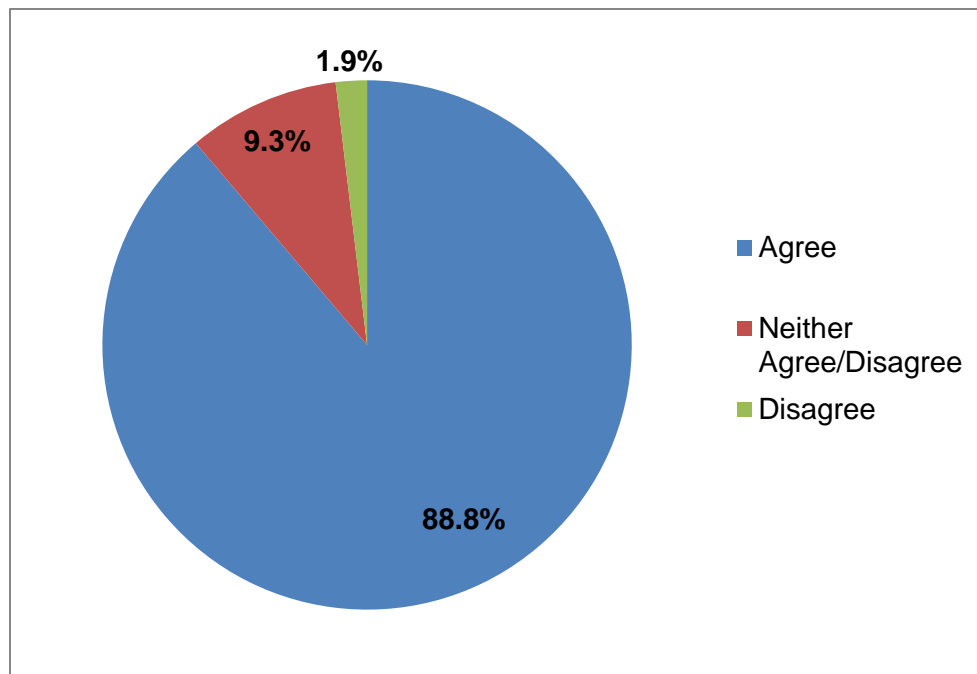


**Question 6. Why do you use multiple transportation providers?**

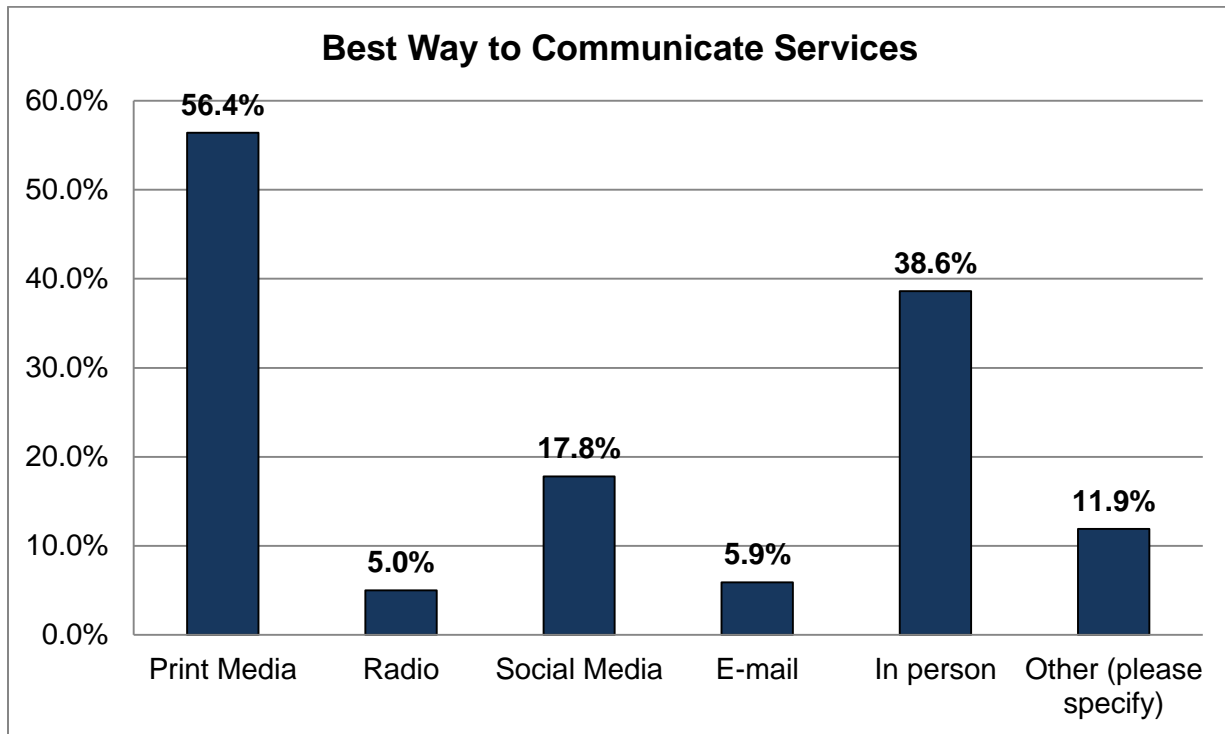




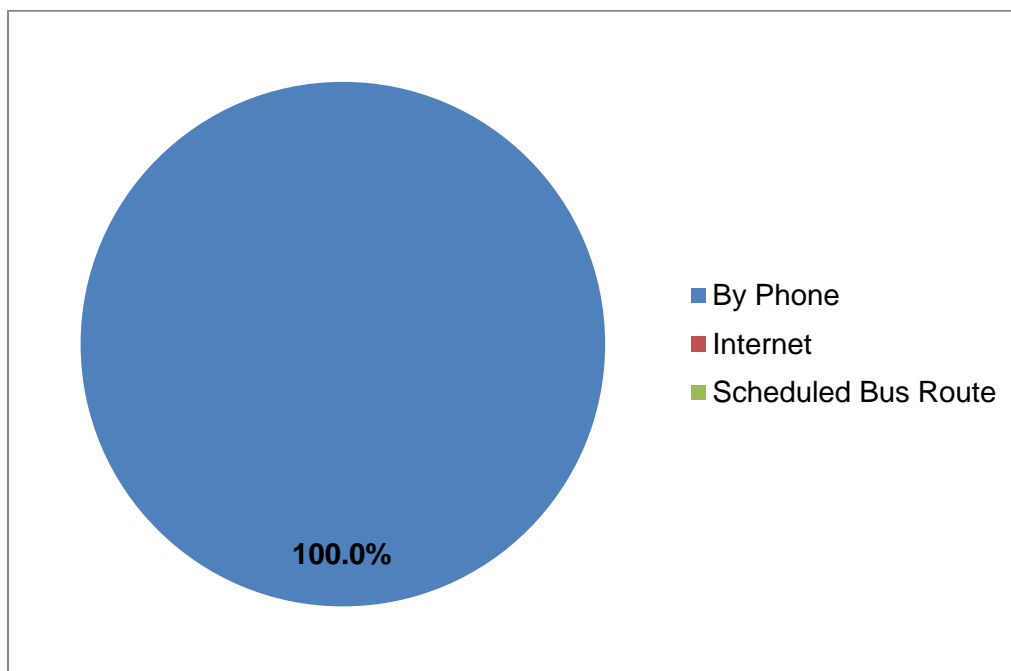
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**Question 7. How many time(s) do you use transportation in a given week?****Question 8. My transportation provider's vehicles have adequate equipment to meet my required needs (ramp, lift, straps, railings, etc.).**

**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?**

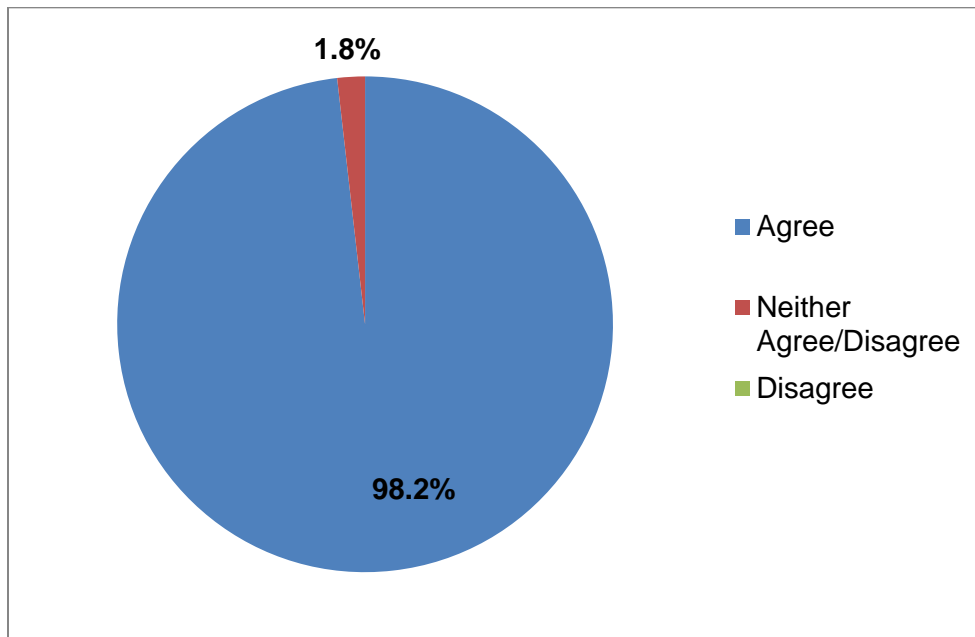


**Question 10. What is your preferred way to make arrangements for transportation?**

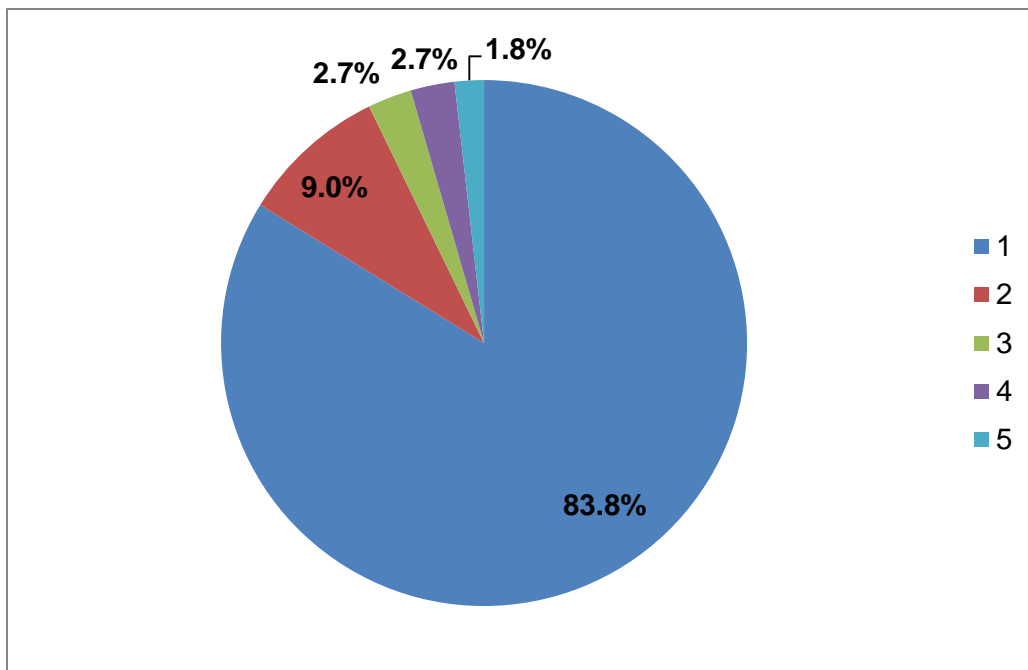


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**Question 11. In general, arranging transportation meets my needs.**

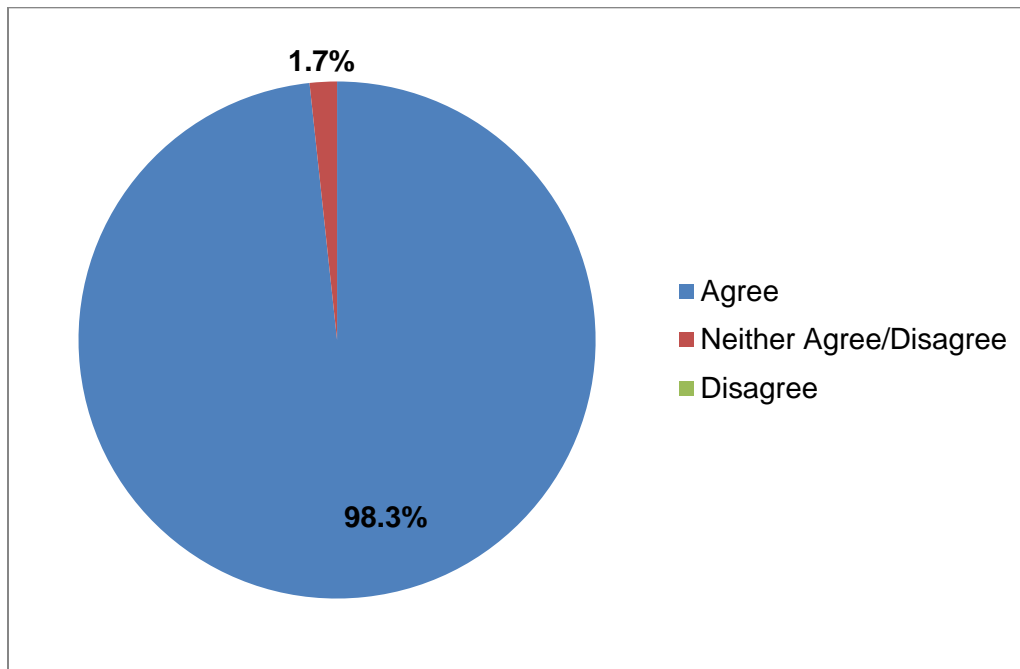


**Question 12. How would you rate your transportation reservation process? (On a scale of 1-5, with 1 being the highest rank and 5 being the lowest rank)**

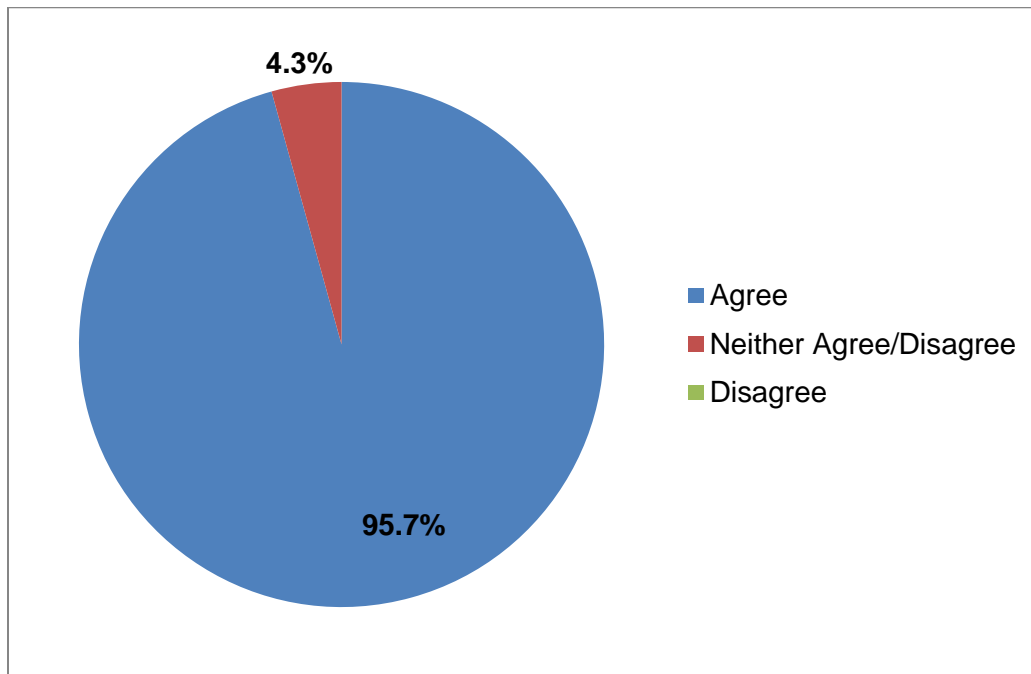


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**Question 13. In general, I feel safe when I use transportation services.**

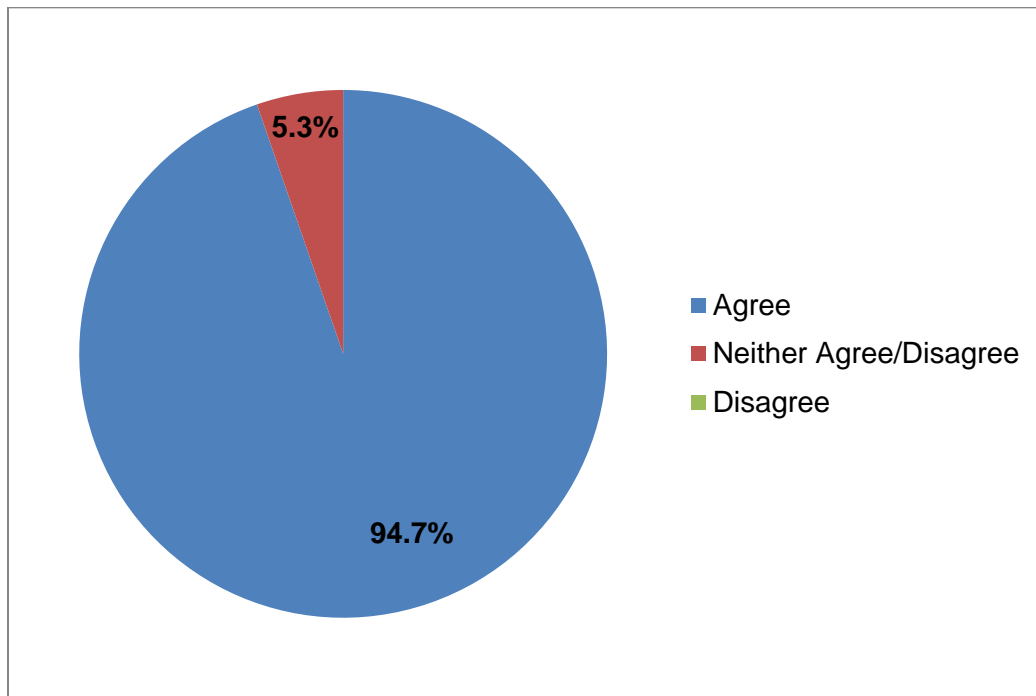


**Question 14. In general, transportation services are convenient and meet my needs.**

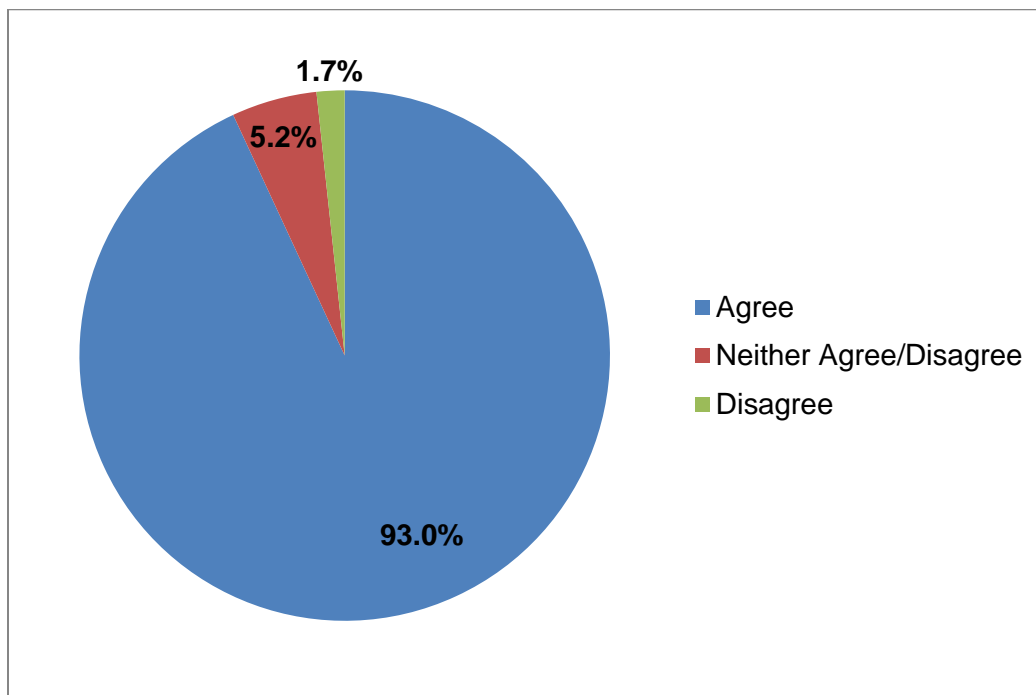


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**Question 15. In general, transportation drivers are professional.**

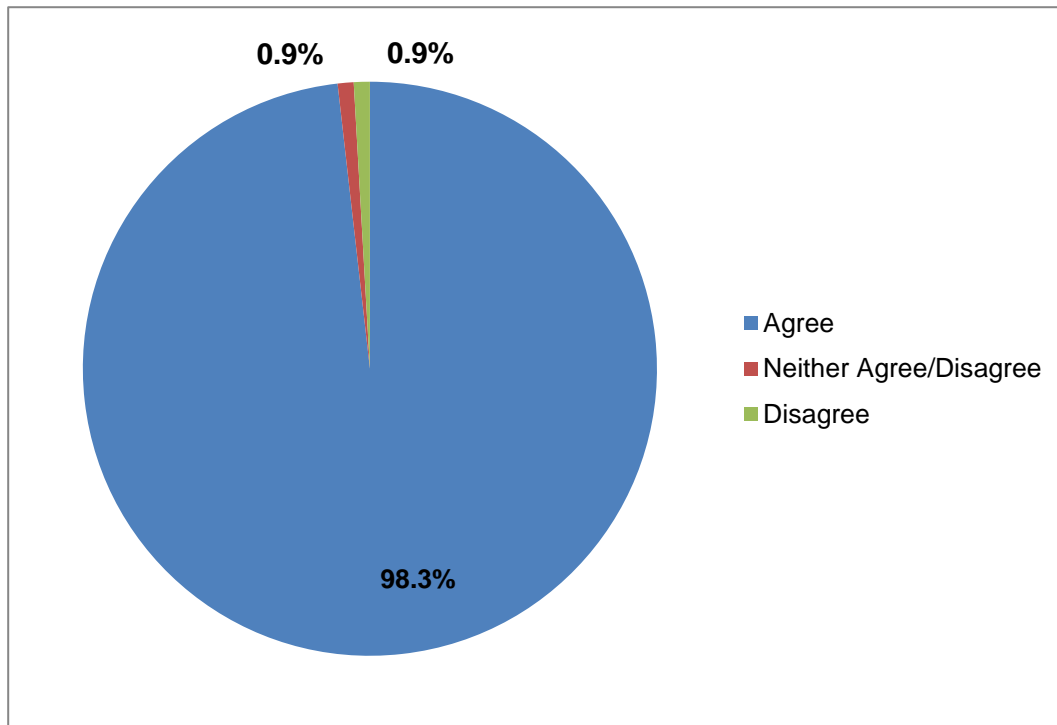


**Question 16. In general, transportation vehicles are well maintained.**



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



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## SYSTEM SUMMARY ANALYSIS

### Things Done Well

- Everyone (transportation providers, businesses, agency and users) works together
- Easy to make appointments
- On demand service
- Same day transport
- Specialized transportation for seniors
- Variety of services
- Getting people where they need to go during business hours
- Local partnerships
- Volunteer drivers
- Communication between providers
- Safety (provider and user perspective)
- Service available county wide
- Emergency medical transportation
- Capable drivers (user perspective)
- On-time service (user perspective)
- Quality service (user perspective)
- “Make the Ride Happen”
- Disabled veterans service (ambulatory, 10 mile radius from Appleton)

### Gaps and Needs within the system

- Available transportation on nights and weekends (expanded hours)
- Increased transportation to healthcare facilities
- Transportation for employment
- More provider options (compensation and Incentives)
- Expanded coverage
- Rural transportation

### Barriers that prevent individuals from having adequate transportation

- Lack of funding
- Increased transportation to healthcare facilities
- Financial barriers (low income can’t afford transportation)
- Knowledge of offered services
- State brokerage model - non-emergency medical transportation
- Limited transportation options
- Transportation costs (fuel and maintenance)
- Compensation and incentives for volunteer drivers
- Operations cost (staff and administration)
- Redundant, obsolete restrictions for drivers/agencies
- Staffing shortages
- More participation from hospitals – discharges in the middle of the night

- 
- Lack of wheelchair and bariatric transportation
  - Health care facilities and other establishments are building where transportation services are not provided



## PUBLIC FACILITATION – STRATEGIES, RESPONSIBILITY AND PRIORITIZATION

The Calumet County Human Services-Public Transportation Coordinated Plan Public Facilitation took place on October 8, 2013 at the Calumet County Courthouse. 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.** **RESULTS OF THE COUNTY HUMAN SERVICES-PUBLIC TRANSPORTATION COORDINATED PLAN PUBLIC FACILITATION (TABLE 7.)**

<b>Table 7. Calumet County Transportation Coordinated Plan</b>			
	<b>Location: Chilton</b>	<b>Date: 10-8-13</b>	
<b>Gaps, Needs &amp; Barriers</b>	<b>Strategies and or Actions to meet goals or overcome barriers</b>	<b>Timeframe (on-going or yearly)</b>	<b>Priority (time and feasibility)</b>
Knowledge of offered services	Transportation providers and municipalities need to work with their community to get the word out about transportation services provide. (church/faith communities to connect w/ employers and customers, church bulletins, local newsletters increase knowledge, utilize municipal government/departments (proactive approach), distribute informational flyers/materials, Meals On Wheels, media feature stories/articles, notices on utility bills, restaurants/gas stations, engagement of families to encourage ridership)		1
More participation from Hospitals – discharges in the middle of the night	Healthcare industry, transportation providers and mobility manager need to establish relationship to coordinate transportation for late night discharged patients.	On-going	2
Increased transportation to healthcare facilities	Transportation providers, Calumet County and local municipalities need to work together to increase transportation to healthcare facilities.	On-going	3
Available transportation on nights and weekends (expanded hours)	Transportation providers, Calumet County and local municipalities need to work together to search for additional funding to increase volunteer drivers and staffing to expand hours (night and weekends).	On-going	4

<b>Gaps, Needs &amp; Barriers</b>	<b>Strategies and or Actions to meet goals or overcome barriers</b>	<b>Timeframe (on-going or yearly)</b>	<b>Priority (time and feasibility)</b>
Rural Transportation	All transportation providers need to cooperate and search for additional funding/grants to increase volunteer drivers, to expand coverage into rural areas.	On-going	5
bariatric transportation	Transportation providers need to purchase vehicles with proper equipment and or collaborate with other agencies already providing these services to be able to adequately provide for bariatric patients. Insurance agencies need to be consulted on liability issues prior to a third party using someone else's vehicle to transport.	1 year	6
Health care facilities and other establishments are building where transportation services are not provided	Municipalities and community leaders need to coordinate with other government agencies, businesses, schools, apartment centers, housing authorities, to create a consortium to encourage everyone to work together to discourage healthcare facilities and other establishments from building where transportation services are not available.	On-going	
Limited transportation options	Transportation providers, Calumet County, local municipalities, churches and other organizations need to search for additional funding/grants and recruit volunteers to increase transportation options.	On-going	
Financial barriers (low income can't afford transportation)	Everyone within the community needs to work together with the healthcare providers, churches and volunteers to inform low income individuals of offered services (who to contact) and discounts to overcome financial barriers.	On-going	
Wheelchair transportation	Transportation providers need to purchase vehicles with proper equipment and or collaborate with other agencies already providing these services to be able to adequately provide for wheelchair patients. Veteran agencies should be consulted as a possible partner.	1 year	
Transportation for employment	Calumet County, transit providers need to work directly with employers to develop employment transport to and from work. They also need to promote rideshare programs as an option to get to and from work.	1-2 years	

<b><i>Gaps, Needs &amp; Barriers</i></b>	<b><i>Strategies and or Actions to meet goals or overcome barriers</i></b>	<b><i>Timeframe (on-going or yearly)</i></b>	<b><i>Priority (time and feasibility)</i></b>
Expanded coverage	Transportation providers, Calumet County, local businesses and user's need to work together to identify additional funding sources, increase volunteer drivers and staffing and search for subsidies/discounts to expand transportation coverage. Everyone needs to speak to their legislators of the importance of specialized transportation.		
More provider options (compensation and Incentives)	Transportation providers need to work to increase provider options (increase mileage reimbursements). Providers need to talk to their legislators to encourage them to increase mileage reimbursement.		
Lack of funding	Transportation providers need to investigate fund raisers and funding/grants to make up for lack of funding for the system. Providers, Municipalities and the public need to let their legislators know the importance of specialized transportation and the need for more funding.	On-going	
Transportation costs (fuel and maintenance)	Transportation providers need to search for incentives to reduce transportation cost. (volunteer drivers, funding incentives/provider discounts, insurance protection/cheaper coverage)	On-going	
Staffing shortages	Transportation providers need to search for additional funding sources to meet staffing shortages.	On-going	
Operations cost (staff and administration)	Transportation providers and the public need to solicit their legislators to review reporting/documentation processes to make more efficient.	On-going	
Redundant, obsolete restrictions for drivers/agencies	Transportation providers need to encourage legislators and regulating agencies to perform an annual review/modification of rules/regulations to simplify rules/regulations.		
State brokerage model - non-emergency medical transportation	Transportation providers, MTM and legislators need to continue to work together to provide an efficient and quality service.	On-going	
	County needs to look into the Work N' Wheels Program.		

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

<b>Table 8. Programs/Projects</b>					
<b>Program</b>	<b>FY 14</b>	<b>FY 15</b>	<b>FY 16</b>	<b>FY 17</b>	<b>FY 18</b>
<b>5310</b>	"Make the Ride Happen" - is a Program of Lutheran Social Services of Wisconsin and Upper Michigan that is a centralized transportation call center for seniors in Outagamie, Calumet, and Winnebago Counties. Transportation coordinators specialize in helping older adults and disabled individuals navigate transportation program and service options.	"Make the Ride Happen" - is a Program of Lutheran Social Services of Wisconsin and Upper Michigan that is a centralized transportation call center for seniors in Outagamie, Calumet, and Winnebago Counties. Transportation coordinators specialize in helping older adults and disabled individuals navigate transportation program and service options.	"Make the Ride Happen" - is a Program of Lutheran Social Services of Wisconsin and Upper Michigan that is a centralized transportation call center for seniors in Outagamie, Calumet, and Winnebago Counties. Transportation coordinators specialize in helping older adults and disabled individuals navigate transportation program and service options.	"Make the Ride Happen" - is a Program of Lutheran Social Services of Wisconsin and Upper Michigan that is a centralized transportation call center for seniors in Outagamie, Calumet, and Winnebago Counties. Transportation coordinators specialize in helping older adults and disabled individuals navigate transportation program and service options.	"Make the Ride Happen" - is a Program of Lutheran Social Services of Wisconsin and Upper Michigan that is a centralized transportation call center for seniors in Outagamie, Calumet, and Winnebago Counties. Transportation coordinators specialize in helping older adults and disabled individuals navigate transportation program and service options.
	Calumet County/Aging Disabled Resource Center	Calumet County/Aging Disabled Resource Center	Calumet County/Aging Disabled Resource Center	Calumet County/Aging Disabled Resource Center	Calumet County/Aging Disabled Resource Center
	New Hope Center is an on demand service that transports employees to and from work.	New Hope Center is an on demand service that transports employees to and from work.	New Hope Center is an on demand service that transports employees to and from work.	New Hope Center is an on demand service that transports employees to and from work.	New Hope Center is an on demand service that transports employees to and from work.
<b>85.21</b>	Calumet County Volunteer Drivers	Calumet County Volunteer Drivers	Calumet County Volunteer Drivers	Calumet County Volunteer Drivers	Calumet County Volunteer Drivers
	Valley Transit	Valley Transit	Valley Transit	Valley Transit	Valley Transit

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### PLAN ADOPTION

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

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

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## **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 ADRC Advisory Committee.
- If Planning Committee and the ADRC Advisory Committee give their blessing, then the plan will be amended.
- The amended plan will be sent to WisDOT to update their copy along with the following:
  - A narrative summary describing the reasons for the amendment;
  - Description of the amendment process; and
  - Documentation to show the Planning Committee has been consulted.

## SUMMARY OF MEETING EVALUATIONS

<b>Table 9. Meeting Evaluation (Facilitation Survey Results, 14 responses)</b>							
	<b>Strongly Agree</b>		<b>Agree</b>		<b>Strongly Disagree</b>	<b>Don't Know</b>	<b>Average</b>
<b>General Meeting Questions</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>#</b>
The information covered in the group discussions, examples and explanations was understandable.	4	3	6	1	0	0	2.29
The meeting provided a good forum for communication about public/human services transportation coordination.	5	4	4	1	0	0	2.07
Participation at the meeting was from a broad stakeholder group.	4	3	4	2	0	0	2.31
The county/region's prioritized action plan is comprehensive and realistic.	3	5	4	2	0	0	2.36
The county/region has a working coordination team.	2	4	4	2	0	2	3.00
The 2008 coordinated plan has been implemented.	1	2	3	1	0	7	4.29
Developing the prioritized action plan was meaningful and valuable.	3	1	9	0	1	0	2.64
I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	3	3	7	0	1	0	2.50
<b>Facilitator Questions</b>							
Facilitator was knowledgeable about the meeting process.	4	6	3	0	1	0	2.14
The information was presented in a clear, logical format.	5	4	4	0	1	0	2.14

### Additional Meeting Evaluation Notes

- Almost 93 percent of those in attendance thought that the time allotted for the facilitation was 'about right'.
- 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.



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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.

<b>Questions:</b>
1. Verify program name and agency/contractor
<b>Program Name:</b>  <b>Agency Name/Contractor:</b>
2. Update Agency Contact Information
<b>Website:</b>  <b>Mailing Address (Number, Street, City, Zip):</b>  <b>Agency/Program Contact Person:</b>  <b>Agency/Program Contact Phone Number:</b>  <b>Agency/Program Contact E-mail:</b>
3. Program/Agency Specifics
<b>Are you for profit or non-profit?</b>  <b>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)</b>  <b>Clientele Served: (elderly/disabled/both/ambulatory)</b>  <b>Days and Hours of Operation:</b>  <b>Rider Fares:</b>  <b>Type and number of vehicles (bus, van, car):</b>  <b>Type of Equipment (Lifts/Ramps): Do the vehicles have any lifts or ramps for wheelchairs?</b>

**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](http://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 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. 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 Calumet County Coordinated Public Transit-Human Services Transportation Plan.

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

**Date October 8, 2013**

**Time: 1 pm to 5 pm**

**Location: Calumet County Courthouse  
206 Court St  
Chilton, WI 53014  
Room 025**

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](mailto:nmusson@ecwrpc.org).

Sincerely,

*Nickolas Musson*

Nickolas Musson, Transportation Planner, ECWRPC

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

Calumet County

October 8, 2013  
1 pm to 5 pm  
Calumet County Courthouse  
206 Court St  
Chilton, WI 53014  
Room 025

## **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.

### Calumet County



*We Need Your Input!!!!*

<b><u>Date:</u></b>	October 8, 2013 1 pm to 5 pm
<b><u>Location:</u></b>	Calumet County Courthouse 206 Court St Chilton, WI 53014 room 025
<b><u>Purpose:</u></b>	To conduct a Locally Developed Coordinated Public Transit-Human Services Transportation Plan
<b><u>Contact Information:</u></b>	Nick Musson, Transportation Plan, ECWRPC at (920) 751-4770 or via email at nmusson@ecwrpc.org

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

Plan Area:		Calumet County				
Date of Meeting:		October 8, 2013				
Facilitators:		Nick Musson				
Coordination Plan Contact Names:		Joann Dewhurst				
Name	Agency/Organization /Etc.	Street	P.O. Box/Suite /Etc.	City	State	Zip
Bill Krizek	Veterans Services	206 Court St.		Chilton	WI	53014
Joe Capelle	Division of Vocational Rehabilitation	206 Court St.		Chilton	WI	53014
Julie Schnelzer	Director Resource Management	206 Court St.		Chilton	WI	53014
Mary Kohrell	UW-Extension	206 Court St.		Chilton	WI	53014
Jay Shambeau	County Administrator	206 Court St.		Chilton	WI	53014
Todd Romenesko	Calumet County Human Services	206 Court Street		Chilton	WI	53014
Joann Dewhurst	Aging and Disability Resource Center	206 Court St.		Chilton	W	53014
Mark Morrison	Calumet County Human Services	206 Court Street		Chilton	WI	53014
Greg Logemann	New Hope Center	443 Manhattan St.	P.O. Box 189	Chilton	WI	53014- 0189
Bob Russo	Valley Packaging Industries (VPI)	2730 Roemer Rd		Appleton	WI	54911
	Goodwill Industries	1800 Appleton Road		Appleton	WI	54915
Tara Beaton	Community Care, Inc	18 W. Main		Chilton	WI	53014
	AJ Vans	333 Washington St		Valders	WI	54245
	Fox Valley Community Clinic	1800 Appleton Road		Menasha	WI	54951
Lee Allinger	Appleton School District	122 E. College Ave	Suite 1A	Appleton	WI	54911
Robert S. Mayfield	Kimberly School District	425 Washington St		Combined Locks	WI	54113
Loralee Engels	Menasha School District	328 Sixth Street		Menasha	WI	54952
Mark Duerwaechter	Kaukauna School District	1701 County Rd CE		Kaukauna	WI	54130
Carla Buboltz	Wrightstown School District	351 High Street	PO Box 128	Wrightstown	WI	54180
Dominick Madison	Brillion School District	315 S. Main St		Brillion	WI	54110
Anthony Sweere	Hilbert School District	1139 W. Milwaukee St.	PO Box 390	Hilbert	Wi	54129
Dave Moscinski	Stockbridge School District	110 School St	PO Box 532	Stockbridge	WI	53088
Claire Martin	Chilton School District	530 W Main Street		Chilton	WI	53014
Bill Van Meer	New Holstein School District	1715 Plymouth St.		New Holstein	WI	53061
Louise Blankenheim	Kiel School District	416 Paine St.	PO Box 201	Kiel	WI	53042
	Chilton Housing Authority	312 Bonk St		Chilton	WI	53014

	Brillion Housing Authority	214 S Parkway		Brillion	WI	54110
Felicia Shaw	Department of Health and Human Services	206 Court St		Chilton	WI	53014
	Calumet Medical Center - Administrator	618 Memorial Dr		Chilton	WI	53014
Donna Koenigs	Calumet Medical Center - Social Worker	618 Memorial Dr.		Chilton	WI	53014
	Salvation Army	16 W. Main		Chilton	WI	53014
Chariot Cabulance	Melissa Seefeld	w 2746 Mueller Rd		Hilbert	WI	54129
Dan Witt	Agape	7 Tri-Park Way		Appleton	WI	54914
Carrie Porter	GWAAR	810 Fifth Street		Plover	WI	54467
Merlin Gentz	County Supervisor	2611 S. Greenview St		Appleton	WI	54915
Joseph W. Mueller	County Supervisor	W4991 Hwy. 114		Sherwood	WI	54169
Bill Barribeau	County Supervisor	N7798 Lakeshore In		Sherwood	WI	54169
Mary Schwalenberg	County Supervisor	215 Woodside Dr.		Potter	WI	54160
James Stecker	County Supervisor	2113 Illinois Ave.		New Holstein	WI	53061
Elroy Schreiner		1615 Pleasant Ave.		New Holstein	WI	53061
Marilyn Schuh		W144 Rusch Rd		Brillion	WI	54110
Alice Connors	Human Services Board	211 W. Main St.		Chilton	WI	53014-1543
Holly Keenan	Making the Ride Happen	820 W. College Ave.		Appleton	WI	54914
John Meissner	Options for Independent Living	820 W. College Ave.	Suite 5	Appleton	WI	54914
Peter Kelly	United Way	1455 Midway Rd		Menasha	WI	54952
Sal Lapuma	Valley Transit	801 Whitman Ave.		Appleton	WI	54914
Todd Brehmer	Veterans Service Commission	950 W Ryan Street , Suite B		Brillion	WI	54110
Jon Cousins	ADRC/Long Term Support	2865 Driftwood Beach Rd		Chilton	wi	53104
Don Glaeser (S)	ADRC/Long Term Support	499 Ridgeway Ct.		Brillion	WI	54110
Dyron Hacker	ADRC/Long Term Support	N4511 Hwy 57		Chilton	Wi	53014
Mike Hopfensperger (S)	ADRC/Long Term Support	1207 Stillmeadow Ln.		Menasha	Wi	54952
Ed Kleckner (S)	ADRC/Long Term Support	W6366 Firelane 8		Menasha	WI	54952
Dave LaShay (S)	ADRC/Long Term Support	W5914 Peaceful Ln.		Appleton	Wi	54915
Mark Luebke	ADRC/Long Term Support	529 Long Beach		Chilton	WI	53014
Joelle Myers	ADRC/Long Term Support	2317 Wisconsin Ave.		New Holstein	WI	53061
Luann Steffen	ADRC/Long Term Support	W1903 Fur Farm Rd.		New Holstein	Wi	53061

Eva Zahn	ADRC/Long Term Support	415 S. Columbia St.		Chilton	WI	53014
	Brillion-Westhaven	220 Achievement Dr.		Brillion	WI	54110
	Century Ridge	533 E. Calument St.		Chilton	WI	53014
	Century Ridge	531 E. Calument St.		Chilton	WI	53014
	Century Ridge	535 E. Calument St.		Chilton	WI	53014
	Heritage Apts.	108 W. National Ave.		Brillion	WI	54110
	Park View Apartments	214 S. Parkway Dr.		Brillion	WI	54110
	Diane Manor	1030 E. Diane St.		Chilton	WI	53014
	Stanton Place	312 Bonk St		Chilton	WI	53014
	Hilbert Manor	135 S. 3rd St		Hilbert	WI	54129
Hilbert Housing Authority	Sunrise Apts.	P.O. Box 257		Oconto	WI	54153
	Calumet County Hsg.	2000 Taft Ave		New Holstein	WI	53061
Affordable Housign Wisconsin Management Company	Sherwood Cliffs - Attention: Jessica	2040 S. Park St.		Madision	WI	53713
	Chilton Care Center, LLC	810 Memorial Drive		Chilton	WI	53014
	Homestead Care Center LLC	1712 Monroe Street		New Holstein	WI	53061
	Willowdale Nrs & Rehab Ct.	1610 Hoover St.		New Holstein	WI	53061
Uptown Commons		49 W. Main St.		Chilton	WI	53014

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		Madision	WI	53707
John Alley	Wisconsin Department of Transportation	4802 Sheboygan Ave., Room 951	PO Box 7913	Madision	WI	53707
Stephen Hirshfeld	Wisconsin Department of Transportation	4802 Sheboygan Ave.	P.O. Box 7913	Madison	WI	53707

Calumet County Transportation Services	Calumet County Aging & Disability Resource Center	206 Court St		Chilton	WI	53014
Chariot Cabulance Service	Chairot Cabulance Service	W2746 Mueller Rd		Hilbert	WI	54129
	Kidz Kab, LLC	3019 W Spencer St		Appleton	WI	54914
Volunteer Driver Pogram	Kiel Senior Club	19 E Chicago St		Keil	WI	53042
	New Hope Center	433 Manhatten		Chilton	WI	53014
	ResCare-Chilton	54 W Main St		Chilton	WI	53014
	ResCare-Appleton	1486 Kenwood Drive		Menasha	WI	54952
Valley Transit		801 S Whitman Ave		Appleton	WI	54911 -
Valley Transit II		801 S Whitman Ave		Appleton	WI	54911 -
Making the Ride Happen		820 W College Ave		Appleton	WI	
	Veterans Services	206 Court St.		Chilton	WI	53014

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OUTAGAMIE COUNTY

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Crescent, a newspaper published at Appleton, Wisconsin, and that an advertisement of which the  
annexed is a true copy, taken from said paper, which was published therein on

Account Number: 50463

**Ad Number: 6870698**

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Published Date: October 06, 2013

**Total Ad Cost: \$78.15**

(Signed)

*Macarone Woody*

Advertising Assistant

(Date)

10/6/13

Signed and sworn before me

*[Signature]*

Notary Public, Outagamie County, Wisconsin

My commission expires

3-27-16

## Notice of Public Meeting

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

**The Calumet County Coordinated Public Transit-Human Services Transportation Plan Public Facilitation Meeting Details:** Date: October 8, 2013 Time: 1 pm to 5 pm Location: Calumet County Courthouse 206 Court St Chilton, WI 53014 Room 025

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.

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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 [nmusson@ecwrpc.org](mailto:nmusson@ecwrpc.org).

RUN: Sept. 29 & Oct. 6, 2013  
WNAXLP

EAST CENTRAL WI PLANNING COMM

Re Ad#: 6870698





The Kiel High School Class of 1951 got together to celebrate their 62nd reunion recently. In the front row, from left, are Virginia (Stein) Schulz, Carol (Wriedt) Meiselwitz, Jeanette (Maeuser) Meinnart, Joanne (Greuel) Riesterer, and Jean (Rietzow) Jennings. Standing in the back are Franklin Bruns, Earl Spindler, Ronald Hansmann, Leon Mueller, Daniel Kuester, Wilfred Kleinhaus, Joan (Hickmann) Brennan, Kathryn-Kitty (Mertens) Shumaker, June (Krueger) Gospodarek, Anges (Backhaus) Neumeyer, and Daryl (Kuester) Lemke.

Eric Mathes photo

## @KPL

News from the  
Kiel Public Library

### CRAFTERNOON

Crafternoon arts and crafts sessions will start again this fall. Join us on Wednesday, Oct. 2 at 2:30 p.m. when students have early release from school. Each month there is a new project. Crafternoon will run from 2:30 to 4 p.m. Children under the age of 9 should be accompanied by an adult.

### ANTIQUES & COLLECTIBLES

If you enjoy Antiques Roadshow, you won't want to miss the library's second antiques and collectibles event with antique expert Mark Moran. Moran will evaluate and appraise items brought in by library patrons. If you would like an item evaluated, you need to register in advance with a \$5 fee. Registering also makes you eligible for a door prize. But you don't have to have an item appraised to enjoy the show. Feel free to come and watch. It's great entertainment and also educational. The event is scheduled for Monday, Oct. 7 and will run from 4 to 7 p.m.

### LEGO CLUB

The next meeting of the library's Lego Club is scheduled for Wednesday, Oct. 9 at 2:30 p.m. when students have early release from school. Each month there is a new "challenge" designed to test the creativity of Lego builders. Lego Club will run from 2:30 to 4 p.m. Children under the age of 9 should be accompanied by an adult.

### ANCESTRY CLASS

Interested in genealogy, but wondering how to use the online resource Ancestry.com? Then don't miss this class presented by experts from the

Sheboygan County Historical Research Center. Join us at 6 p.m. on Tuesday, Oct. 15. The class is part of a fall genealogy series that will include Cemetery Research at 1 p.m. on Monday, Oct. 28 and Newspaper Research at 1 p.m. on Thursday, Nov. 14. The series of classes is free and open to the public. Come for just one class or enjoy the whole series!

### GUEST AUTHOR LARRY WATSON

Wisconsin author Larry Watson will speak about his newest novel "Let Him Go" on Monday, Sept. 30 at 7 p.m. His presentation will be followed by a question and answer session and a book signing. The program is free and open to the public.

### MAHJONG

Tuesdays, noon to 4 p.m., Community Center

### STORY TIME

Tuesdays at 10 a.m.

### TODDLER TIME

Fridays at 9:30 and 10:30 a.m.

### LIBRARY HOURS

Mondays through Thursdays, 9 a.m. to 8 p.m.; Fridays, 9 a.m. to 6 p.m.; and Saturdays, 9 a.m. to 1 p.m.

### CONTACT THE LIBRARY

Phone: 894-7122; e-mail: kielpl@mcls.lib.wi.us; Web site: www.kiellibrary.org

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"Never judge a book by its movie."  
—J. W. Eagan

## Business ticker

### Olig named to council by NY Life

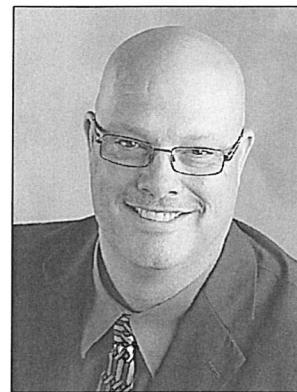
Todd Olig has been named a member of the 2013 President's Council of New York Life.

Members of the President's Council are among the top 8 percent of New York Life's elite sales force of 12,250 licensed agents.

Olig has been a New York Life agent since 2000, and is associated with New York Life's Wisconsin General Office in Madison.

He has won both the National Sales Achievement Award (National Association of Insurance and Financial Advisors award for top producers, recognized for writing large numbers of life and health policies) and the National Quality Award (measure of persistency records show that the policies sold stay in force and dedication to clients' financial goals and protection). Olig has also served as a member for New York Life's Agent Advisory Council. He has also been a member of the Million Dollar Round Table for the past nine years. He resides in Kiel with his wife Chris and three children—Tyler, Analiese and Lauren.

New York Life Insurance Company, a Fortune 100 company founded in 1845, is the largest mutual life insurance company in the U.S. and one of the largest life insurers in the world. New York Life has the highest possible financial strength ratings currently awarded to



Todd Olig

any life insurer from all four of the major credit rating agencies: A.M. Best (A++), Fitch (AAA), Moody's Investors Service (Aaa), and Standard & Poor's (AA+). Headquartered in New York City, New York Life's family of companies offers life insurance, retirement income, investments and long-term care insurance. New York Life Investments provides institutional asset management and retirement plan services. Other New York Life affiliates provide an array of securities products and services, as well as retail mutual funds.

Please visit New York Life's Web site at [www.newyorklife.com](http://www.newyorklife.com) for more information.

## Kiwanis accepting Citizen of Year nomination forms

The Kiel Kiwanis Club is now accepting nominations from the public for its annual Citizen of the Year award.

Nomination forms, which will explain the criteria, are now available at Kiel's financial institutions, City Hall, Kiel Public Library, and the office of Delta Publications.

The Kiel Kiwanis Club has sponsored the Citizen of the Year award since 1963.

Nominations and the banquet were opened to the public in 2011.

The awards banquet is tentatively scheduled for Nov. 9 and again will be open to the public.

The nominated citizen can be an individual, a formal organization (profit or non-profit) or an informal group or organization.

The nominee does not

have to be a resident of the city, but must have had a positive influence on the Kiel area. The award can be based on either lifetime achievements or an individual act of service of importance and impact on the community.

Nomination papers should be submitted to the Kiel Kiwanis Club, P.O. Box 341, Kiel, WI 53042.

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Location: Calumet County Courthouse • Room 025  
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WNAKL



# ATV

continued from page 10

has tabled the discussion until the regular October meeting. Board members will speak with other townships and boards to explore regulations and safety concerns as well as figure out which roads could be accessible and which areas would be off limits for travelers.

The next public monthly meeting is scheduled for 7 p.m. on Thursday, Oct. 10 at Schleswig Town Hall.

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Organizers said this year's Roy's Ride charity motorcycle ride was a huge success. With a matching donation from Thrivent Financial for Lutherans, donations from area businesses, family, friends and everyone who took part, they were able to raise money to help out 1-year-old Elliot Flanders of Brillion. Money raised will help offset his medical bills, and it also made possible two scholarships within Calumet County. Tyler Koerth of Brillion and Anna Kopecky of Hilbert received this year's scholarships. Some of the Roy's Ride Committee members and friends presented the money to Elliot. Pictured are Keith and Rebecca Flanders and sons Pierce and Elliot, Sandy Schnueller, Ken and Sherry Hintz, Jeff and Linda Hedrich, John and Benita Dohr, Mike and Shari Loose, Mike and Connie Krueger, Nick Krueger, Jamie Franzen, Jake and Jennifer Schnueller and son Brant.



Service awards were presented recently to City of Chilton employees by Mayor Gerald Vann (left). Receiving plaques or certificates were (from left) Police Chief Larry Seipel, 25 years; Public Works Administrative Assistant Judy Thiel, 10 years; Water Department Leadman Chris Marx, 15 years; and Police Officer Michael Young, five years.

A.C. Kruse-Ross photo

## Aluminum can drives set

The Chilton Morrissey Park Project Inc., in conjunction with the Chilton Area Catholic School, is holding its bi-monthly aluminum can fundraising drives throughout 2013.

Project members are asking the committee to donate their empty aluminum cans. The cans should be placed in plastic

bags and left by the trailer in the Chilton Area Catholic School parking lot, located at 60 E. Washington St.

Funds raised by this drive helps Chilton Morrissey Park Project maintain the community-built playground at Morrissey Park.

The final can drive for this year is planned for Nov. 8-10.

For more information about the aluminum can fundraising drive, please call 849-4313 or send an e-mail to atmoparkproject@yahoo.com.

## Report cards on schools discussed by local board

By Faye Burg

Recently released Department of Public Instruction school report cards were discussed at the September Chilton School District Board of Education meeting.

According to the DPI Web site, the report cards are part of the new state accountability system; the DPI has produced report cards for every district and school in Wisconsin. These report cards provide data on multiple indicators for four priority areas including student achievement, student growth, closing gaps, on track and post secondary readiness.

Performance on three student engagement indicators which include test participation rate, absenteeism rate and dropout rate is also reported. According to the DPI, these three indicators affect student success and school effectiveness.

A district's or school's overall accountability score places the district or school into one of five overall accountability ratings including significantly exceeds expectations with a score of 83-100, exceeds expectations at 73-82.9, meets expectations with a score of 63-72.9, meets few expectations at 53-62.9 and fails to meet expectations with scores of 0-52.9.

According to the DPI the ratings determine the level of support a school receives, ranging from rewards and recognition for high performing schools to state intervention for the lowest performing schools in the state.

In the four priority areas the Chilton district scored at 69.0 out of 100 for student achievement which measures the level of knowledge and skills among students in the school compared to state and national standards.

The student growth priority area describes how much student knowledge of reading and mathematics in the school changes from year to year. The district scored 59.0 out of 100 in this category.

Chilton Schools scored 68.9 out of 100

in the closing gaps priority area which shows how the performance of student groups experiencing statewide gaps in achievement and graduation is improving in the school.

The on-track to graduation and post-secondary readiness priority area which indicates the success of students in the school in achieving educational milestones that predict postsecondary success showed the Chilton district scoring 88.5 out of 100.

Schools not meeting the threshold for any of the student engagement indicators of test participation, absenteeism and dropouts will have points deducted from their index score. Chilton did not have any deductions for these indicators.

The Chilton School District's overall total score was 71.4 out of 100 which put the district as a whole in the meets expectations category.

Breaking the district down to the individual schools, Chilton High School scored 71.6 out of 100, which placed the high school in the meets expectations category. Chilton Middle School was also placed in the meets expectations category with a score of 71.9 out of 100. Chilton Elementary School was in the "exceeds expectations" category in the 2011-12 report cards with a 74.5 out of 100. For the 2012-13 report cards, Chilton Elementary scored 69.1 and is listed in the "meets expectations" category.

Chilton Superintendent Dr. Claire Martin told board members statewide results for Wisconsin schools showed nine districts in the significantly exceeds expectations category, 133 districts in the exceeds expectations category, 270 districts in the meets expectations category, 10 districts placed in the met few expectations category and one Wisconsin school district failed to meet expectations.

Complete information on the DPI report cards can be found at <http://report-cards.dpi.wi.gov/>.

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## NOTICE OF PUBLIC MEETING

A County Coordinated Public Transit-Human Services Transportation meeting will be held at the following:  
The Calumet County Coordinated Public Transit-Human Services Transportation Plan Public Facilitation Meeting Details:  
Date October 8, 2013  
Time: 1 p.m. to 5 p.m.

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Menasha, WI 54952

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**STATE OF WISCONSIN**  
**Calumet County**

**Notice of Public Hearing**

A County Coordinated Public Transit-H...  
will be held at  
**The Calumet County Coordinated Transportation Plan Public Hearing**  
**Date October 3rd**  
**Time: 1 pm**  
**Location: Calumet County Room 206 Court St., Ch...**

A County Coordinated Public Transit-H...  
five year plan dedicated to sharing resource transportation disadvantaged public in getting needs. The plan must be developed through public, private, and non-profit transportation

**} ss.**

Susan C. Tollman being duly sworn says that she is Graphic Designer at the Chilton Times-Journal, a weekly newspaper published in the City of Chilton in said county, and that a notice, of which the annexed is a printed copy taken from such paper has been published in said paper once in each week for 2 week(s) successively: that the first publication thereof was the 26<sup>th</sup> day of SEPTEMBER, 2013 and the last publication thereof was on the 3<sup>rd</sup> day of OCTOBER, 2013.

Susan C. Tollman

Subscribed and sworn to before me this 3<sup>rd</sup> day of October, 2013.  
Sydney J. Kauls  
Notary Public, Calumet County  
My Commission expires February 23, 2014

\$.....

Thank You  
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## Notice of Public Meeting

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Public Transit-Human Services Transportation Plan  
Public Facilitation Meeting Details:

Date October 8, 2013

Time: 1 pm to 5 pm

Location: Calumet County Courthouse

206 Court St

Chilton, WI 53014

Room 025

Transit-Human Services Transportation Plan is a five year plan both intra- and inter-county to assist the transportation disabled based on their individual mobility needs. The plan must be that includes representatives of public, private, and non-profit providers and participation by members of the public. Co-Federal Section 5310 Enhanced Mobility of Seniors and Individuals and State Section 85.21 Specialized Transportation counties.

Completion of a county assessment of public transit/human services all transportation providers and stakeholders in attendance.

The meeting and would like to comment can do so by taking an at <http://www.newrat.org/>. Select your county and select

Individuals with disabilities will be made upon request by contact-70 or via e-mail at [nmusson@ecwrpc.org](mailto:nmusson@ecwrpc.org).

WNAXLP Sept26, Oct3

## Affidavit of Publication

State of Wisconsin  
County of Calumet

}

Elizabeth M. Wenzel of said county, being duly sworn, deposes and says that she is the president of Zander Press Inc., publisher of the Brillion News a weekly newspaper of general circulation, published in City of Brillion, in the County of Calumet and that the advertisement, a printed copy of which, taken from the paper in which it was printed, is attached hereto, was inserted and published in the said newspaper for 2 weeks, the first publication being the 26th day of September, 2013, and the second publication being on the 3rd day of October, 2013.

*Elizabeth M. Wenzel*

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

*Deanne J. Schwabe*  
Notary Public.

My commission expires July 22, 2017.

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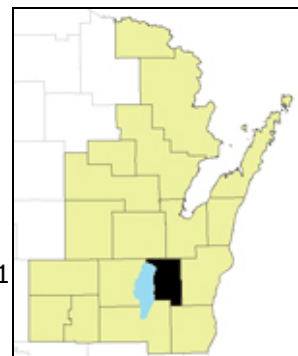
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## **Appendix C.**

# **Calumet County NEWRAT Webpage**

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**Northeast Wisconsin Regional Access to Transportation Committee****Calumet 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 8, 2013 1pm-5pm  
 Calumet County Courthouse Room 025  
 206 Court St  
 Chilton, WI 53014



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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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Calumet County Public/Human Service Transportation Coordination Assessment and Action Plan Meeting					
Facilitator: Nick Musson, ECWRPC		Date: 10-8-2013	Location: Calumet County Courthouse		
Participant Name	Agency/Organization/ Municipality/Etc.	Mailing Address	E-Mail Address	Phone	County/Counties Representing
Dave LaShay	Cty Bnd Sup.	W5914 Pearsdale Ln Appleton 54915	dlatch1977@sbccglobal.net	731-1277	Calumet
EVA ZAHN	ADRC	415 SOUTH COLUMBIA ST CHILTON 53014		920-475-9208	CALUMET
Joann Dewhurst	ADRC Supervisor	206 Court St. Chilton, WI 53014	dewhurst.joann@cc.calumet.wi.us	920-849-1451	Calumet
James Stecker	Cal. Cty Bd	2113 RR Ave New Holston 53061		920-898-4744	Calumet
Marleah Mueller	Chilton Care Center	810 Memorial Dr. Chilton, WI 53014	mklewer@pricemanagement.com	920-849-2308	Calumet
Colleen Connors	Chilton Housing	312 Bank St. Chilton, WI 53014	chsg@tds.net	920-849-7042	Calumet
Alleen Schaefer	Uptown Commons	49 W Main Chilton 53014	a.gebhart@horizondbm.com	920-418-2121	Calumet
Tara Beaton	CommunityCare	100 Main Chilton WI	Tara.Beaton@communitycareinc.org	920-464-1129	Cal
Herbie Schneiders	ADRC Advisory New Holston	1615 Pleasant New Holston	ahunter@net	cell-920-483-8006 Home-920-898-5283	Calumet



MELINDA KACK	KIEL scien center	21006 CO TRK X KIEL, WI	WACK, MELINDA C YAHOO.COM	920-8942759	KIEL MELINDA
Arthur Heberlein	Kiel Senior Center	14734 Steinfeld Rd Kiel, Wis.	None	Ph # 920-894-2728	Menitove can
JOR WEIDENSEE	NEW HOPK CENTER	443 MANNING RD CHILTON	AUDIOENSAE @ NEW HOPK INC. OREG	849-5351 EXT 108	CALCUMER
Kindsey Kraft	ResCare Homecare Menasha	1476 Kenwood Dr Menasha, WI	Kindsey, Kraft & ResCare, Inc.	920 729 6115	Calumet/ Outagamie
Helgutherson	LSS-Making The Ride Happen	8200 College Ave Appleton	Holly, Kenand LSSWS.ORG	9200851740	Calumet/ Winnebago
Pam Schuster	Chilton Public Schools	530 W. Main Chilton	schusterp@ chilton.wi.us	920-849- 9388	Calumet
Joelle Myers	ADRC Advision	2317 Wisconsin Ave Neuholdstein, WI	Joellenhp1@ yahoo.com	920-878- 9006	Calumet
Greg Logemann	NeuroPro Center	187 PO Box Chilton	glogemann@neuropro1.com	920-414-0220	Calumet
Dena Marny	Calumet County Resource Mgmt Dist.	206 East St. Chilton, WI 53014	marny.dena@ co.calumet.wi.us	849-1493 x263	Calumet
Alie Louwer	Calumet Co. Health & Human Ser.	21144 W. Main St Chilton 53014	Alie M. Louwer @gmail.com	(920) 849-4185	Calumet Co.

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## **Appendix F.**

### **Summary of Proceedings**

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## SUMMARY OF PROCEEDINGS

The Calumet County Coordinated Public Transit-Human Services Transportation Plan  
Public Facilitation Meeting  
Calumet County Courthouse  
October 8, 2013

### Meeting Participants

Dave LaShay.....	Calumet County Board
Eva Zahn.....	Calumet County ADRC
Joann Dewhurst .....	Calumet County ADRC Supervisor
James Stecker .....	Calumet County Board
Marleah Keuler.....	Chilton Care Center
Colleen Connors .....	Chilton Housing
Arleen Gebhart.....	Uptown Commons
Tara Beaton. ....	Community Care
Herbie Schreiner. ....	Calumet County ADRC Advisory Committee
Melvin Waack.....	Kiel Senior Center
Arthur Heberlein. ....	Kiel Senior Center
Joe Weidensee. ....	New Hope Center
Lindsey Kraft. ....	ResCare Home Care Menasha
Holly Keenan.....	LSS Making The Ride Happen
Pam Schuster.....	Chilton Public Schools
Joelle Myers. ....	Calumet County ADRC Advisory Board
Greg Logemann. ....	New Hope Center
Dena Mooney.....	Calumet County Resource Management Dept.
Alice Connors.....	Calumet County Health and Human Service Board

### Facilitators

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

The meeting was called to order by Mr. Musson at 1:00 P.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 Calumet 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 explained that Federal Transit Law requires any project applying for 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program and State Statue 85.21 Specialized Transportation Assistance Program be derived from a coordinated plan. He explained further that 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. He stated that the plan is required to address four criteria in order to qualify for federal/state funding: inventory of existing transportation providers within the county, an assessment of the transportation providers and end users of the system within the county, develop a set of strategies to identify existing needs, gaps, and barriers within the plan, and to prioritize those strategies developed with the group.

2. Mr. Musson noted that Joann Dewhurst 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 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 on 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 strategies were provided and discussed:

- Healthcare industry, transportation providers and mobility manager need to establish relationship to coordinate transportation for late night discharged patients.
- Municipalities and community leaders need to coordinate with other government agencies, businesses, schools, apartment centers, housing authorities, to create a consortium to encourage everyone to work together to discourage healthcare facilities and other establishments from building where transportation services are not available.
- Transportation providers, Calumet County and local municipalities need to work together to increase transportation to healthcare facilities.
- Transportation providers, Calumet County, local municipalities, churches and other organizations need to search for additional funding/grants and recruit volunteers to increase transportation options.
- Transportation providers, Calumet County and local municipalities need to work together to search for additional funding to increase volunteer drivers and staffing to expand hours (night and weekends).
- All transportation providers need to cooperate and search for additional funding/grants to increase volunteer drivers, to expand coverage into rural areas.

- Everyone within the community needs to work together with the healthcare providers, churches and volunteers to inform low income individuals of offered services (who to contact) and discounts to overcome financial barriers.
- Transportation providers need to purchase vehicles with proper equipment and or collaborate with other agencies already providing these services to be able to adequately provide for bariatric patients. Insurance agencies need to be consulted on liability issues prior to a third party using someone else's vehicle to transport.
- Transportation providers need to purchase vehicles with proper equipment and or collaborate with other agencies already providing these services to be able to adequately provide for wheelchair patients. Veteran agencies should be consulted as a possible partner.
- Calumet County, transit providers need to work directly with employers to develop employment transport to and from work. They also need to promote rideshare programs as an option to get to and from work.
- Transportation providers, Calumet County, local businesses and users need to work together to identify additional funding sources, increase volunteer drivers and staffing and search for subsidies/discounts to expand transportation coverage. Everyone needs to speak to their legislators of the importance of specialized transportation.
- Transportation providers need to work to increase provider options (increase mileage reimbursements). Providers need to talk to their legislators to encourage them to increase mileage reimbursement.
- Transportation providers need to investigate fund raisers and funding/grants to make up for lack of funding for the system. Providers, Municipalities and the public need to let their legislators know the importance of specialized transportation and the need for more funding.
- Transportation providers need to search for incentives to reduce transportation cost. (volunteer drivers, funding incentives/provider discounts, insurance protection/cheaper coverage)
- Transportation providers need to search for additional funding sources to meet staffing shortages.
- Transportation providers and the public need to solicit their legislators to review reporting/documentation processes to make more efficient.
- Transportation providers need to encourage legislators and regulating agencies to perform an annual review/modification of rules/regulations to simplify rules/regulations.
- Transportation providers, MTM and legislators need to continue to work together to provide an efficient and quality service.
- Transportation providers and municipalities need to work with their community to get the word out about transportation services provided. (church/fair communities to connect w/ employers and customers, church bulletins, local newsletters increase knowledge, utilize municipal gov't/departments (proactive approach), distribute informational flyers/materials, Meals On Wheels, media feature stories/articles, notices on utility bills, restaurants/gas stations, engagement of families to encourage ridership)

- County needs to look into the Work N' Wheels Program.
4. Mr. Musson also explained how to formally adopt this document in the future. He noted: The Calumet County Human Services-Public Transportation Coordinated Plan is formally adopted when the following criterion is met:
- Resolution from the Calumet ADRC Advisory 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 Calumet ADRC Advisory Committee. If Planning Committee and the Calumet ADRC Advisory Committee give their blessing, then the plan will be amended. The amended plan will be sent to WisDOT to update their copy along with the following:

- A narrative summary describing the reasons for the amendment;
  - Description of the amendment process; and
  - Documentation to show the Planning Committee has been consulted.
5. 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 3:30 P.M.

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**Appendix G.**  
**Calumet County ADRC Advisory Committee**  
**Summary of Proceedings**

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**Aging and Disability Resource Center / Long Term Support Advisory Committee  
Minutes  
November 18, 2013**

Board/Committee Members Present: Cousins, Hacker, Hopfensperger, Luebke, Myers, Steffen, Zahn  
Committee Members Excused: Glaeser, Kleckner, LaShay  
Committee Members Absent:  
Staff: Dewhurst, Kramer, Propson, Shaw  
Guests: Nick Musson, East Central

1. CALL TO ORDER: Chairperson called the meeting to order at 9:10a.m.
2. QUORUM: It was determined that the meeting was properly announced and a quorum was present.
3. PLEDGE OF ALLEGIANCE: Hopfensperger asked all present to join him in reciting the Pledge of Allegiance to the Flag.
4. APPROVAL OF AGENDA: Motion by Steffen, second by Myers to approve the agenda. MOTION CARRIED UNANIMOUSLY
5. APPROVAL OF MINUTES: Motion by Cousins, second by Hacker, to approve the agenda and minutes of the September 16, 2013 Aging & Disability Resource Center/Long Term Support Advisory Committee. MOTION CARRIED UNANIMOUSLY.
6. REPORT OF COMMITTEE MEMBERS: None
7. PUBLIC PARTICIPATION: None
8. COMMUNICATIONS: None
9. ITEMS FOR ACTION OR DISCUSSION:
  - a. PowerPoint presentation by Musson on the 2014-2018 Coordinated Transportation Plan. The plan was reviewed and discussed. Motion made by Myers to approve the corrected and proofread Plan. Second by Cousins. MOTION CARRIED UNANIMOUSLY. Suggestions by committee members to review the plan at upcoming meetings to strengthen the goals, objectives and timelines. Musson states he would assist with this process.
10. REPORT OF DEPARTMENT:
  - A. Nutrition Program updates: New back up manager, Cheryl Rietveld, is being trained. Discussed recent issue at AMC where the food was not delivered. Dewhurst will continue to work on improving communications with them. Healthy Eating class six-week session ends today. 15 participants. This class was offered to address concerns listed by seniors in the development of the 2013-2015 Aging Plan. Another class will be offered in spring.
  - B. Shaw reviewed handout of 2013 Contact Activity. Statistics were provided through

Oct., 2013 along with the comparison of the activity through Oct. 2012.

- C. Outreach activities include AARP Smart Driver course, which will be held Dec. 5 at the courthouse. The Alzheimer's Caregiver Stress presentation had 11 participants. The caregiver support group will not be held in Nov. or Dec. due to the holidays.
  - D. As a follow up to the presentation of the Affordable Care Act (ACA) at the Sept. 16<sup>th</sup> meeting, Shaw provided updates on its implementation, including statistics on the number of enrolled participants across the country. Wisconsin will be extending Medicaid eligibility until March 31, 2014 to individuals who would have lost in January 1, 2014. This is due to the difficulty persons are experiencing with the on-line registration process at healthcare.gov
  - E. Shaw provided information on upcoming changes in the long term care program, IRIS, which she obtained from a recent training. Handout provided illustrating IRIS statistics
11. REPORT FROM AGING AND DISABILITY RESOURCE CENTER: Kramer provided information on components of the Aging Disability Resource Center of Calumet, Outagamie and Waupaca annual report. Handouts included projects the COW had completed regarding unmet needs, and responses from participants surveys. A copy of the survey was provided and members are asked for input on how to improve assessing customer's satisfaction.
12. The next meeting of the Aging and Disability Resource Center/Long Term Support Advisory Committee set for December 9, 2013 at 8:30 am. This will be a joint meeting with the Department of Health and Human Service board, followed by a social with DHHS staff.
11. ADJOURNMENT: Motion to adjourn the meeting by Cousins, second by Luebke. MOTION CARRIED UNANIMOUSLY. Meeting adjourned at 11:10 a.m.

Respectfully Submitted,

Joann Dewhurst  
Recording Secretary

- This was declared a \$50 meeting.
- These are UNAPPROVED minutes.