

2014-2018 Green Lake County Human Services Public Transportation Coordinated Plan

December, 2013



East Central Wisconsin
Regional Planning Commission

ECWRPC

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

INTRODUCTION

PURPOSE

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

MAP-21 repealed 5316 (Job Access and Reverse Commute) and 5317 (New Freedom) programs. 5316 projects are now eligible for funding under public transportation grants programs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

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

PLANNING PROCESS

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

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

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

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

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

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

INITIATING THE PLANNING PROCESS

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

Green Lake County's champion:
 Ed Schuh
 Manager
 Fox River Industries/Disabilities Services Inc.
 222 Leffert Street
 PO Box 69
 Berlin, WI 54923-0069
 Phone (920) 361-3484
 Fax (920) 361-1195
eschuh@co.green-lake.wi.us

EXISTING SYSTEM & ASSESSMENT

DEMOGRAPHIC PROFILE

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

Table 2. Green Lake County					
Population by Age Cohort					
Age Cohort	2000		2010		2000 to 2010
	Number	Percent of Total	Number	Percent of Total	Percent Change
Median Age	40.9		44.5		8.8
Total Population	19,105		19,051		-0.3
Under 18 Years Old	4,614	24.2	4,388	23.0	-4.9
18 to 24 Years Old	1,257	6.6	1,211	6.4	-3.7
25 to 44 Years Old	5,015	26.2	4,055	21.3	-19.1
45 to 64 Years Old	4,625	24.2	5,745	30.2	24.2
65 + Years Old	3,594	18.8	3,652	19.2	1.6

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

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 3.** depicts the Green Lake Specialized Transportation Provider Inventory.

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Table 3. Green Lake County Provider Inventory								
Agency Name	Address	Contact Person	Phone #	Clientele Served	Operation days/ hours	Cost per trip	Types of Vehicles	Lifts or Ramps
Berlin Senior Center	142 Water St., Berlin, WI 54923	Karen Neuman	(920) 361-5422	Ambulatory and non-ambulatory seniors 60 and older; individuals with disabilities	M-F: 8am-4pm	\$2.00 suggested donation (city limits); \$10 suggested donation (use of lift); Out of town medical (round trip): \$20 (Ripon), \$40 (Oshkosh), \$40 (Wautoma), \$50 (Wild Rose), \$50 (Appleton), \$50 (Fond du Lac), \$50 (Montello), \$100 (Madison)	1 van (7 passengers)	Ramp
Fox River Industries	222 Leffert ST PO Box 69, Berlin, WI 54923	Ed Schuh	(920) 361-3484	While the primary target population is adults with developmental disabilities, Fox River Industries also serves individuals with chronic mental illness, W-2 participants, and juveniles.	Mon-Fri 7 AM - 5 PM, Service hours: 9AM - 3:30PM, By appointment evenings and weekends and provide transport for special olympics	Fixed route: \$.75 per mile in town, \$1.25 per mile out of town, Community: \$.75 per mile with base rate of \$20. All have low income waivers	5 minibuses, 1 full sized bus, 1 medium size bus and 1 mini van	Lifts (weight capacity unknown)
Southern Green Lake County Senior Transport	N1440 Spring Lake Drive, Dalton, WI 53926	Judy Bender	(920) 394-3008	Seniors over age 55 who are homebound or unable to drive due to age or physical disability.	Every day 8 AM to 5 PM	\$.30 to \$.45 per mile from Markesan; \$23 (Beaver Dam), \$24 (Berlin), \$16 (Green Lake), \$10 (Markesan), \$22 (Montello), \$25 (Portage), \$20 (Princeton), \$20 (Randolph), \$22 (Ripon), \$20 (Waupun), \$52 (Appleton), \$36 (Fond du Lac), \$52 (Madison), \$48 (Neenah), \$44 (Oshkosh)	2 Mini Vans	2 lifts
Koeppens Medical Transport	217 Industrial Dr., Clintonville, WI 54929	Any staff member can assist with transportation needs	(715) 823-5711	Base rate/mileage as well as a wait time charge		Shawano, Menominee, Outagamie, Marathon, Winnebago, Waushara, Waupaca, Oconto, Green Lake, Fond du Lac Counties		Lifts
Berlin Shared Ride Taxi/Classic Cab	PO Box 342, Berlin, WI 54923	Julie Boeck	(920) 361-3616 / (920) 361-2100	Elderly and disabled	M-S: 7:30am-5:30pm; Sun: 7:30-3:00pm	Seniors/students: \$1.50 base rate; Regular: \$2.50 base rate; \$1 per mile beyond	4 mini vans; 2 high-top vans	6 lifts (300 lbs.)
ADVOCAP	237 Broadway St, Berlin, WI 54923	Sue Pomplun	(920) 426-0150	Low income transport				
Veterans Service Office	571 County Rd A, Green Lake, WI 54941	Veterans Service Office	(920) 294-4123	Veterans	M-F: 8 AM - 4:30 PM	Varies	Private vehicles	No

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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 Coordinated Plan. Evaluating the county demographics; geographic service area; what is done well; what can be done better; challenges and roadblocks; and needs, gaps and service redundancies will help the county put together a plan that will better meet the needs of its users.

To assess the transportation system, ECWRPC and Green Lake 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 Green Lake County page on the Northeast Wisconsin for Regional Access to Transportation (NEWRAT) website (www.newrat.org). NEWRAT is a committee dedicated to providing transportation to northeast Wisconsin for all users, and a natural fit for the County Human Service-Public Transportation Coordination Plan. A copy of the Green Lake webpage is located in **Appendix C**.

TRANSPORTATION PROVIDER AND BUSINESS/AGENCY SURVEY RESULTS

The transportation provider survey was developed with the transportation provider in mind. The goal of the survey was to determine the following:

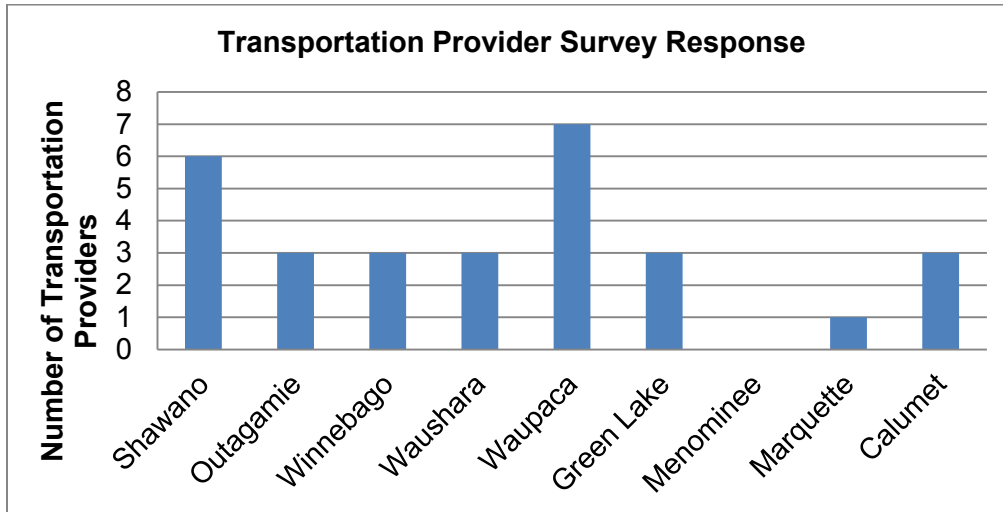
1. What things are done well within the county in reference to specialized transportation?
2. What specialized transportation gaps or needs exist?
3. What are the barriers that prevent individuals from having adequate transportation within the county?
4. Is there duplication of services?
5. What weaknesses 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 transportation provider survey can be found in **Appendix D-1**. The results can be found below.

Note: There were no business/agencies that participated in the survey.

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 Green Lake County.

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

Things done well

- Safety, coordination/communication, TCC, accessible vehicle availability, passenger care, funding/distribution of funding, Green Lake County leadership/support.
- Communication between service providers
- Two mini-vans servicing the southern end of the county

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

Gaps or Needs within the system

- Driver availability, hours of operation, increase access to nursing home populations.
- Less costly transportation costs for those in outer lying areas
- Lack of specialized transportation services in the Princeton and Green Lake Areas

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

Barriers that prevent individuals from adequate transportation

- Long travel distances (rural area), driver shortages, and hours of operation.
- Costs

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

Duplication of transportation services

- None

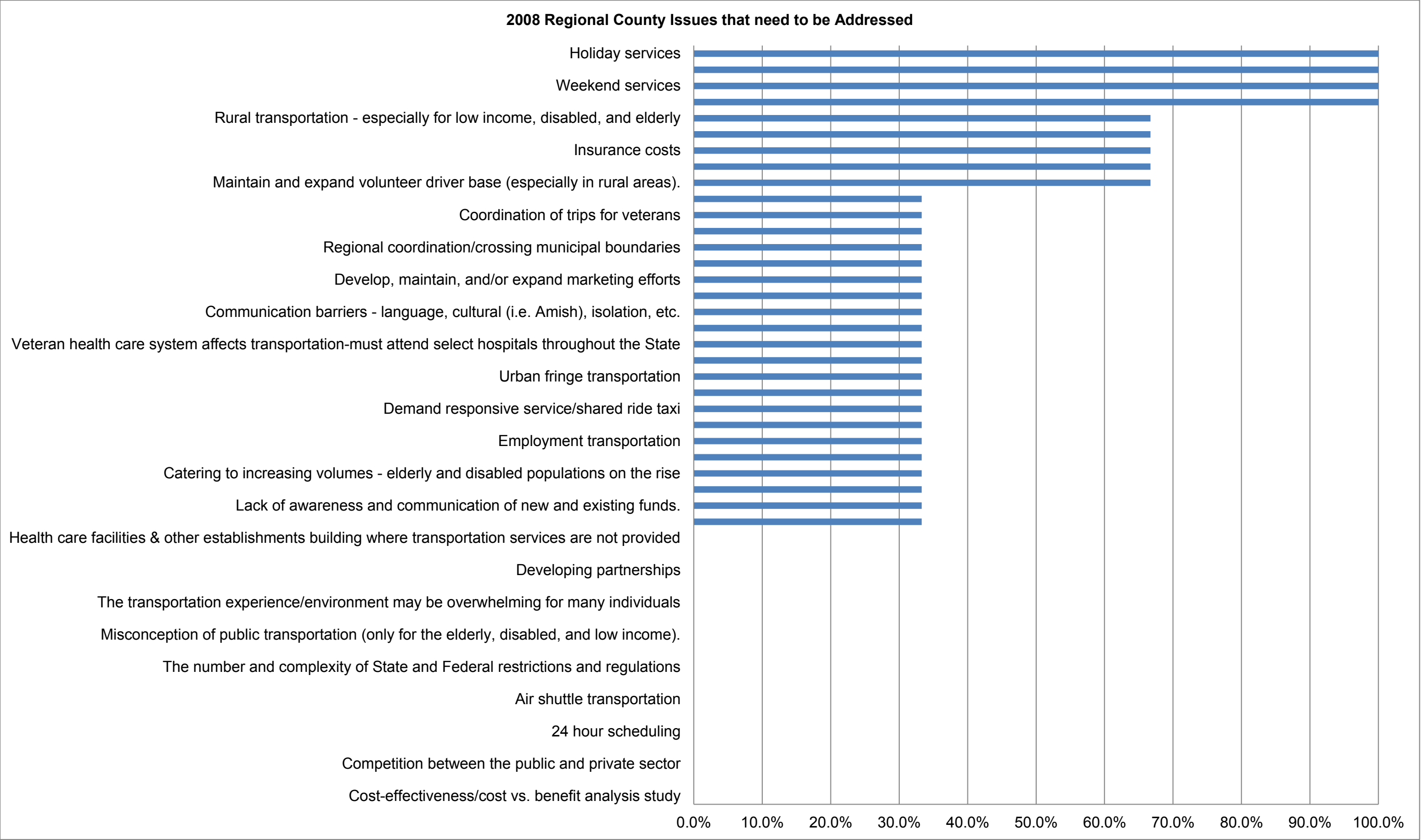
Question 6. What weaknesses do you see in the system? How could they be improved?

Weaknesses within the transportation system

- Although good, there is always room for increased communication.
- Costs could be monitored to check if providers are billing at higher costs
- Medicaid transports do not pay enough to support the service.

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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?



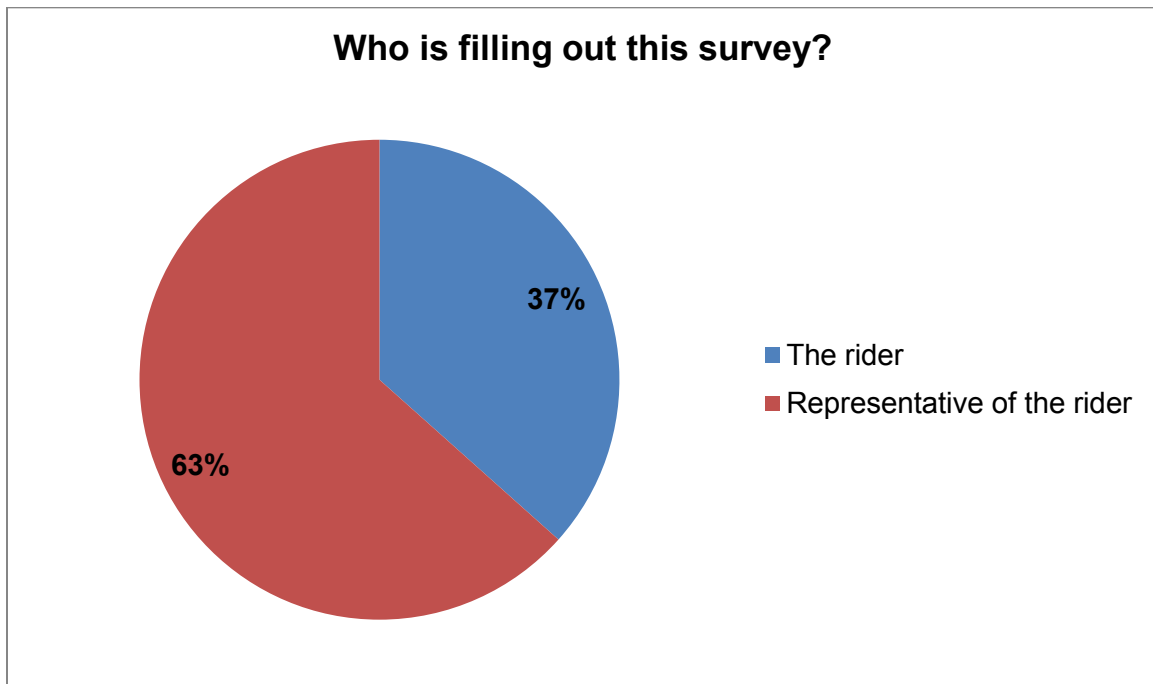
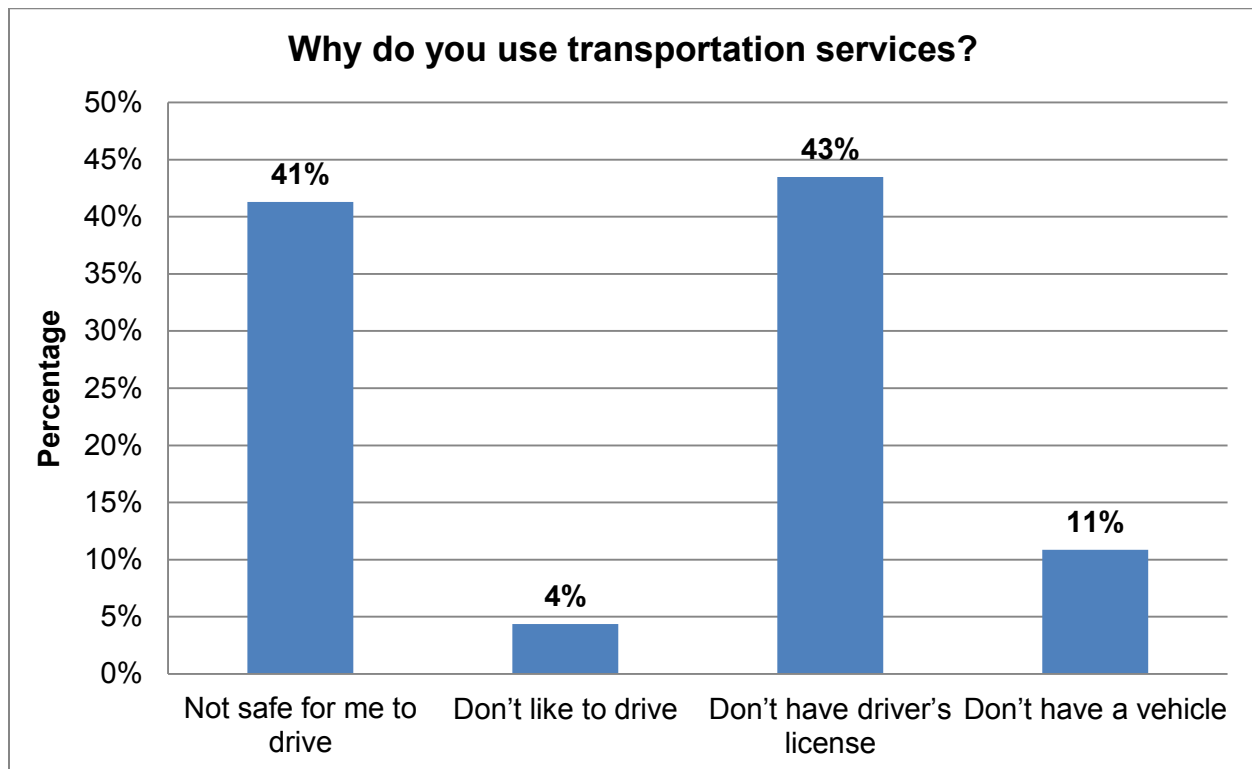
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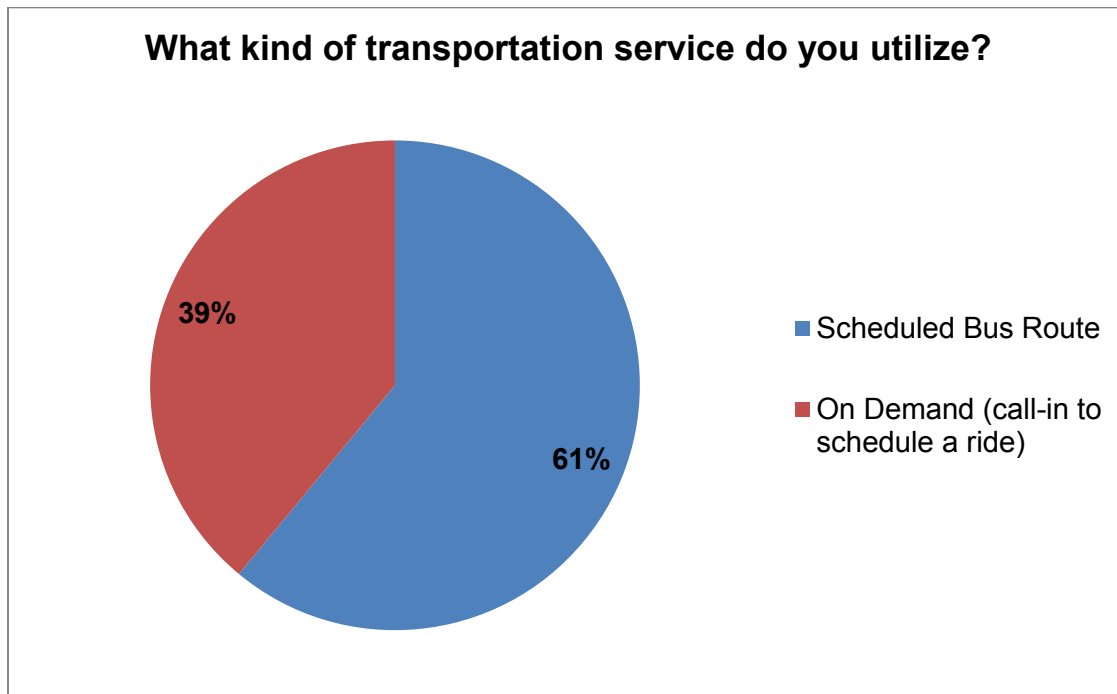
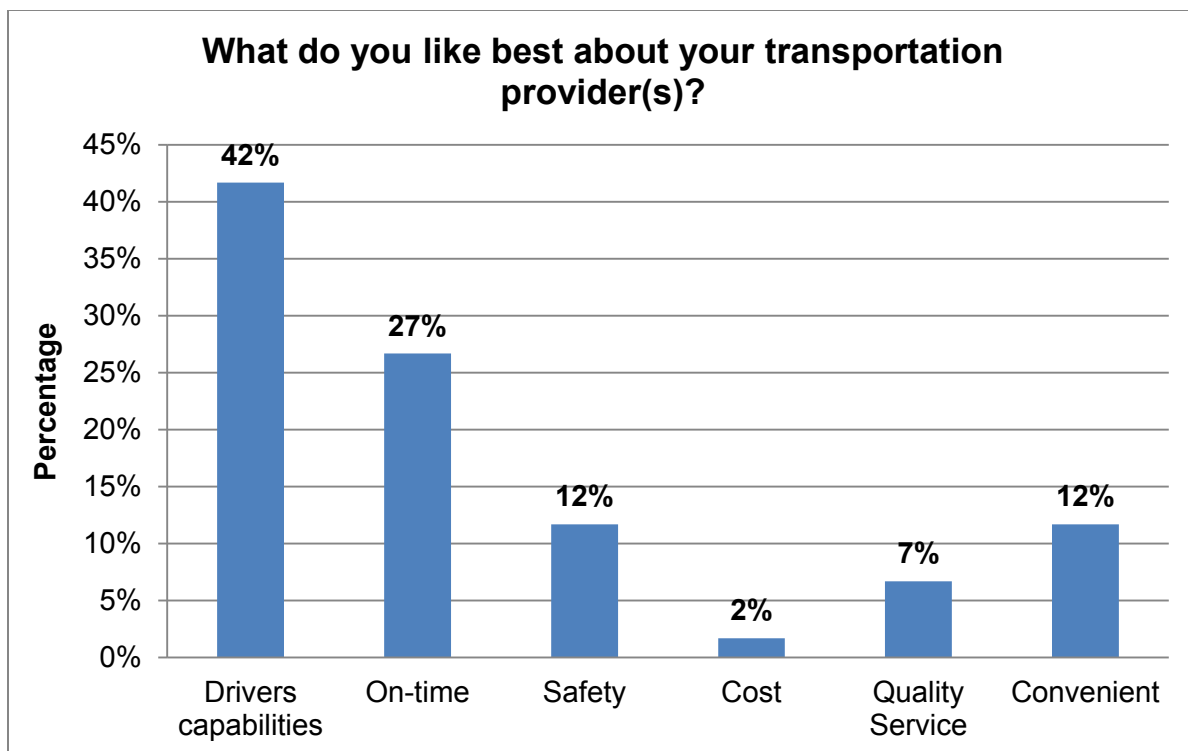
User Survey Results

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:

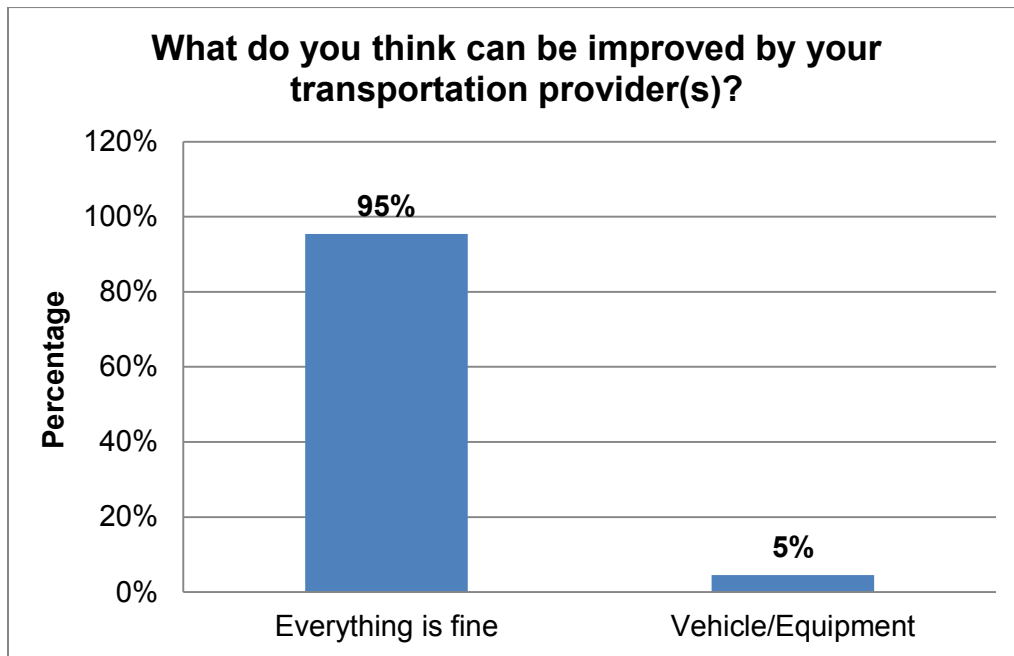
1. Who is filling out this survey?
2. Why do you use transportation services?
3. What kind of transportation service do you use?
4. What do you like best about your transportation provider(s) in terms of the overall experience?
5. What do you think can be improved by your transportation provider(s) in 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 41 user surveys were collected for Green Lake County. The transportation user survey can be found in **Appendix D-2**. The results are included below.

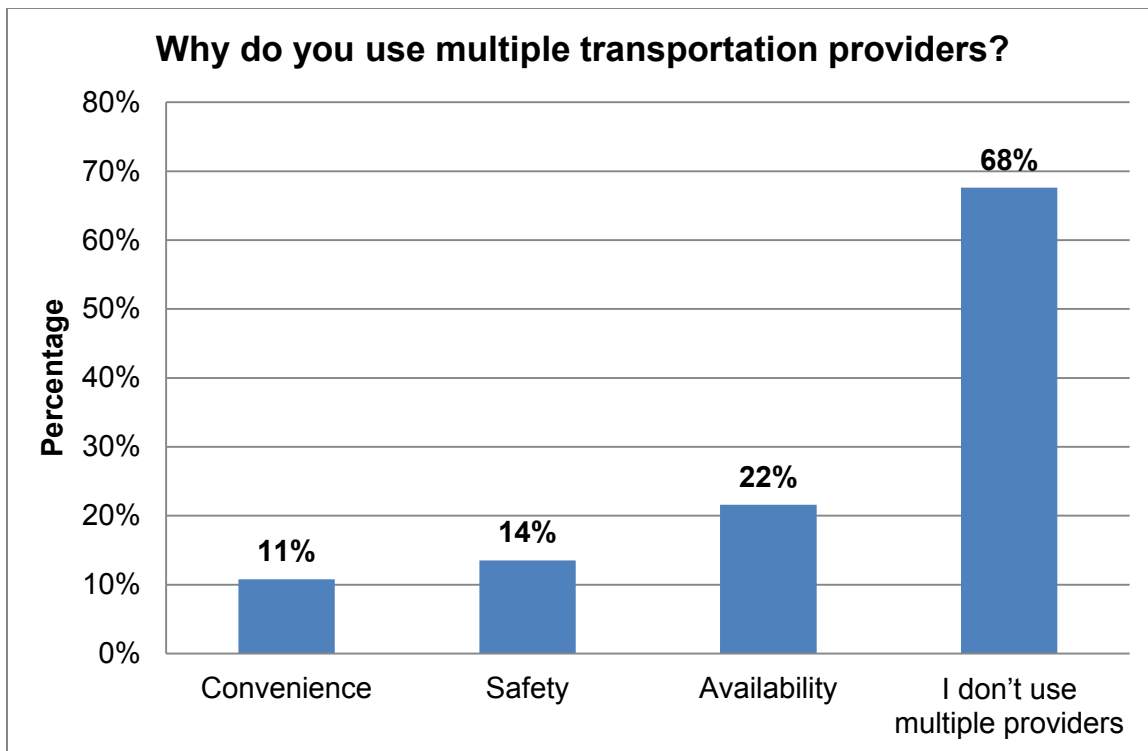
Question 1. Who is filling out this survey?**Question 2. Why do you use transportation services?**

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

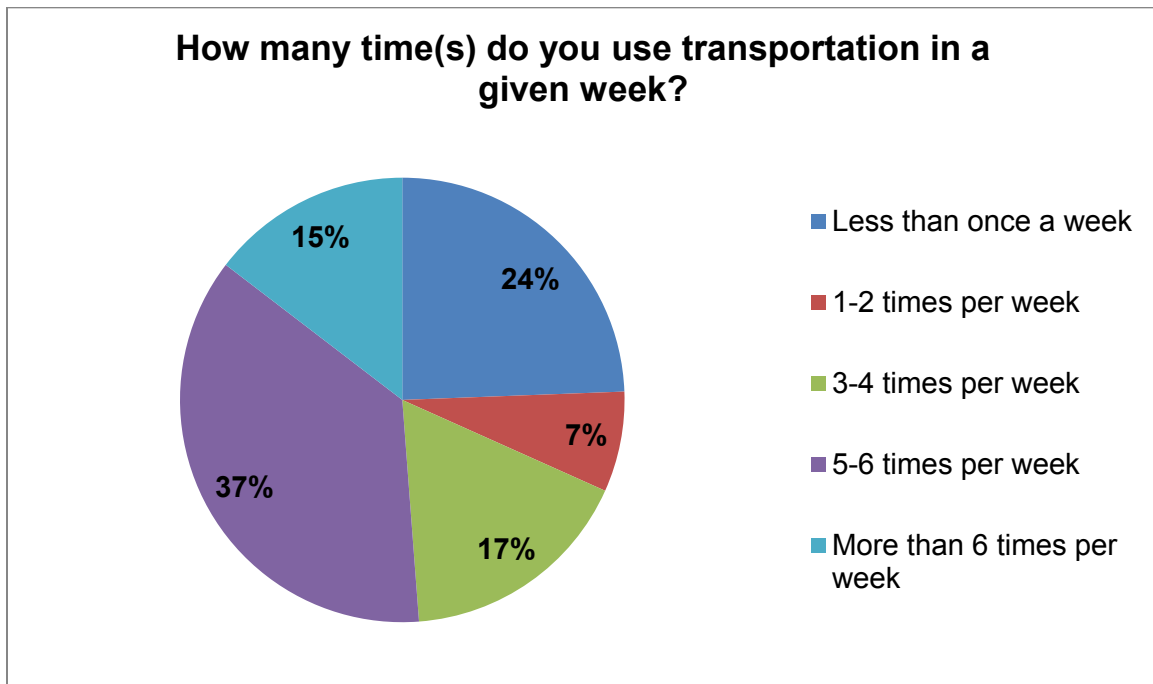
Question 5. What do you think can be improved by your transportation provider(s) in terms of the overall experience?



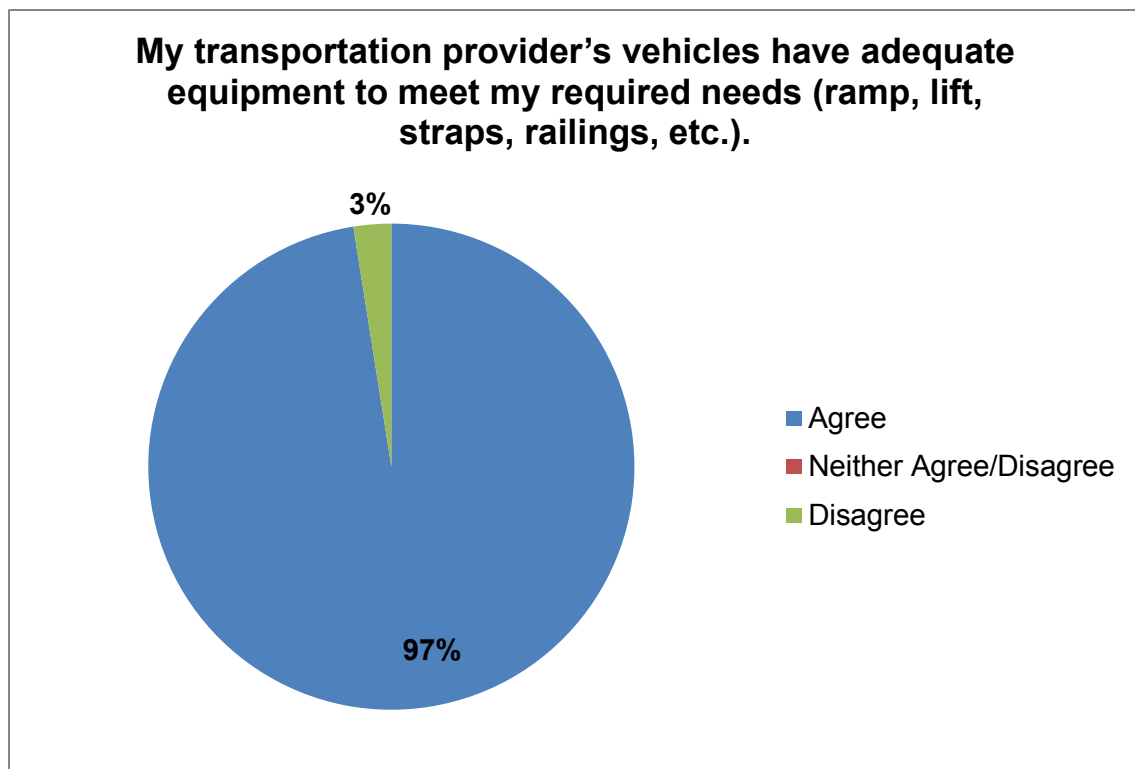
Question 6. Why do you use multiple transportation providers?



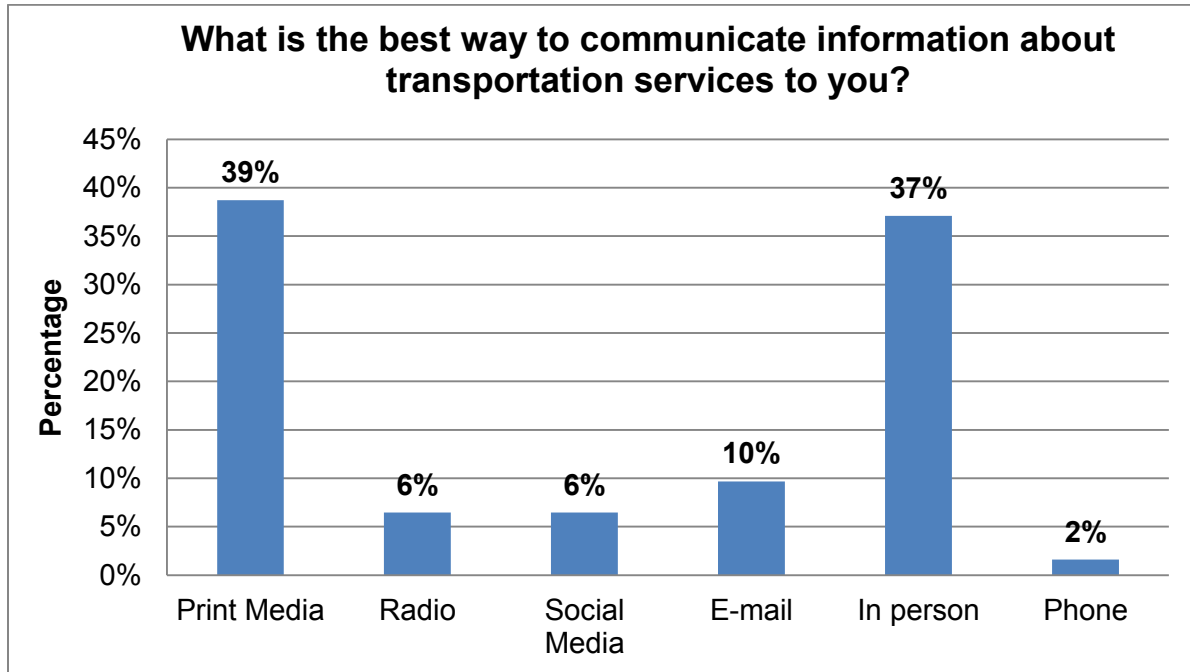
Question 7. How many time(s) do you use transportation in a given week?



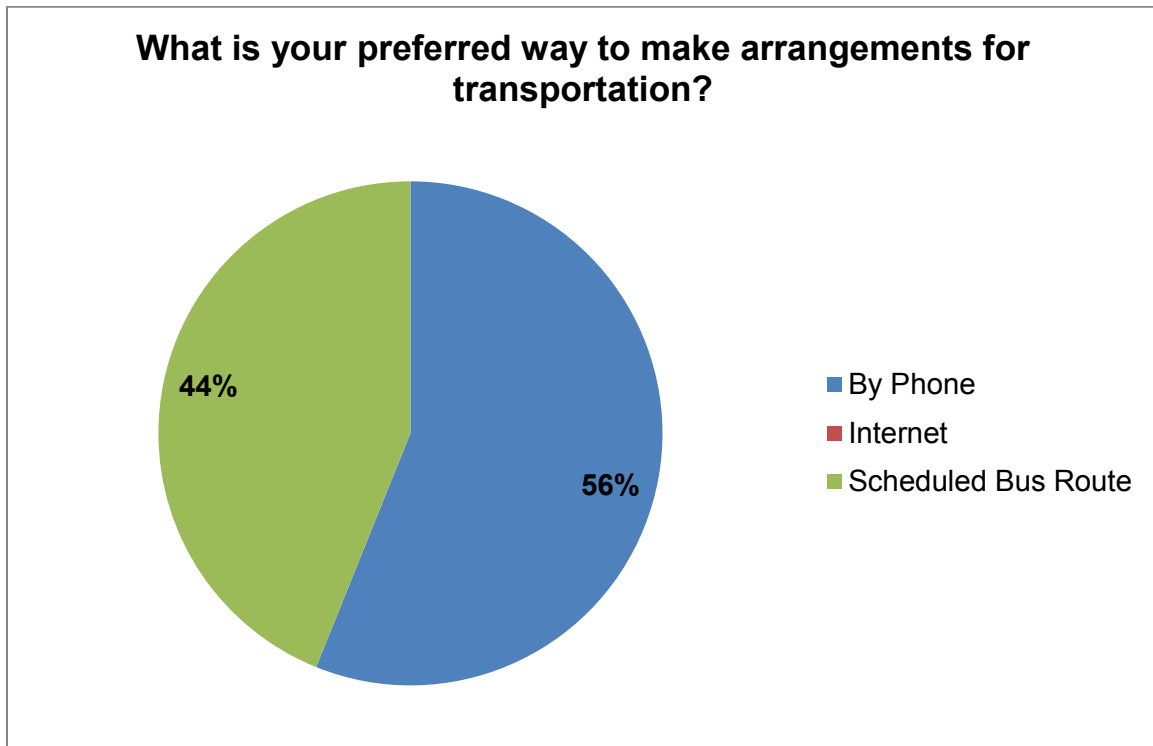
Question 8. My transportation provider's vehicles have adequate equipment to meet my required needs (ramp, lift, straps, railings, etc.).



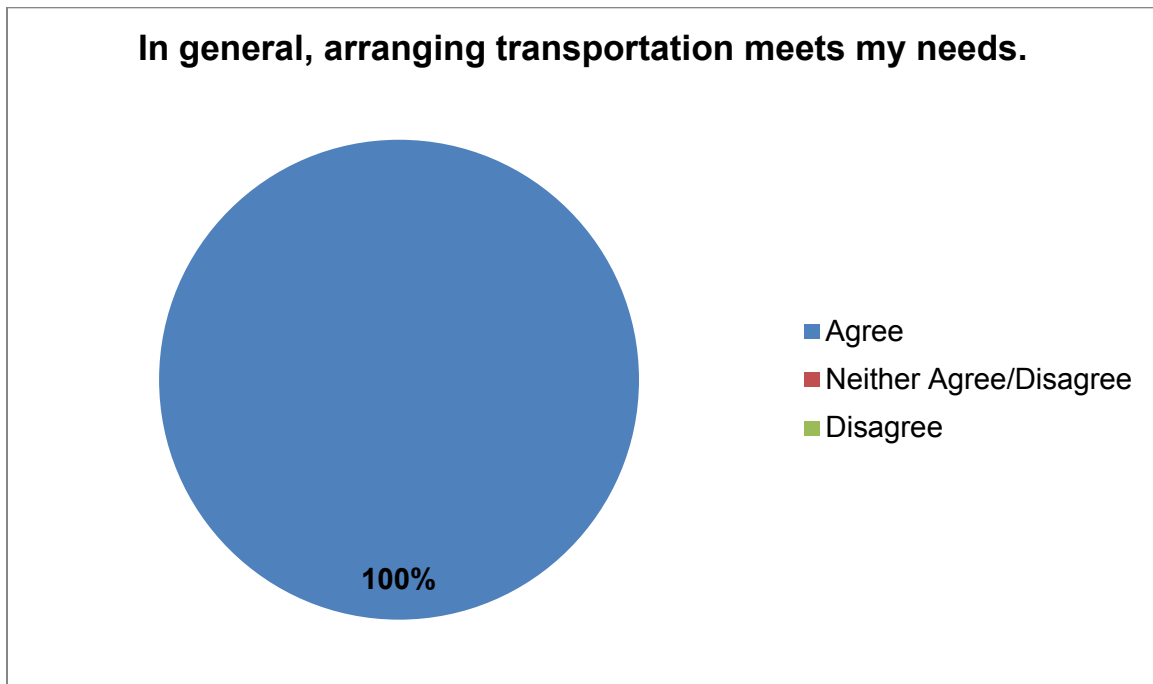
Question 9. Many times transportation services go unused because people do not know what options exist. In your opinion, what is the best way to communicate information about these services to you?



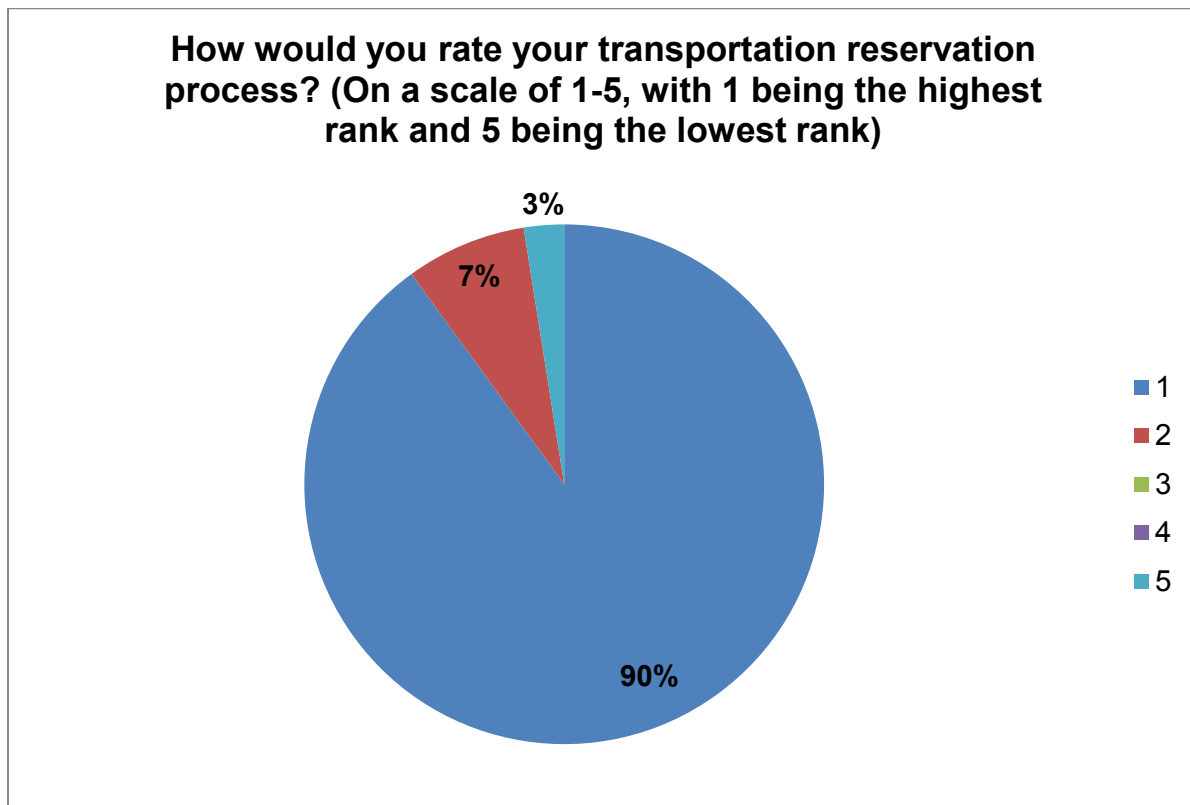
Question 10. What is your preferred way to make arrangements for transportation?



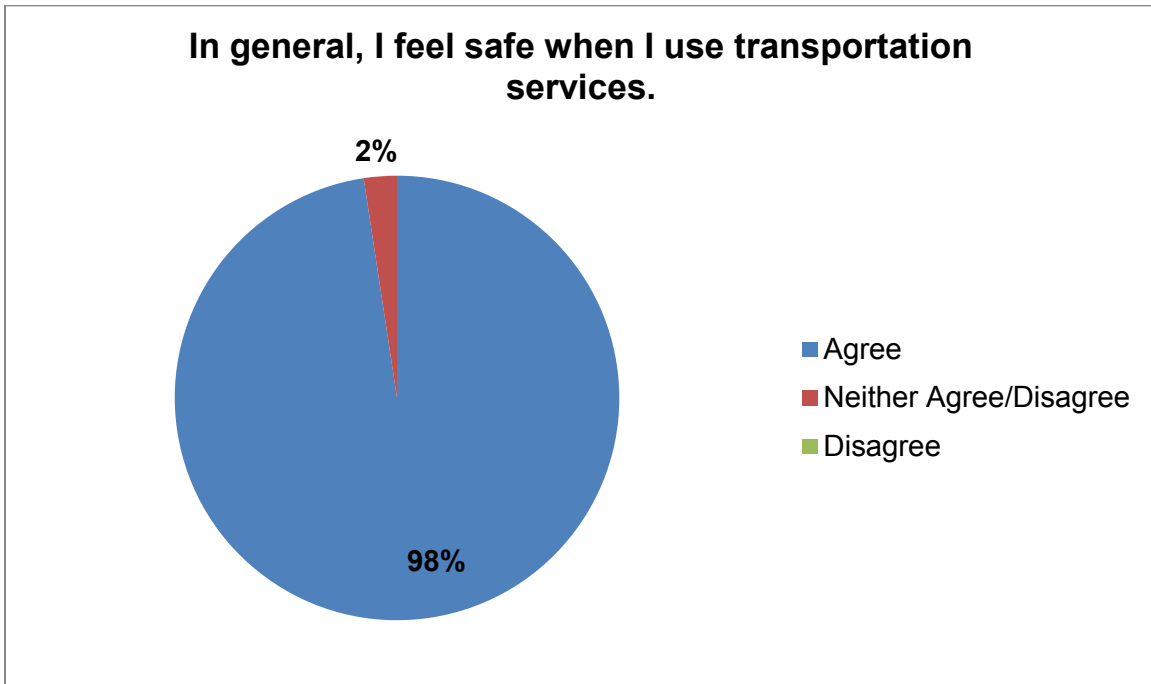
Question 11. In general, arranging transportation meets my needs.



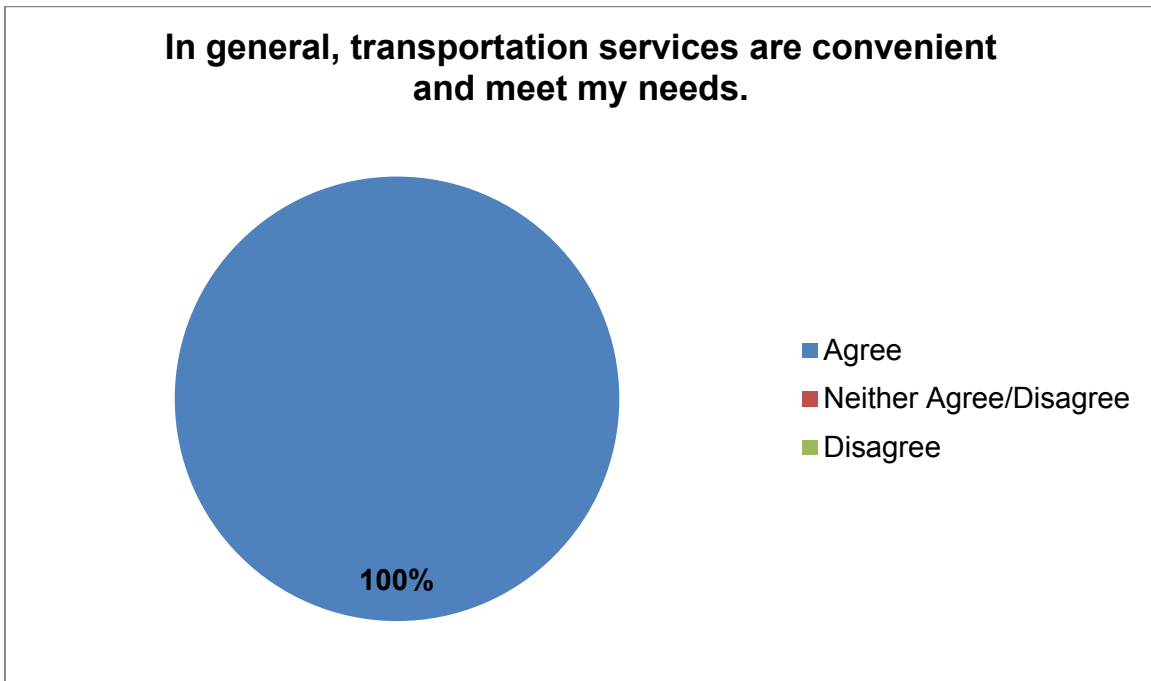
Question 12. How would you rate your transportation reservation process?



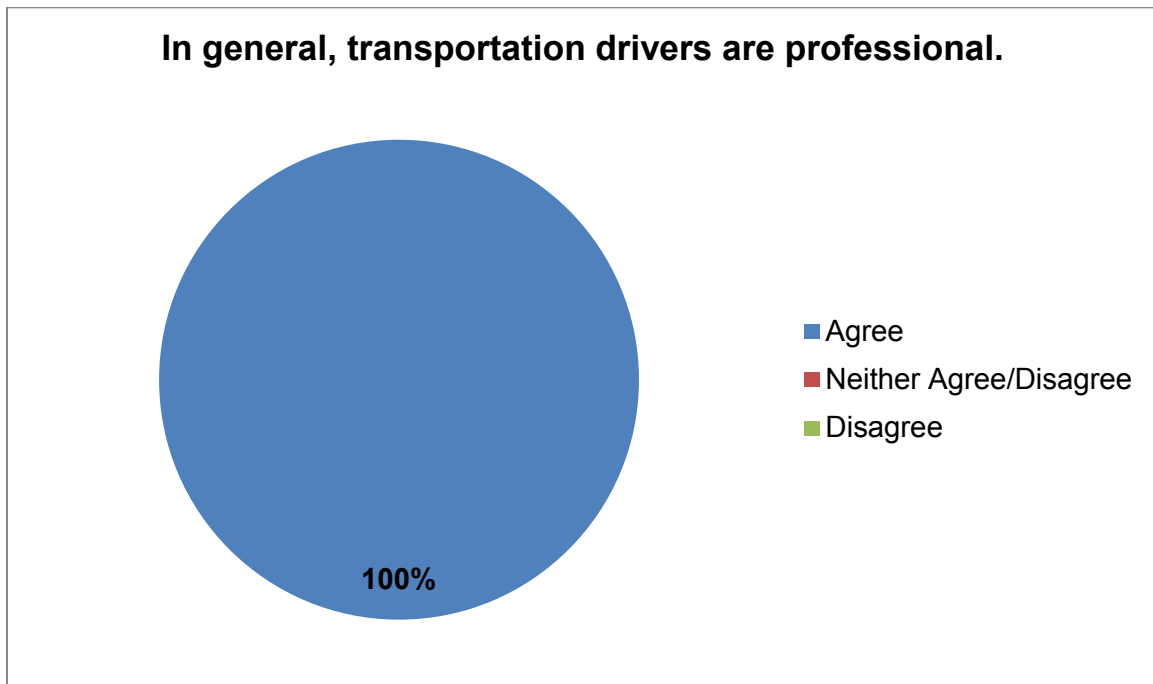
Question 13. In general, I feel safe when I use transportation services.



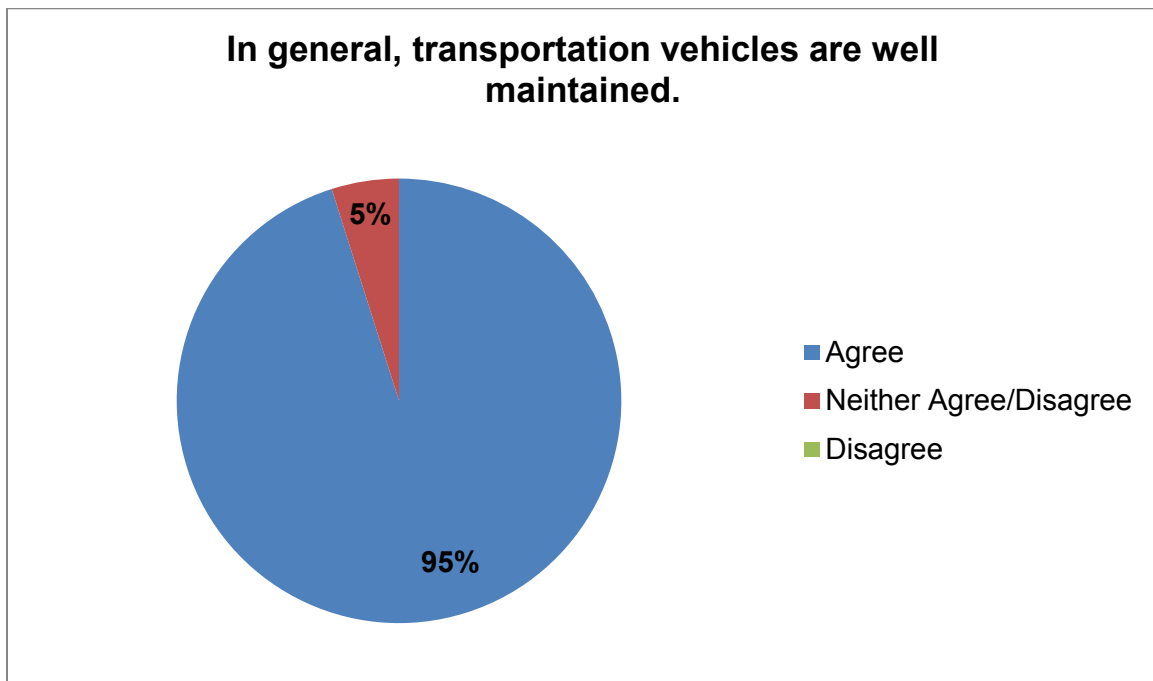
Question 14. In general, transportation services are convenient and meet my needs.



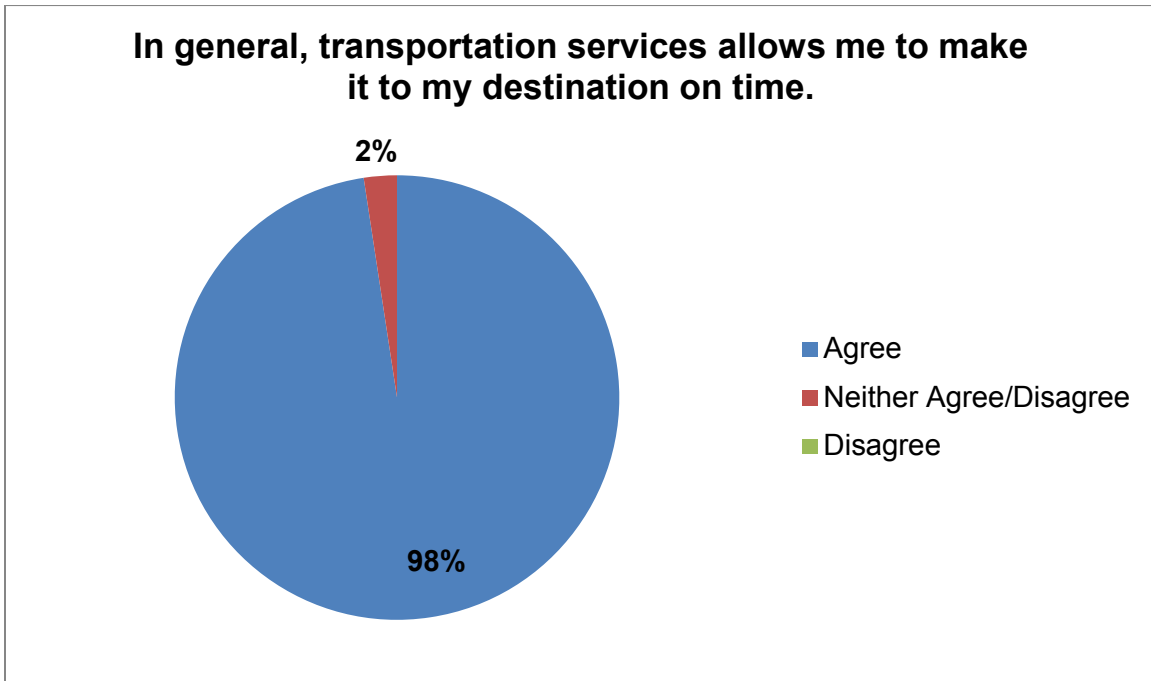
Question 15. In general, transportation drivers are professional.



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



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



SYSTEM SUMMARY ANALYSIS

Things Done Well

- Safety, coordination/communication, TCC, accessible vehicle availability, passenger care, funding/distribution of funding, Green Lake County leadership/support.
- Communication between service providers
- Two mini-vans servicing the southern end of the county
- Drive capabilities – knowledgeable and caring (user perspective)
- Overall quality of service (user perspective)
- Driver training
- Close relationship between drivers and providers/coordinators
- Vehicle maintenance program

Gaps or Needs within the system

- Driver availability, hours of operation, increase access to nursing home populations.
- Less costly transportation costs for those in outer lying areas
- Winter driveway maintenance – plow, shovel and salt (2008)
- Lack of specialized transportation services in the Princeton and Green Lake Areas
- For most of the county there isn't a bus that could be used for shopping and errands; It is being done in the City of Berlin; providing services for personal events and for church; would coordinate with taxi service or use Fox River Industry vehicles to take for the weekend shopping. (2008)
- Communication between Fox River and other providers (2008)
- Have one contact point; simplify the operation (2008)
- Continue training for those that are in the leadership positions; educate the public on the services that are available (2008)
- Scheduling can be difficult at times; possibly have a program that can set up appointments - set up appointments between a certain times
- Not enough coordination of the volunteers/invite cab company owner, City of Green Lake, and City of Princeton to join the TCC. (2008)
- Services could be more convenient or more accessible; a lot of home pick-ups (2008)
- Not a lot of marketing for Green Lake transportation - hard to market the transportation services when someone calls and you can't provide a service (2008)
- When doing marketing flyers and providing pictures and larger fonts for visually impaired; ex. Is getting a magnet, so that people will know who to call with large font and big enough who they can see. (2008)
- Open safety program for drives up to other organizations - share training - every 2 years through UW-Milwaukee Transportation Education (2008)
- Changed the parameters for the trust fund money - can use that money for other repairs; also put a limit on what the trust funds could be: This is being done better. (2008)
- Pursue more grant funding (2008)
- Vehicle purchase and repair program for low income to get to and from employment services (2008)

Barriers that prevent individuals from having adequate transportation

- Long travel distances (rural area), driver shortages, and hours of operation.
- Costs

Weaknesses within the transportation system

- Although good, there is always room for increased communication.
- Costs could be monitored to check if providers are billing at higher costs
- Medicaid transports do not pay enough to support the service.

PUBLIC FACILITATION – STRATEGIES, RESPONSIBILITY AND PRIORITIZATION

The Green Lake County Human Services-Public Transportation Coordinated Plan Public Facilitation took place on November 22, 2013 at the Green Lake County Department of Health and Human Services in Green Lake. The facilitation was designed to gather feedback from the public, transportation providers, agencies, businesses, and government officials on the following: (**Table 4.**)

- 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 4.)**

Table 4. Green Lake County Action Plan

Location: Green Lake		Date: 11-22-13	
Gaps, Needs & Barriers	Strategies and or Actions to overcome gaps & needs	Responsible Parties	Priority
Driver availability; expanded service and hours	Advocate for additional funding, market/educate/advocate to up-coming consumer groups, provider partnerships with ADVOCAP and additional local transportation providers, local business partnerships (volunteer/service opportunities)	Transportation providers, County, users, employers	1
Increase access to nursing home populations - Nursing home populations needs cannot be met because of high concentration/Have the vehicles, but need more drivers (2008)	Increase coordination with transportation needs of nursing homes and transportation providers	Nursing homes, transportation providers, MCO's, ADRC	
Less costly transportation costs for those in outer lying areas	Advocate for funding, subsidies	Users, transportation providers, families, County, ADRC	
Lack of specialized transportation services in the Princeton and Green lake Areas	Advocate for additional funding, market/educate/advocate to up-coming	Transportation providers, County, users, employers	
For most of the county there isn't a bus that could be used for shopping and errands; It is being done in the City of Berlin; providing services for personal events and for church; would coordinate with taxi service or use Fox River Industry vehicles to take for the weekend shopping. (2008)	State and federal policy changes	Legislators at local, state, and federal levels	
Have one contact point; simplify the operation (2008)	ADRC could do some regional or county coordination (research/establish mobility manager position;	ADRC, County, users, transportation providers	2

<i>Gaps, Needs & Barriers</i>	<i>Strategies and or Actions to overcome gaps & needs</i>	<i>Responsible Parties</i>	<i>Priority</i>
Not enough coordination of the volunteers/invite cab company owner, City of Green Lake, and City of Princeton to join the TCC. (2008)	Coordinated from the ADRC; each community coordinate their volunteer drivers; once a central point of contact is developed, Fox River Industries or ADRC may contribute to that- concern of possibly losing volunteer drivers because of coordinating it with one contact - possibly losing locality with volunteer drivers	County, TCC, ADRC, transportation providers	
Changed the parameters for the trust fund money - can use that money for other repairs; also put a limit on what the trust funds could be: This is being done better. (2008)	Revising some of the regulations for the grant money that is available at the state and the federal level - currently being examined	ADRC, County, transportation providers	
Pursue more grant funding (2008)	State and federal policy changes; state and federal governments notifying local governments of available grants, advocate for additional funding through legislation	ADRC, County, transportation providers	4
Vehicle purchase and repair program for low income to get to and from employment services (2008)	Advocate for funding with ADVOCAP	ADVOCAP, County, transportation providers and employers	

<i>Gaps, Needs & Barriers</i>	<i>Strategies and or Actions to overcome gaps & needs</i>	<i>Responsible Parties</i>	<i>Priority</i>
Lack of employment transportation	Vehicle purchase and repair program for low income to get to and from employment services, search for new programs	ADVOCAP, County, transportation providers and employers	3
Lack of knowledge of available services	ADRC could be clearinghouse for information; marketing, updating ADRC website, senior centers, increase ADRC marketing, working with local municipalities to market/educate the ADRC as a transit coordinator, Magnets for individuals, senior newsletter, ADRC brochure, human interest stories, magnet ad on vehicles, and Fox River Industries brochures	ADRC, County, users, transportation providers, local agencies	5

PROGRAMS/PROJECTS Table 5.

Table 5. Programs/Projects					
Program	FY 14	FY 15	FY 16	FY 17	FY 18
5310	Disabilities Services Inc., Southern Green Lake County Senior Transport, City of Berlin, Green Lake County, Fox River Industries	Disabilities Services Inc., Southern Green Lake County Senior Transport, City of Berlin, Green Lake County, Fox River Industries	Disabilities Services Inc., Southern Green Lake County Senior Transport, City of Berlin, Green Lake County, Fox River Industries	Disabilities Services Inc., Southern Green Lake County Senior Transport, City of Berlin, Green Lake County, Fox River Industries	Disabilities Services Inc., Southern Green Lake County Senior Transport, City of Berlin, Green Lake County, Fox River Industries
85.21	Green Lake County	Green Lake County	Green Lake County	Green Lake County	Green Lake County

PLAN ADOPTION

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

1. Summary of Proceedings from the Green Lake County Health & Human Services Board approving the County Human Services-Public Transportation Coordinated Plan for the five year duration. (Summary of Proceedings is located in **Appendix G.**)

AMENDMENT PROCEDURE

If a Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program or State Statue 85.21 Specialized Transportation Assistance Program project is identified after the approval of the plan and is not included; an amendment is required.

AMENDMENT PROCEDURE

For the project recipient to receive Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program or State Statue 85.21 Specialized Transportation Assistance Program funds the following needs to take place:

- Project recipient will notify ECWRPC and County champion of the project.
- Project recipient will submit to ECWRPC and County champion a copy of grant.
- ECWRPC and County champion will send amendment request to the Planning Committee and Green Lake County Health & Human Services Board.
- If Planning Committee and the Green Lake County Health & Human Services Board give their blessing, then the plan will be amended.
- The amended plan will be sent to WisDOT to update their copy along with the following:
 - A narrative summary describing the reasons for the amendment;
 - Description of the amendment process; and
 - Documentation to show the Planning Committee has been consulted.

SUMMARY OF MEETING EVALUATIONS

Table 6. Meeting Evaluation (Facilitation Survey Results, 9 responses)							
	Strongly Agree		Agree		Strongly Disagree	Don't Know	Average
General Meeting Questions	1	2	3	4	5	6	#
The information covered in the group discussions, examples and explanations was understandable.	6	2	1	0	0	0	1.44
The meeting provided a good forum for communication about public/human services transportation coordination.	6	2	1	0	0	0	1.44
Participation at the meeting was from a broad stakeholder group.	0	2	7	0	0	0	2.78
The county/region's prioritized action plan is comprehensive and realistic.	4	3	2	0	0	0	1.78
The county/region has a working coordination team.	3	3	3	0	0	0	2.00
The 2008 coordinated plan has been implemented.	2	3	2	0	0	1	2.50
Developing the prioritized action plan was meaningful and valuable.	6	2	1	0	0	0	1.44
I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	7	1	1	0	0	0	1.33
Facilitator Questions							
Facilitator was knowledgeable about the meeting process.	7	1	1	0	0	0	1.33
The information was presented in a clear, logical format.	6	2	1	0	0	0	1.44

Additional Meeting Evaluation Notes

- Eight of nine survey respondents thought that the time allotted for the facilitation was 'about right'.
- An increased effort to market/educate/advocate for existing specialized transportation services was noted as top priority to increase consumer awareness.
- The need for a centralized position/mobility manager to coordinate all transportation needs within Green Lake County and regionally was also listed as a priority.

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Appendix A.

Inventory Worksheet

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Specialized Transportation Agency Information Worksheet

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

Introduction:

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

Transportation Study Background Information:

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

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

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

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

If leaving a message:

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

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

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

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

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

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

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

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

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

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Date: September 16, 2013

Dear Invitee,

Federal transit law, as amended by SAFETEA-LU (2005), and continued in MAP-21 (2012), requires that projects selected for funding under the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program and the State Section 85.21 Specialized Transportation Assistance program be derived from a coordinated public transit-human services transportation plan. A County 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 Green Lake locally developed Coordinated Public Transit-Human Services Transportation Plan.

You are being invited to participate in the public facilitation to update the 2008 Green Lake locally developed Coordinated Public Transit-Human Services Transportation Plan because you have been identified as one of the following:

- transportation provider;
- business or agency that deals with seniors and individuals with disabilities; and
- “user” of the transportation provider system.

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

Date: November 22, 2013

Time: 8 am to 12 pm

**Location: Green Lake County Department of Health and Human Services
571 County Road A
Green Lake, WI 54941
Nurses Screening Room**

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

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

For more information please contact Nick Musson, Transportation Planner with East Central Wisconsin Regional Planning Commission at either (920) 7514770 or nmusson@ecwrpc.org.

Sincerely,

Nickolas Musson

Nickolas Musson, Transportation Planner, ECWRPC

2014-2018 COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

Green Lake County

November 22, 2013

8 am to 12 pm

Green Lake County Department of Health and Human
Services

571 County Road A
Green Lake, WI 54941
Nurses Screening Room

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.

Green Lake County

We Need Your Input!!!!



<u>Date:</u>	November 22, 2013 8 am to 12 pm
<u>Location:</u>	Green Lake County Department of Health and Human Services 571 County Road A Green Lake, WI 54941 Nurses Screening Room
<u>Purpose:</u>	To conduct a Locally Developed Coordinated Public Transit-Human Services Transportation Plan
<u>Contact Information:</u>	Nick Musson, Transportation Plan, ECWRPC at (920) 751-4770 or via email at nmusson@ecwrpc.org

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

Plan Area:	Green Lake County
Date of Meeting:	November 22, 2013
Facilitators:	Nick Musson
Coordination Plan Contact Names:	Ed Schuh

Name	Agency/Organization/Etc.	Street	P.O. Box/Suite	City	State	Zip	Phone
Ed Schuh	Fox River Industries/Disabilities Services Inc.	222 South Leffert Street	P.O. Box 69	Berlin	WI	54923-0069	(920)361-3484
Betty Bradley	Green Lake County Health and Human Services	571 County Road A	P.O. Box 588	Green Lake	WI	54941	(920)294-4070
Michael Bonertz	ADVOCAP, Inc.	19 West 1st Street	P.O. Box 1108	Fond du Lac	WI	54935	(920)922-7760
LeRoy Dissing	Green Lake County Health and Human Services	571 County Road A	P.O. Box 588	Green Lake	WI	54941	(920)294-4070
Phillip Robinson	Green Lake County Health and Human Services	571 County Road A	P.O. Box 588	Green Lake	WI	54941	(920)294-4070
Paul Stelter	Fox Valley WDB	1401 McMahon Dr.		Neenah	WI	54956	(920)720-5600
Karen Engel	Oshkosh Workforce Development Center	315 Algoma Blvd.	2nd Floor	Oshkosh	WI	54901	(920)232-6271
Gerald Beuthin	Veterans Service Officer	571 County Road A	P.O. Box 588	Green Lake	WI	54941	(920)294-2143
Chris Langille	WDA Vocational Rehabilitation Counselor	742 Green Tree Mall		Berlin	WI	54923	(920)361-3400
John Meissner	Options for Independent Living Inc.	820 W. College Ave.		Appleton	WI	54914	(920)997-9999
Julie Boeck	Berlin Shared Ride Taxi/Classic Cab	745 Broadway		Berlin	WI	54923	(920)361-3616
Margaret Bostelmann	Green Lake County Clerk	571 County Road A	P.O. Box 3188	Green Lake	WI	54941-3188	(920)294-4007
Jack Meyers	Green Lake County Board Chairman	N665 Fountain Lane		Dalton	WI	53926	(920)294-4031
Nav Ghimire	UW-Extension Green Lake County	571 County Road A	P.O. Box 3188	Green Lake	WI	54941-3188	(920)294-4032
Sharon Timm/ Irene V	Mealsite Manager	571 County Road A	P.O. Box 588	Green Lake	WI	54941	(920)294-4070
Becky Pinnow	American Red Cross	515 S. Washburn St.	Suite 201	Oshkosh	WI	54904	(920)231-3590
Donald Peters	Green Lake County Transportation Coordinating Committee	W3972 Heritage Road	P.O. Box 613	Markesan	WI	53946	(920)398-8909
Shirley Hayes	Green Lake County Transportation Coordinating Committee	537 E Marquette Street		Berlin	WI	54923	(920)361-3532
Karen Neuman	Green Lake County Transportation Coordinating Committee	142 Water Street		Berlin	WI	54923	(920)361-5422
Richard Trochinski	Green Lake County Transportation Coordinating Committee	236 W. Berlin Street		Berlin	WI	54923	(920)361-1887
Judy Bender	Green Lake County Transportation Coordinating Committee	N1440 Spring Lake Drive		Dalton	WI	53926	(920)394-3008
Robert E. Miller	Disabilities Services Inc.	N1876 State Rd 44 & 73		Markesan	WI	53946	(920)398-3383
Marian L. Sommerfeld	Disabilities Services Inc.	W3251 Princeton Road		Green Lake	WI	54941	(920)294-6099
Fern Engel	Disabilities Services Inc.	N1674 High Street		Manchester	WI	53946	(920)398-3325
Jon Schweder	Disabilities Services Inc.	211 East Center Street		Wautoma	WI	54982	(920)929-4982
Linda Van Ness	Disabilities Services Inc.	1950 Mereworth Court		Oshkosh	WI	54904	(920)231-9822
Robert Malchetske	Disabilities Services Inc.	478 River Road		Berlin	WI	54923	(920)361-1454
Nancy Haanen	Fox River Industries	222 Leffert Street	PO Box 69	Berlin	WI	54923	(920)361-3484
Dawn Brantley	Fox River Industries	222 Leffert Street	PO Box 69	Berlin	WI	54923	(920)361-3484
Gary Podoll	Emergency Management	108 N. Capron Street	PO Box 272	Berlin	WI	54923	(920)361-5416
Dave Richter	Chairman, Green Lake County Health & Human Services	W3293 Orchard Avenue		Green Lake	WI	54941	(920)295-0277
Amy Brooks	Green Lake County Highway Commissioner	570 South Street	PO Box 159	Green Lake	WI	54941	(920)294-4060

Matt Halada	WisDOT-DTSD-NE Region	944 Vanderperren Way		Green Bay	WI	54304	(920) 492-7725
Judy Foss	WI Department of Transportation	4802 SHEBOYGAN AVE	951	Madison	WI	53705	(608) 266-8968
Derek Weyer	WisDOT-DTSD-NE Region	944 Vanderperren Way		Green Bay	WI	54304	920-421-0139

Jill Michaelson	WisDOT-DTSD-NE Region	944 Vanderperren Way		Green Bay	WI	54304	920-492-5698
Alexis Kuklenski	FHWA Wisconsin Division	525 Junction Road, Suite 8000		Madison	WI	53717	608-829-7517
Mary Robb	Wisconsin Department of Transportation	4802 Sheboygan Ave., Room 901		Madison	WI	53707	(608) 267-2908
John Alley	Wisconsin Department of Transportation	4802 Sheboygan Ave., P.O. Box 7913		Madison	WI	53707	
Stephen Hirshfeld	Wisconsin Department of Transportation	4802 Sheboygan Ave.	P.O. Box 7913	Madison	WI	53707	(608) 267-0209

	Berlin Senior Center	142 Water St		Berlin	WI	54923	(920) 361-5422
	Fox River Industries	222 Leffert ST PO Box 69		Berlin	WI	54923	(920) 361-3484
	Southern Green Lake County Senior Transportation	N1440 Spring Lake Drive		Dalton	WI	53926	(920) 394-3008
	Koeppens	217 Industrial Dr.		Clintonville	WI	54929	(715) 823-5711
	Berlin Shared Ride Taxi/Classic Cab	P.O. 342		Berlin	WI	54923	(920) 361-3616 / (920)-361-2100
	Disabilities Services Inc.	W3251 Princeton Road		Green Lake	WI	54941	(920) 294-6099

STATE OF WISCONSIN }
Green Lake County } ss.

Jason Fox, being duly
sworn, doth depose and say that he (she) is an authorized representative
of the Berlin Journal, a newspaper published at Berlin, a representative
of government of said State, and that an advertisement of which the

from said paper, was published therein on
November 7, 2013

November 14, 2013

NOTICE OF PUBLIC MEETING

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

**The Green Lake County Coordinated Public Transit-Human Services
Transportation Plan Public Facilitation Meeting Details:**

Date: November 22, 2013

Time: 8 am to 12 pm

**Location: Green Lake County Department of Health and Human
Services**

**571 County Road A
Green Lake, WI 54941
Nurses Screening Room**

A County Coordinated Public Transit-Human Services Transportation Plan is
a five-year plan dedicated to sharing resources both intra- and inter-county to
assist the transportation disadvantaged public in getting rides based on their
individual mobility needs. The plan must be developed through a process
that includes representatives of public, private, and non-profit transportation
and human services providers and participation by members of the public.
Coordination plans are required for Federal Section 5310 Enhanced Mobility
of Seniors and Individuals with Disabilities program funding and State
Section 85.21 Specialized Transportation Assistance program funding for
counties.

The meeting will include the completion of a county assessment of public
transit/human services transportation coordination from all transportation
providers and stakeholders in attendance.

Those persons unable to attend the meeting and would like to comment can
do so by taking an online survey. Surveys are located at <http://www.newrat.org/>.
Select your county and select the appropriate survey to begin.

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

Publish: November 7 & 14, 2013

Editor (Title)

14th

before me thisday of

2013

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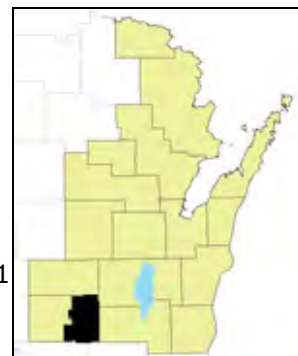
IN THE MATTER OF

GREEN LAKE COUNTY

STATE OF WISCONSIN

Appendix C.
Green Lake County NEWRAT Webpage

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Northeast Wisconsin Regional Access to Transportation Committee**Green Lake 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 Annoucements

Coordinated Public Transit-Human Services Transportation Plan Public Facilitation Meeting
November 22, 2013 8am-12pm
Green Lake County Department of Health and Human Services - Nurses Screening Room
571 County Road A
Green Lake, WI 54941

Locally Developed Coordinated Public/ Human Service Transportation Plan - [2008](#)

Website administered by ECWRPC
Contact [webmaster](#) with comments/suggestions.

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

4 Required Elements of a Coordinated Plan:

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

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

*1. County

Specialized Transportation Needs and Gaps

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

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

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

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

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

2008 Assessment of Needs and Gaps

Specialized Transportation Provider Survey

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

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

Specialized Transportation Provider Survey

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

County Transportation Rider Survey

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

Outagamie

Winnebago

Waupaca

Marquette

Shawano

Calumet

Waushara

Green Lake

Menominee

Fond du Lac

2. Who is filling out this survey?

a. The rider

b. Representative of the rider

3. Why do you use transportation services?

a. Not safe for me to drive

b. Don't like to drive

c. Don't have driver's license

d. Other _____

4. What kind of transportation service do you use?

a. Scheduled Bus Route

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

c. Other _____

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

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

7. List the transportation providers you currently use:

8. Which transportation provider do you prefer and why?

9. Why do you use multiple transportation providers?

a. Convenience

b. Safety

c. Availability

d. I don't use multiple providers

e. Other _____

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

a. Less than once a week

b. 1-2 times per week

c. 3-4 times per week

d. 5-6 times per week

e. More than 6 times per week

11. My transportation **provider's vehicles** have adequate equipment to meet my required needs (ramp, lift, straps, railings, etc.).

- a.** Agree **b.** Neither agree or disagree **c.** Disagree

If not **please specify** what services or equipment could better meet your needs. _____

12. Many times Specialized Transportation options are not used because people are unaware that these services exist. In your opinion, what is the best way to communicate information about these services to you?

- a.** Print Media **b.** Radio **c.** Social Media
d. E-Mail **e.** In Person
f. Other _____
-

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

- a.** Phone
b. Internet
c. Scheduled Bus Route
d. Other _____
-

14. In general, arranging transportation meets my needs. (Please choose only one response):

- a.** Agree **b.** Neither agree or disagree **c.** Disagree

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

- a.** 1 **b.** 2 **c.** 3 **d.** 4 **e.** 5

16. In general, I feel safe when I use transportation services. (Please choose only one response):

- a.** Agree **b.** Neither agree or disagree **c.** Disagree

17. In general, transportation services are convenient and meet my needs. (Please choose only one response):

- a.** Agree **b.** Neither agree or disagree **c.** Disagree

18. In general, transportation drivers are professional. (Please choose only one response):

- a.** Agree **b.** Neither agree or disagree **c.** Disagree

19. In general, transportation vehicles are well maintained. (Please choose only one response):

- a.** Agree **b.** Neither agree or disagree **c.** Disagree

20. In general, transportation services allow me to make my destination on time. (Please choose only one response):

- a.** Agree **b.** Neither agree or disagree **c.** Disagree

Local Return Address

Name

Street

City, State Zip

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Appendix E.

Facilitation Sign-In-Sheet

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

Facilitator: Nick Musson, ECWRPC						Date: 11-22-13	Location: Green Lake
Participant Name	Agency/Organization/ Municipality/Etc.	Mailing Address	E-Mail Address	Phone	County/Countries Representing		
Betty Bradley	Green Lake County	P.O. Box 538	bradleyb@co.greenlake.wi.us	920-394-4070	Green Lake		
Ed Strub	COINCH (The Survival Zone) Green Lake County	PO Box 67 Bad Lake 54823	edstrub@co.greenlake.wi.us	361-3484	Green Lake		
Alisy Benber	Sobh. Co SR TRANSPO	Section W1 5394 N1440 Spaul Lake	imbenber@venturylink.net	920-394-3208	Green Lake		
Mail copy Richard Tochnieski	County Department	230 W. Berlin St Berlin, WI 53413	driedad@co.greenlake.wi.us	920-361-1887	Green Lake		
Don Feters	GLC, Green	P.O. Box 617 MARGESHAU, WI 53946	p/f	920-398-8969	GREEN LAKE		
Nancy Haanen	Fox River Industries	PO Box 69 Berlin WI 54923	haanen@co.green-lake.wi.us	920-361-3484	Green Lake		
PHILIP MUSSON	GLC DATA	THE BOX 538 GREEN LAKE, WI	PHILIP@co.greenlake.wi.us	920-394-4167	GREEN LAKE		
Sue Tomplan	ADVOCAP	9989 HARRISONS BENTON, WI.	Sue@advocap.org	414-0150	WISCONSIN Green Lake Zona del Lago		
Deany Beckman	Green Lake City VSO	P.O. Box 538 Green Lake WI 54941	glevse@co.green-lake.wi.us	920-394-4123	Green Lake		
Mackenzie Egan	Options for Independent Living	920 W College Ave Appleton, WI	mackenzie@optionsill.org	920-882-9309			
Dawn Brentley	Fox River Ind.	P.O. Box 14 Berlin, WI 54923	dbrentley@co.greenlake.wi.us	920-361-3484	Green Lake		

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Appendix F.

Summary of Proceedings

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SUMMARY OF PROCEEDINGS

The Green Lake County Coordinated Public Transit-Human Services Transportation
Plan Public Facilitation Meeting
Green Lake County Government Center, Green Lake
Friday, November 22, 2013

Meeting Participants

Betty Bradley.....	Green Lake County
Ed Schuh.....	Green Lake County
Judy Bender.....	Green Lake County
Richard Toochinski.....	Green Lake County Supervisor
Don Peters.....	Green Lake County Board
Nancy Haanen	Fox River Industries
Philip Robinson	Green Lake County DHHS
Sue Pomplun.....	ADVOCAP
Jerry Boushin	Green Lake County VSO
Mackenzie Egan.....	Options for Independent Living
Dawn Brantley.....	Fox River Industries

Facilitators

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

The meeting was called to order by Mr. Musson at 8:45 A.M.

Mr. Musson welcomed the group and began introductions.

1. Mr. Erickson explained that ECWRPC is the state agency responsible for the development of the Green Lake County Coordinated Public Transit-Human Services Transportation Plan. He noted that this facilitation would be used to update the 2008-2013 plan; renewed for the five year period from 2014-2018. He also stated that this plan is required to address four criteria in order to qualify for federal (5310) and state (85.21) funding: an inventory of existing transportation providers within the county, an assessment of the transportation providers and end users of the system within the county, development of a set of strategies that identifies existing needs, gaps, and barriers within the plan, and a prioritization of those strategies developed within this committee/working group.
2. Mr. Erickson noted that Ed Schuh and ECWRPC are Green Lake County's designated champions or caretakers of the coordination plan; all future questions/concerns should be directed to them including amendments to this planning document. Mr. Musson directed the group to use the Transportation Provider Table, enclosed in their meeting materials, to update any pertinent contact information and to get it returned by the end of the facilitation.

Mr. Musson noted that ECWRPC developed two sets of surveys for this plan: one for the users and one for the businesses/agencies involved in specialized transit

planning. Mr. Musson reviewed the two survey results with the group; noting that these results would guide the rest of the facilitation process.

3. Mr. Musson and Mr. Erickson began the facilitation process for the group to work on the development of the current gaps, needs and barriers of the current plan; by directing the group to a print version of this table in their meeting materials.

The following gaps, needs, and barriers were reviewed from the current plan and strategies were discussed for future implementation (**included below**):

- Driver availability; expanded service and hours:
 - Advocate for additional funding, market/educate/advocate to upcoming consumer groups, provider partnerships with ADVOCAP and additional local transportation providers, local business partnerships
 - **Responsible parties:** transportation providers, County, users, employers
- Increase access to nursing home populations - Nursing home populations needs cannot be met because of high concentration/Have the vehicles, but need more drivers (2008):
 - Increase coordination with transportation needs of nursing homes and transportation providers
 - **Responsible parties:** nursing homes, transportation providers, MCO's, ADRC
- Less costly transportation costs for those in outer lying areas:
 - Advocate for funding, subsidies
 - **Responsible parties:** users, transportation providers, families, County, ADRC
- Lack of specialized transportation services in the Princeton and Green Lake Areas:
 - Advocate for additional funding, market/educate/advocate to upcoming consumer groups, provider partnerships with ADVOCAP and additional local transportation providers, local business partnerships (volunteer/service opportunities)
 - **Responsible parties:** Green Lake County, transportation providers, users, employers
- For most of the county there isn't a bus that could be used for shopping and errands; it is being done in the City of Berlin; providing services for personal events and for church; would coordinate with taxi service or use Fox River Industry vehicles to take for the weekend shopping. (2008)
 - State and federal policy changes
 - **Responsible parties:** legislators at local, state, and federal levels

- Have one contact point; simplify the operation (2008):
 - ADRC could do some regional or county coordination (research/establish mobility manager position)
 - **Responsible parties:** ADRC, County, users, transportation providers
- Not enough coordination of the volunteers/invite cab company owner, City of Green Lake, and City of Princeton to join the TCC. (2008):
 - Coordinated from the ADRC; each community coordinate their volunteer drivers; once a central point of contact is developed, Fox River Industries or ADRC may contribute to that- concern of possibly losing volunteer drivers because of coordinating it with one contact - possibly losing locality with volunteer drivers
 - **Responsible parties:** Green Lake County, Transportation Committee, Veterans Services County, TCC, ADRC, transportation providers
- Change the parameters for the trust fund money - can use that money for other repairs; also put a limit on what the trust funds could be: This is being done better. (2008):
 - Revising some of the regulations for the grant money that is available at the state and the federal level - currently being examined
 - **Responsible parties:** ADRC, Green Lake County, transportation providers
- Pursue more grant funding (2008):
 - State and federal policy changes; state and federal governments notifying local governments of available grants, advocate for additional funding through legislation
 - **Responsible parties:** ADRC, Green Lake County, transportation providers
- Vehicle purchase and repair program for low income to get to and from employment services (2008):
 - Advocate for funding with ADVOCAP
 - **Responsible parties:** ADVOCAP, County, transportation providers and employers
- Lack of employment transportation:
 - Vehicle purchase and repair program for low income to get to and from employment services, search for new programs
 - **Responsible parties:** Transportation Committee ADVOCAP, County, transportation providers and employers

- Lack of knowledge of available services:
 - Vehicle purchase and repair program for low income to get to and from employment services, search for new programs ADRC could be clearinghouse for information; marketing, updating ADRC website, senior centers, increase ADRC marketing, working with local municipalities to market/educate the ADRC as a transit coordinator, Magnets for individuals, senior newsletter, ADRC brochure, human interest stories, magnet ad on vehicles, and Fox River Industries brochures
 - **Responsible parties:** ADRC, County, users, transportation providers, local agencies
4. Mr. Musson had the group members temporary adjourn to give the committee time to vote on their top three strategies to implement into the new plan using the three stickers that were included in their meeting materials. The group adjourned for 10 minutes and reconvened after the group had cast their three votes. Mr. Musson noted that all gaps, needs and barriers discussed in the facilitation would be included in the final document; however, the ones that received the majority of votes would be given higher priority within the planning document.

These are the top five strategies the group decided to highlight from the list (strategies 1-5 listed from high to low priority):

- Advocate for additional funding, market/educate/advocate to up-coming consumer groups, provider partnerships with ADVOCAP and additional local transportation providers, local business partnerships
 - ADRC could do some regional or county coordination (research/establish mobility manager position)
 - Vehicle purchase and repair program for low income to get to and from employment services, search for new programs
 - State and federal policy changes; state and federal governments notifying local governments of available grants, advocate for additional funding through legislation
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5. Mr. Musson also explained how to formally amend this document in the future. He noted:

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

- Resolution from the Green Lake Transportation Committee approving the County Human Services-Public Transportation Coordinated Plan for the five year duration (2014-2018).

He also noted the amendment process is as follows:

Project recipient will notify ECWRPC and County Champion of the project. Project recipient will submit to ECWRPC and County Champion a copy of the grant. ECWRPC and County Champion will send amendment request to the Green Lake Transportation Committee. If the Transportation Committee gives their blessing, then the plan will be amended. The amended plan will be sent to WisDOT to update their copy along with the following:

- A narrative summary describing the reasons for the amendment;
 - Description of the amendment process; and
 - Documentation to show the Transportation Committee has been consulted.
6. Mr. Musson asked the group to fill out an evaluation for the facilitation. He thanked the group for coming to the meeting and providing their input for the coordination plan and asked if there were any other questions from the group. No further questions were asked.

The meeting adjourned at 11:15 AM.

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Appendix G.
Green Lake County Health & Human
Services Board
Summary of Proceedings

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THE FOLLOWING ARE THE OPEN MINUTES OF THE HUMAN SERVICES BOARD HELD AT GREEN LAKE COUNTY GOVERNMENT CENTER, 571 COUNTY ROAD A, GREEN LAKE, WI 54941 ON TUESDAY, DECEMBER 10, 2013 AT 6:00 P.M.

PRESENT: Dave Richter, Chairman
Cindy Skipchak, Secretary
Nolan Wallenfang, Member
Bob Malchetske, Member
Richard Trochinski, Member
Carter Richter, Member

EXCUSED: Jack Meyers, Vice Chairman
Ruth Topham, Member
Joe Gonyo, Member

OTHERS PRESENT: LeRoy Dissing, Director
Philip Robinson, Deputy Director
Jerry Beuthin, Veteran's Service Officer
Karen Davis, Administrative Assistant

Certification of Open Meeting Law: The requirements of the Open Meeting Law have been met.

Call to Order: The meeting was called to order at 6:00 p.m. by D. Richter.

Pledge of Allegiance: The Pledge of Allegiance to the Flag was recited.

Approval of Agenda: Motion/second (Skipchak/Trochinski) to approve the amended agenda as attached. All ayes. Motion carried.

Action on Minutes: Motion/second (Skipchak/C. Richter) made a motion to approve the minutes of the 11/19/13 Health & Human Services Board meeting. All ayes. Motion carried.

Signing of Vouchers: Motion/second (Malchetske/Trochinski) to approve the December Health & Human Services vouchers. All ayes. Motion carried.

Motion/second (Malchetske/Trochinski) to approve the Veteran's Services vouchers. All ayes. Motion carried.

Appearances: Public Comment (3 minutes): None.

Health: Current Health Abatements: None.

Munsey reported that Ben Weiler, is now a Registered Sanitarian.

Munsey reported regarding the flu shots and that it has been going well.\

Munsey reported that the Northeastern Region of Public Health has just hired a Director, Chris Kalata. Discussion followed.

Munsey reported regarding Public Health Preparedness. Focus is mass fatality training. The goal is to have each county be prepared if there was a mass fatality.

Munsey reported that on March 25, 2014 there will be a functional exercise

testing mass fatality and how it is handled. Discussion followed.

Munsey reported regarding the 140 review that is done every 5 years. Munsey explained that the Health Units are reviewed and levels are determined. Green Lake County is currently level 2. They will be matching this review with the accreditation process. Format is being changed and Green Lake County will be a pilot in the review. Munsey reported that in January Green Lake County will be reviewed.

Munsey reported regarding Melanie Simpkins being contracted to help with the CHIP (Community Health Improvement Plan).

Munsey explained improvements regarding how staff helped to increase percentage of immunizations given through in-house improvements. Discussion followed.

Health Unit Policies: Munsey reported that to be in compliance with the audit, policies are being reviewed and updated to meet compliance. Discussion followed. Policies updated and reviewed were: Beach Closure Policy; Radon Policy; and Confidentiality Policy. (See attached.)

Motion/second (Malchetske/Wallenfang) to approve the revised Beach Closure Policy. All ayes. Motion carried.

Motion/second (Skipchak/C. Richter) to approve the revised Confidentiality Policy. All ayes. Motion carried.

Motion/second (C. Richter/Wallenfang) to approve the revised Radon Policy. All ayes. Motion carried.

Review of DHHS TB Policy: Munsey updated Committee members regarding a TB outbreak in Sheboygan County and the high costs related to this. Munsey reported that the last active case of TB was in 2004. Munsey reported that the current policy is being reviewed. Discussion followed.

Munsey presented the five-year CHIP (Community Health Improvement Plan) for 2014-2018 to address the priority focus areas. (See attached.) Discussion followed. Munsey reported that the Health Wellness Coalition has taken a lead in this.

Correspondence: Dissing read a note from a citizen who received energy assistance and sent her appreciation in receiving benefits.

Dissing read a letter from Julie Fivola, Christine Anne Domestic Abuse Center,

43 women and 63 children and teens in Green Lake County and almost 500 calls on the call line. Appreciate assistance from DHHS to continue to better serve families in the community.

Dissing reported that the Christine Anne Domestic Abuse Center will have a presence in the office one day per week on Wednesdays and the goal is to have more coordination of services.

Veteran's Service Office Report: Recommended Changes to Veteran's Service Office Transportation Fee Rates: Beuthin explained the attached recommended changes to the Veteran's Services Office Transportation Fee Rates which he said were increased approximately 10%. Motion/second (Skipchak/C. Richter) to approve the recommended changes to the Veteran's Services Transportation Fee Rates. All ayes. Motion carried. Discussion followed.

Beuthin reported that it is anticipated that the Veteran's budget will come in under budget in 2013.

Beuthin read an e-mail that the South Koreans have made a coffee table book to give to Korean veterans. The Department of Veteran Affairs is in charge of distributing them. Green Lake County will receive 20 copies at the present time to distribute. It was suggested to have one at each of the libraries for public review. Discussion followed.

Advisory Committee Reports: Aging: The meeting was held on November 20, 2013 at the Green Lake Mealsite Apartments. (See attached.) Trochinski reported to Committee members that the meeting locations are being changed to have one meeting at each mealsite in the summer and the other meetings will be held at the Green Lake County Government Center. Trochinski reported regarding the funding cuts in the various aging programs. Trochinski reported that bids had gone out to provide meals for the nutrition program.

The meeting was held on December 2, 2013 to discuss these bids. (See attached.) There were three bids for the nutrition program for Feil's Catering, Berlin Senior Center and Minute Meals. The Aging Advisory Committee recommended Feil's Catering and Berlin Senior Center. Discussion followed regarding the various bids. Motion/second (Trochinski/Wallenfang) to continue with the Berlin Senior Center to provide Berlin meals and Feil's Catering to provide meals to Green Lake and Markesan mealsites. All ayes. Motion carried.

The next meeting will be held on January 15, 2014 at the Green Lake County Government Center.

Health Advisory Committee: The next meeting will be held on January 8, 2014 at 8:00 a.m.

Family Resource Council: The meeting was held on December 2, 2013. Trochinski reported regarding the meeting (See attached minutes.) The next meeting will be held on February 3, 2014.

Transportation Coordinating Committee: The meeting was held on November 22, 2013. Trochinski reported regarding the Transportation Coordinating Committee meeting. The 85.21 2014 Transportation was reviewed and approved at the Transportation Coordinating Committee meeting. The grant is for approximately to cover transportation costs for elderly. Motion/second (C. Richter/Skipchak) to approve the 85.21 2014 Specialized Transportation Association Grant application. All ayes. Motion carried.

Trochinski reviewed the Green Lake County Specialized Transportation Coordination Action Plan with Committee members. Discussion followed. Motion/second (Trochinski/C. Richter) to approve the Green Lake Specialized Transportation Coordination Action Plan. All ayes. Motion carried.

Trochinski explained the top topics expand services and hours; lack of funding; coordination of available services; lack of knowledge; and coordination of nursing homes and transportation providers.

The next meeting will be held on March

Advocap/Headstart Report: No report.

ADRC Coordinating Committee Report: The next meeting will be held on January 9, 2014 at Marquette County. Discussion followed.

Quad County Family Resource Network Council Committee: The next meeting will be held on January 9, 2014 at Marquette County. Discussion followed.

Unit Reports: Administrative: Dissing reported that staff are busy with planning for the Angel Tree Program giveaway to be held Friday, December 20, 2014

Aging/Long Term Care: Approving 2014 COP Plan: Dissing presented the 2014 COP Plan for Committee review and approval. Discussion followed. Motion/second (C. Richter/Skipchak) to approve the 2014 COP Plan. All ayes. Motion carried.

Children & Families Unit: See attached report.

Clinical Services Unit: Dissing reported there was a DHHS Personnel Committee meeting. Two individuals were hired for the Dual Diagnosis Clinical Coordinator positions: Stuart Adler and Melissa Much.

Dissing reported that screenings are being held for the vacant Dual Diagnosis Clinical Coordinator and the Recidivism Reduction Drug and Alcohol Abuse Counselor positions. Dissing reported that a DHHS Personnel Committee meeting needs to be held. There will be a DHHS Personnel Committee meeting held for interviews on December 17, 2013 4:30 p.m.

Economic Support Services: Dissing updated committee members regarding the business of the ACA (Affordable Care Act)- Marketplace. Dissing reported that Badgercare eligibility has been extended until April 1, 2014. Dissing reported that it is anticipated that there will be a big influx in early spring right before the deadline.

Fox River Industries: Dissing reported that the Green Lake County Property & Insurance Committee met at Fox River Industries. Maintenance Supervisor, Scott Weir, presented the estimated cost for remodeling. (See attached.) Discussion followed. Concerns were discussed regarding bathroom facilities. Further discussion followed regarding obtaining bids/proposals to make the needed improvements and develop a plan and present for approval.

Thrift Store Options: No discussion.

Policies/Procedures Update: None.

Purchases: None.

Health & Human Services Budget: Budget 2013: Dissing reported that the budget 2013 is proceeding on target.

Budget 2014: No discussion.

Committee Discussion: Administrative Committee Report: No discussion.

Finance: No discussion.

Personnel: No discussion.

Vacant Position(s) Review: None.

Property & Insurance: The medication drop box was approved to install in the lobby of the Government Center.

IT Committee: No discussion.

Facilities & Security Committee Report: No discussion.

The Board May Confer With Legal Counsel: None.

Future Meeting Date: The next Health & Human Services Board meeting will be held on **Tuesday, January 14, 2014 at 6:00 p.m. at the Green Lake County Government Center.**

Future Agenda Items For Action and Discussion:

Committee Discussion: No discussion.

Adjournment: Motion/second (Wallenfang/Trochinski) to adjourn the meeting. All ayes. Motion carried. The meeting adjourned at 7:46 p.m..