

2014-2018 Marquette 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MAP-21 repealed 5316 (Job Access and Reverse Commute) and 5317 (New Freedom) programs. 5316 projects are now eligible for funding under public transportation grants programs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 Marquette County.

PLANNING PROCESS

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

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

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

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

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

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

INITIATING THE PLANNING PROCESS

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

Marquette County’s champion:
 Sylvia Phillis
 Department of Human Services
 428 Underwood Avenue - PO Box 405
 Montello, WI 53949
 (608) 297-3124
 sphillis@co.marquette.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 coordination plan. **Table 2.** depicts a substantial increase in population in the 45 to 64 years old and 65+ years old cohorts. Transportation accommodations should be considered for these members of the county.

Table 2. Marquette 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		47.4		15.9
Total Population	15,832		15,404		-2.7
Under 18 Years Old	3,335	21.1	3,085	20.0	-7.5
18 to 24 Years Old	1,063	6.7	976	6.3	-8.2
25 to 44 Years Old	4,582	28.9	3,049	19.8	-33.5
45 to 64 Years Old	3,956	25.0	5,048	32.8	27.6
65 + Years Old	2,896	18.3	3,246	21.1	12.1

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, primary 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 Marquette Specialized Transportation Inventory.

Table 3. Marquette County Transportation Provider Inventory										
Agency Name	Address	Agency Phone	Contact Person	Email	Clientele Served	Operation days_hours	Cost per trip	Types of Vehicles	Number of each vehicle	Lifts or Ramps
Marquette County Aging Unit of the Dept. of Human Services	428 Underwood Ave PO Box 405, Montello, WI 5349	(608) 297-3104 (Transportation Specialist)	Sylvia Phillis, Dennis Bohn	sphillis@co.marquette.wi.us	seniors age 60+, disabled, veterans	M-F: 8am-4:30pm	local: \$5.00; regional: \$15; statewide: \$20 within 50 mile radius of county	buses, van	5 buses, 1 van	lifts on buses; none for van
Montello Add Life Senior Center	140 Lake Court, PO Box 472, Montello, WI 5349	(608) 297-7815	Jerry Frohling							
Golden Years Asst. Living	497 S. Lake St., Montello, WI 5349	(608) 297-7999	Danyel Bowman							
Montello Care Center	251 Forest Lane, Montello, WI 5349	(608) 297-2153								
REM Health of Wisconsin Inc.	Portage	(608) 742-2555								
Joanie's Home	N3849 St. Rd. 22, Montello, WI 53949	(608) 297-7337	Teale Mugfor							
Metta Homes	W3490 Forest Trail, Montello, WI 53949	(608) 286-9422								
Harris Villa	N6581 Villa Parkway, Westfield, WI 53964	(608) 296-3190	Nan Hinze							
Care Wisconsin	219 E. Montello St., P.O. Box 176, Montello, WI 53949	(877) 247-1017	Becky Mulhern							

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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; 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 the users.

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

TRANSPORTATION PROVIDER AND BUSINESS/AGENCY SURVEY RESULTS

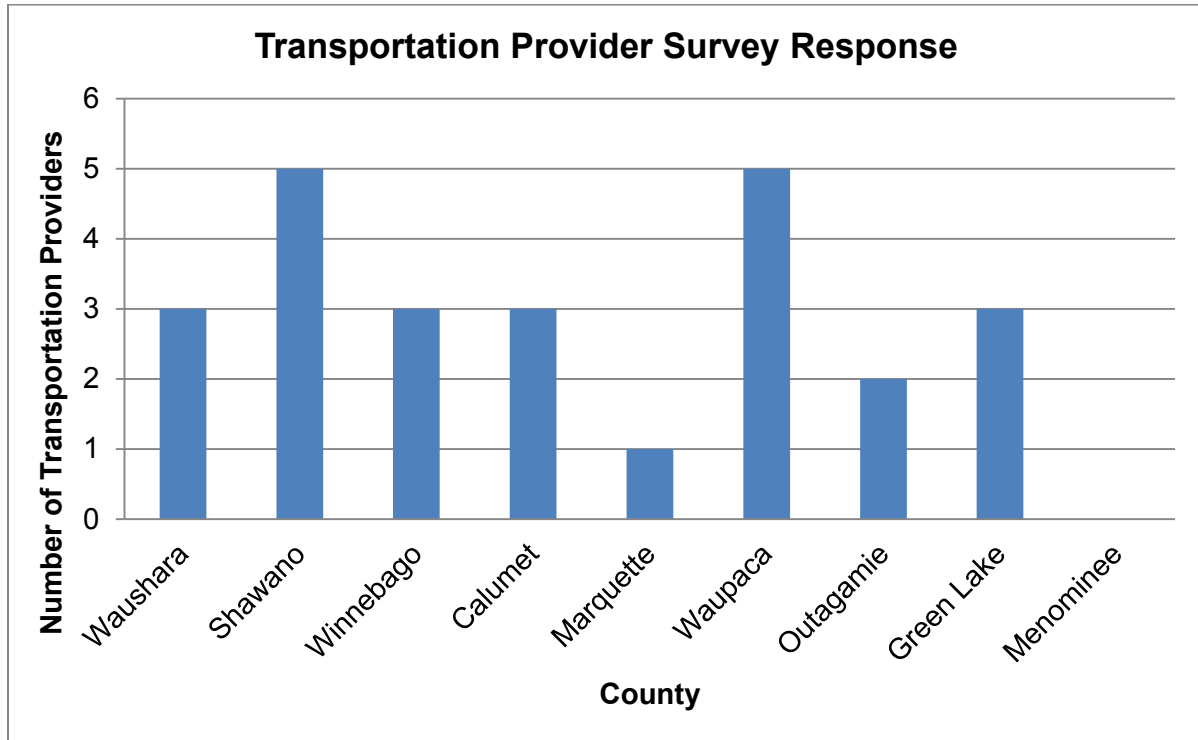
The transportation provider and business/agency surveys were developed with the transportation provider and business/agencies in mind. The goal of the survey was to determine the following:

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

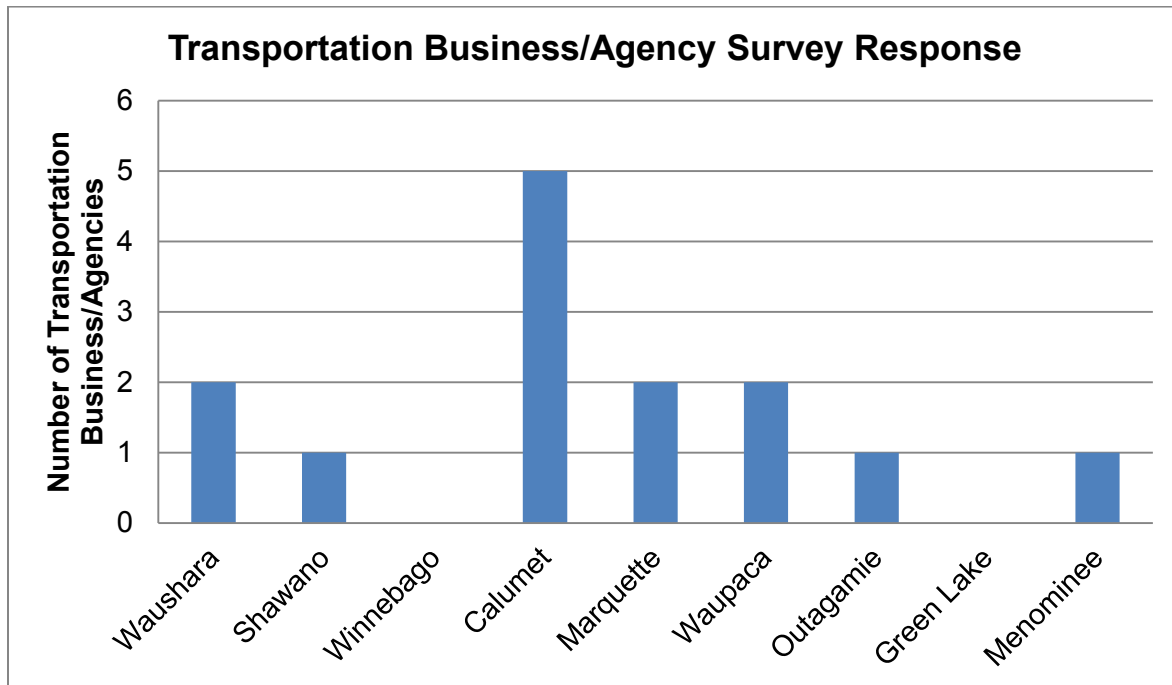
Question 1. What county do you reside in? (Results represent all counties that participated in the survey)



Note: The one participant didn't complete the survey therefore there are no transportation provider results to report.

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 Marquette County.

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

Things done well

- Commission on Aging
- Large transport vehicles
- Great with assisting in/out transfers

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

Gaps or Needs within the system

- Need to be available more days and travel farther distances to healthcare facilities

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

Barriers that prevent individuals from adequate transportation

- Need to be available more days and travel farther distances to healthcare facilities

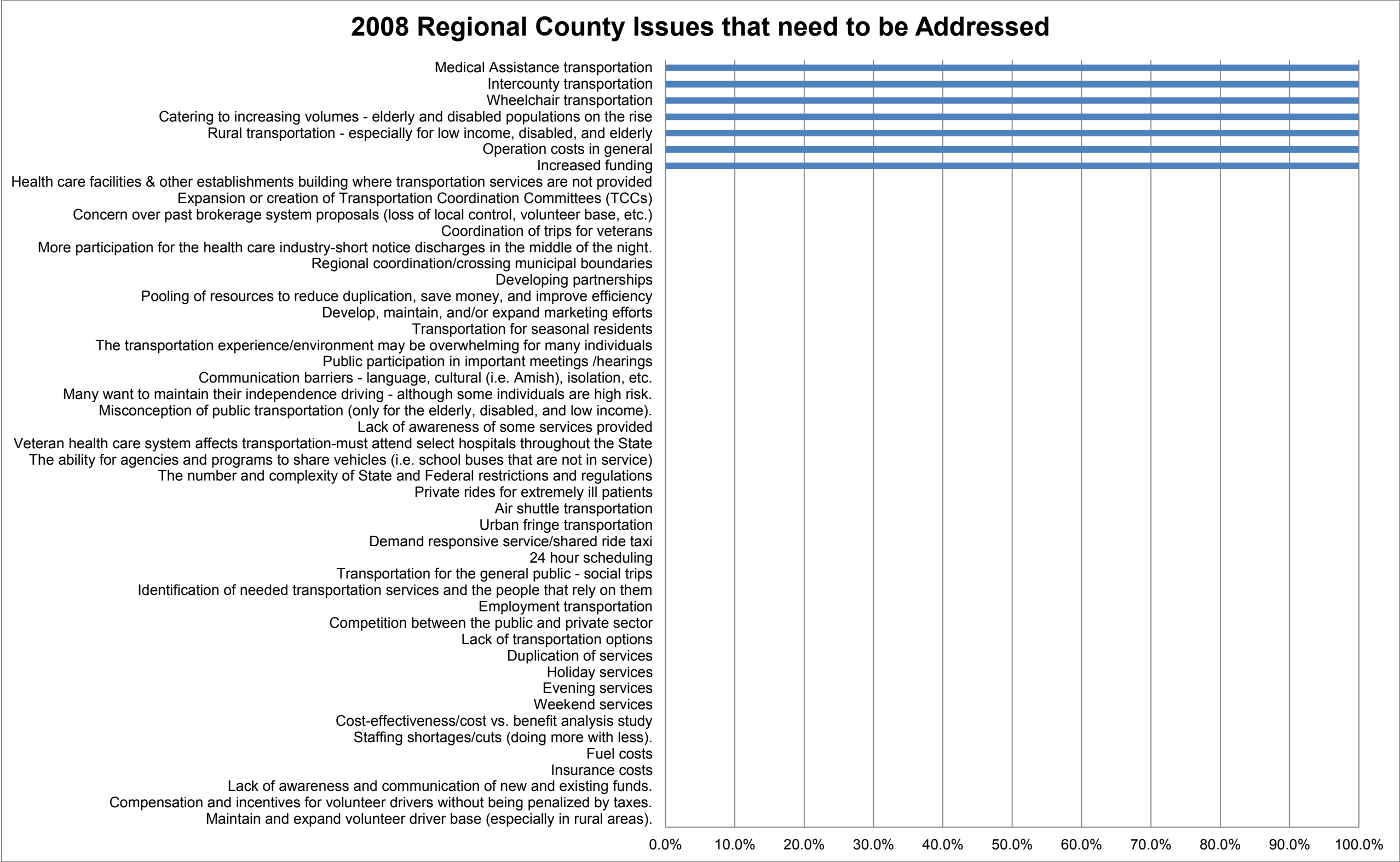
Question 5. Do you see duplication of transportation services? If so, what?**Duplication of transportation services**

- Private companies are becoming more available, but their rates are not affordable.

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

- Need to be available more days and travel farther distances to healthcare facilities

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



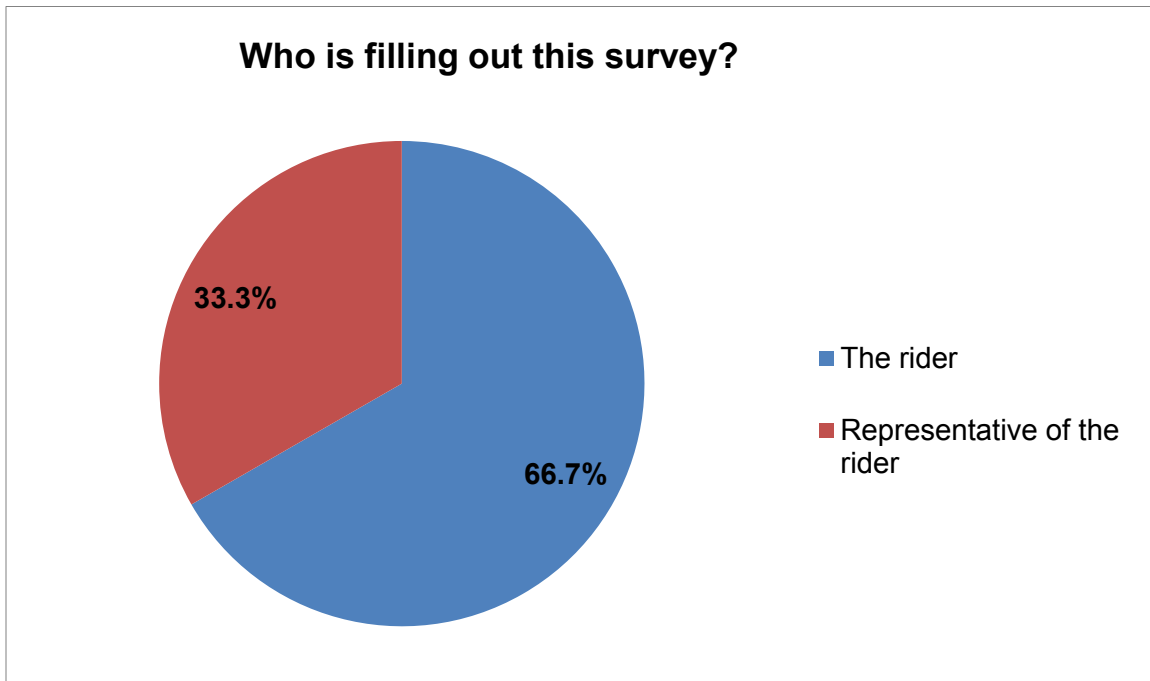
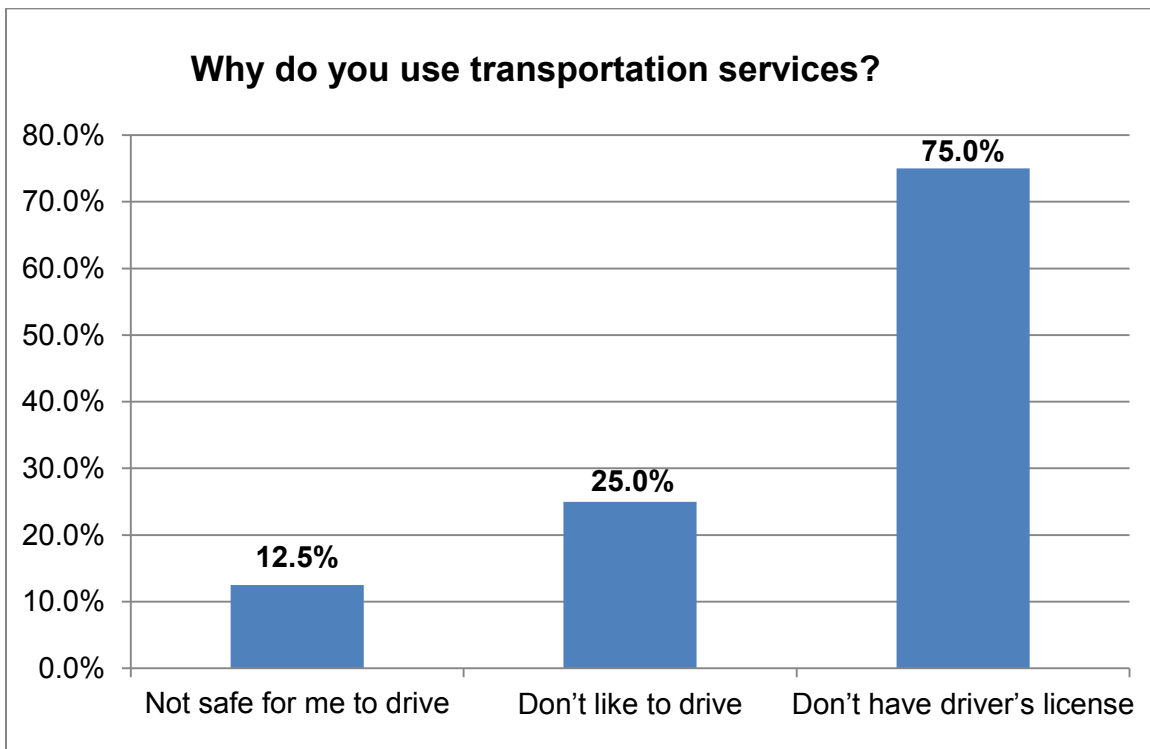
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User Survey Results

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:

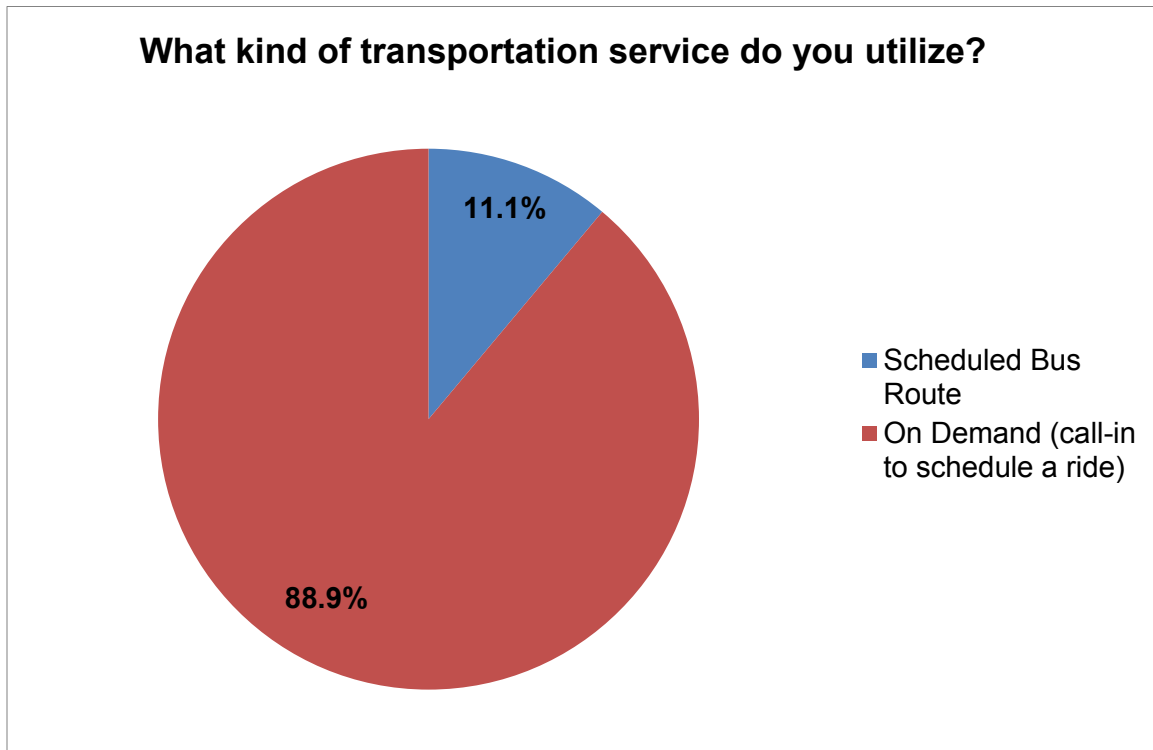
1. Who is filling out this survey?
2. Why do you use transportation services?
3. What kind of transportation service do you use?
4. What do you like best about your transportation provider(s) in terms of the overall experience?
5. What do you think can be improved by your transportation provider(s) in 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 9 user surveys were collected for Marquette County. The Transportation User Survey can be found in **Appendix D-2**. The results are included below.

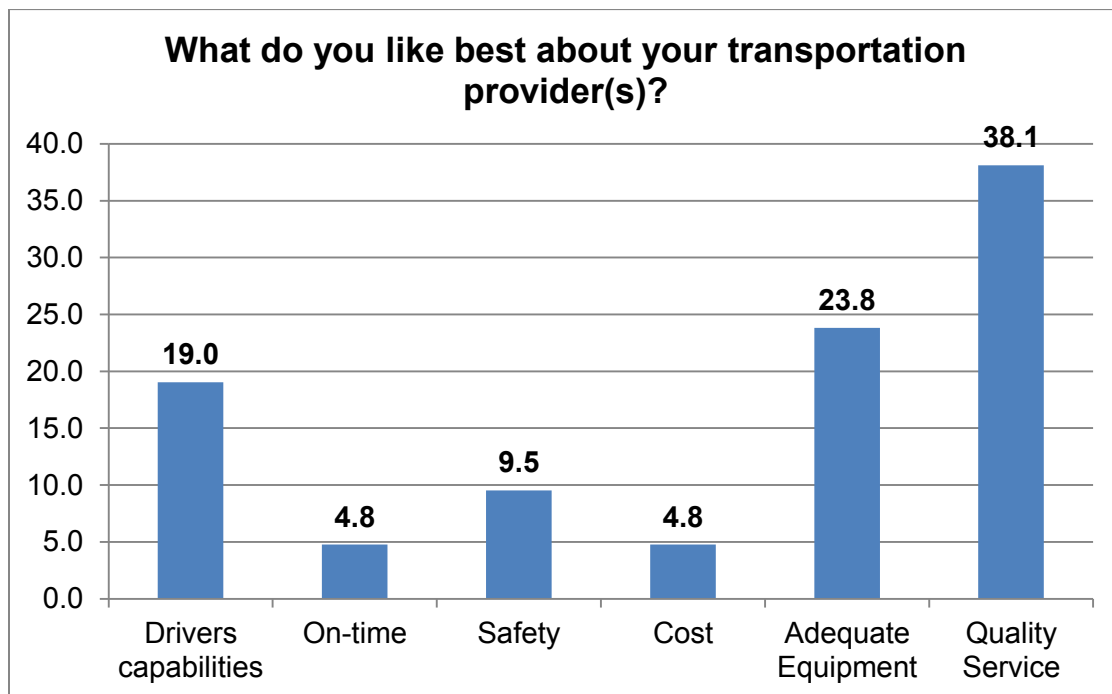
Question 1. Who is filling out this survey?**Question 2. Why do you use transportation services?**

Note: Percentage totals do not equal 100 because respondents had the option to select more than one response.

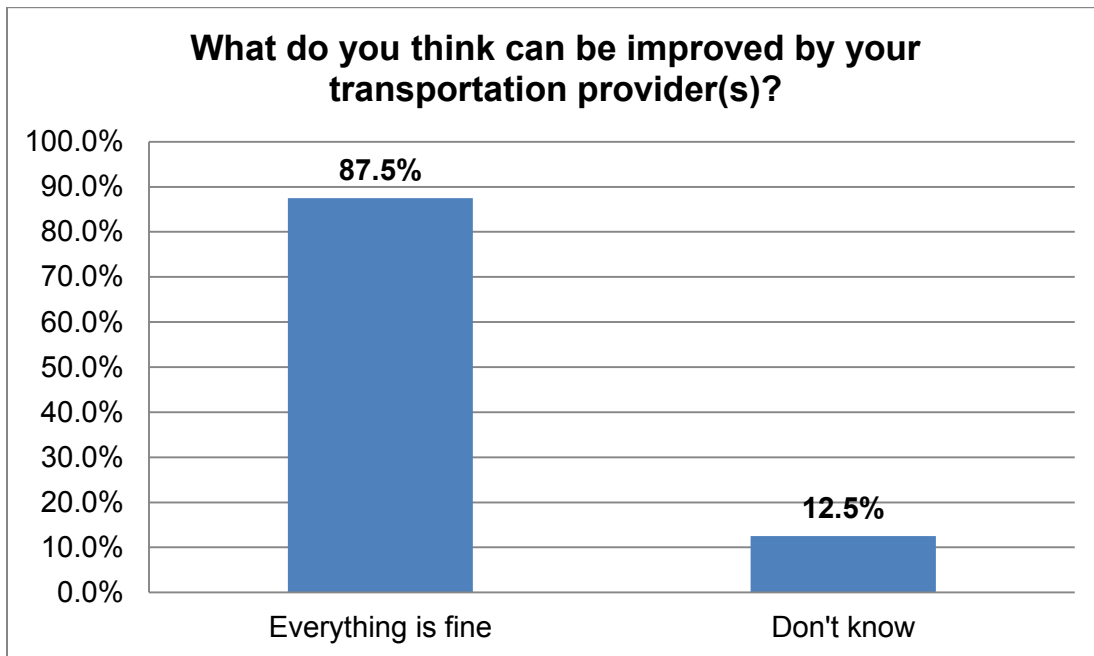
Question 3. What kind of transportation service do you utilize?



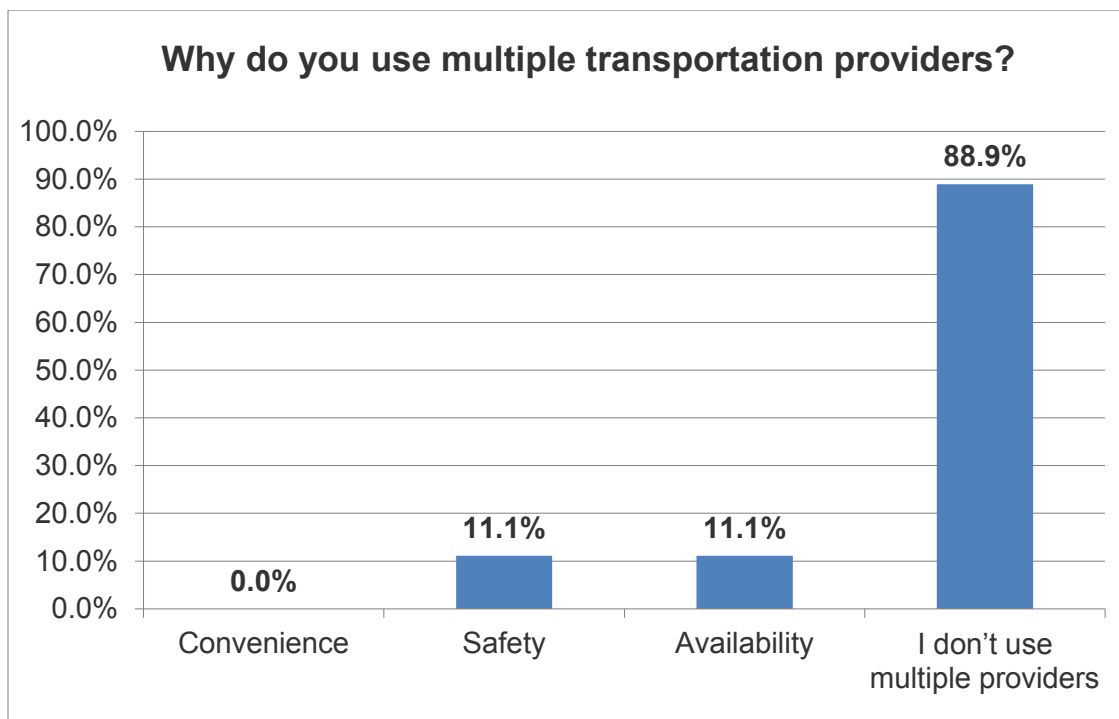
Question 4. What do you like best about your transportation provider(s) in terms of the overall experience?



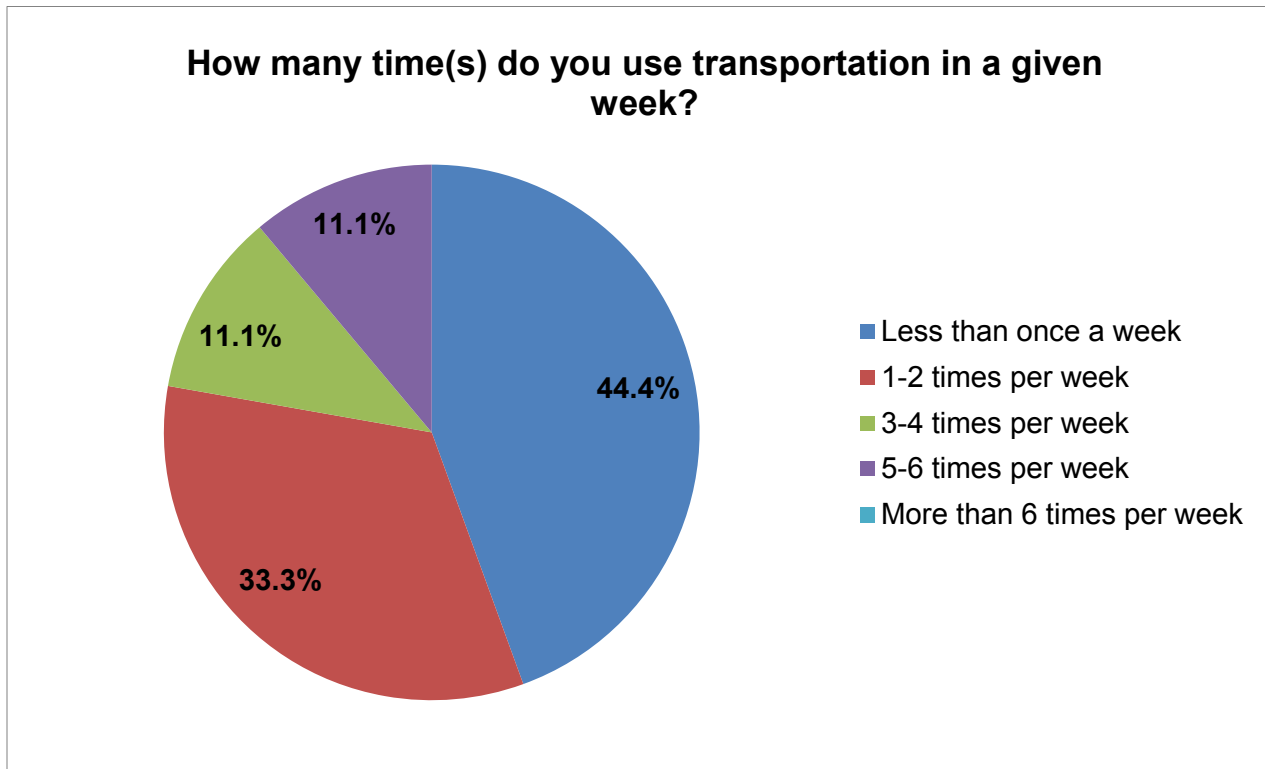
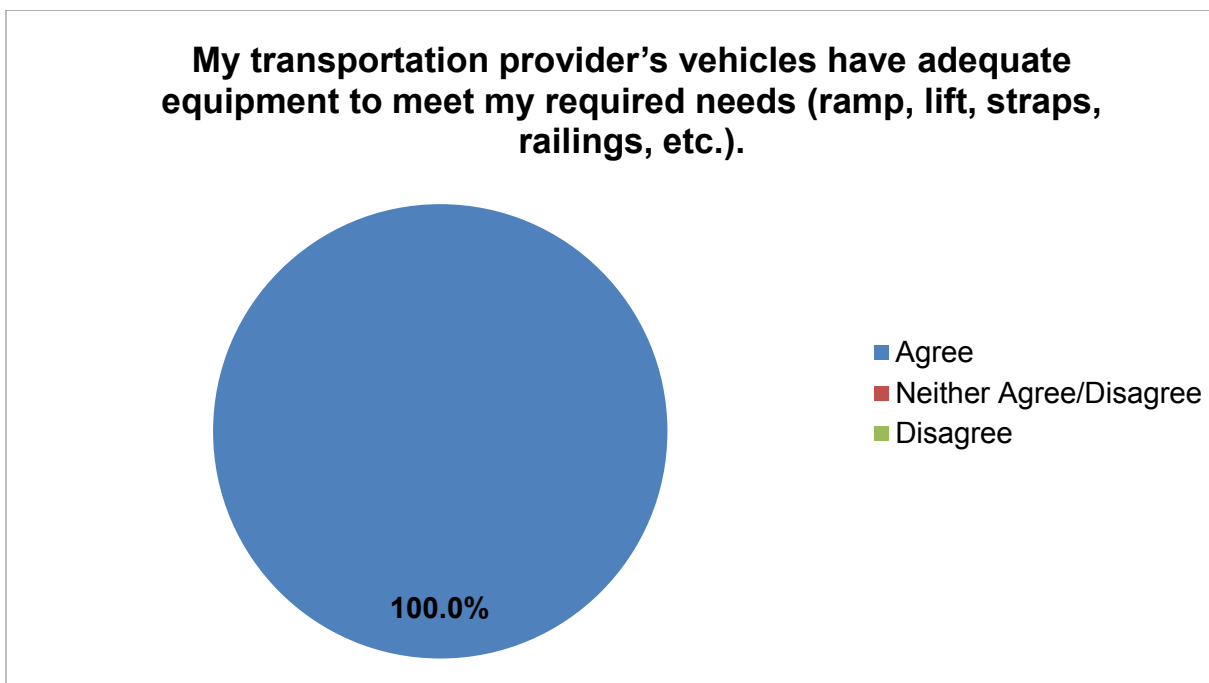
Question 5. What do you think can be improved by your transportation provider(s) in terms of the overall experience?



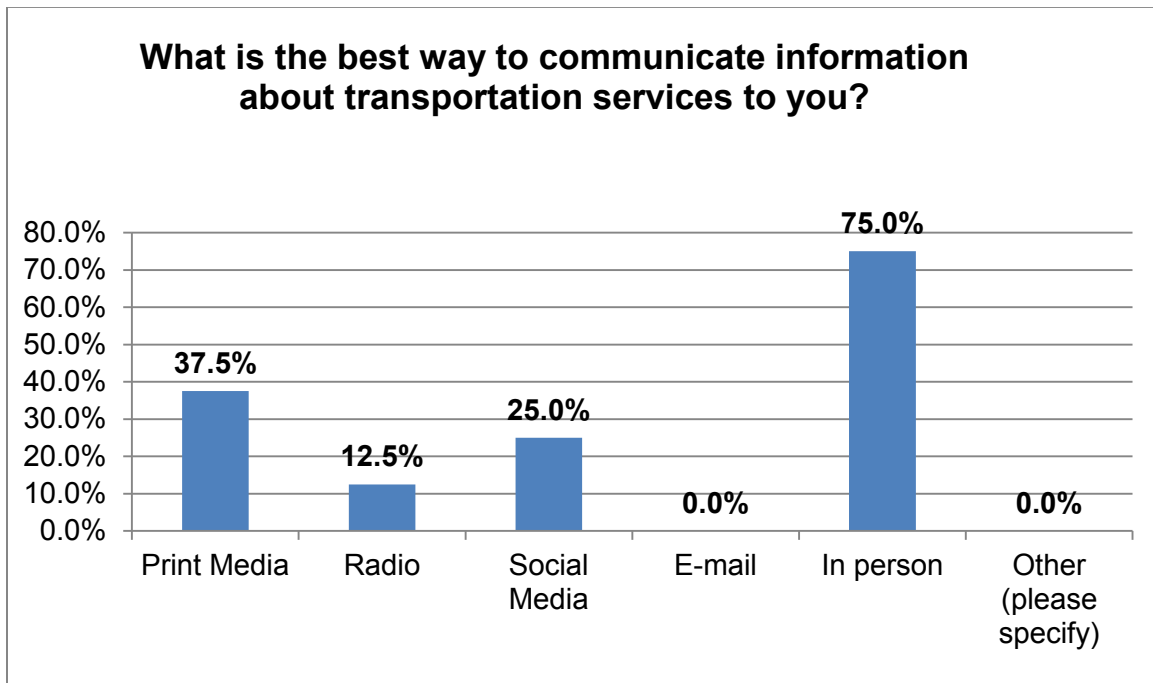
Question 6. Why do you use multiple transportation providers?



Note: Percentage totals do not equal 100 because respondents had the option to select more than one response.

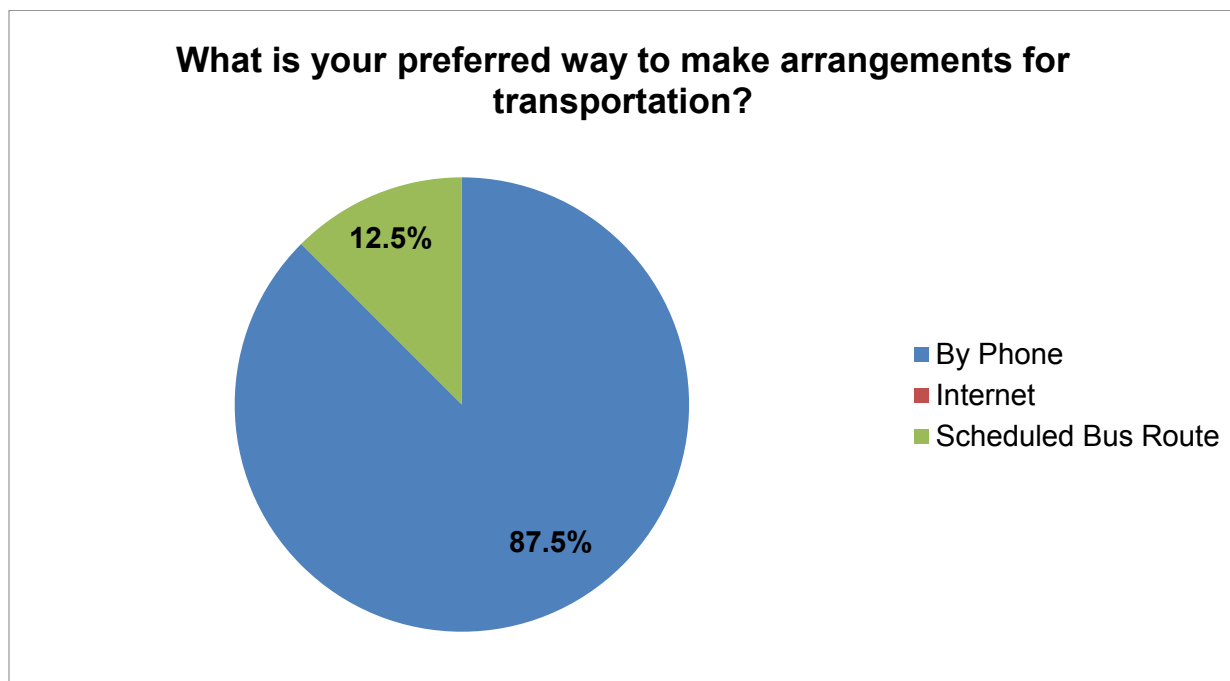
Question 7. How many time(s) do you use transportation in a given week?**Question 8. My transportation provider's vehicles have adequate equipment to meet my required needs (ramp, lift, straps, railings, etc.).**

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?

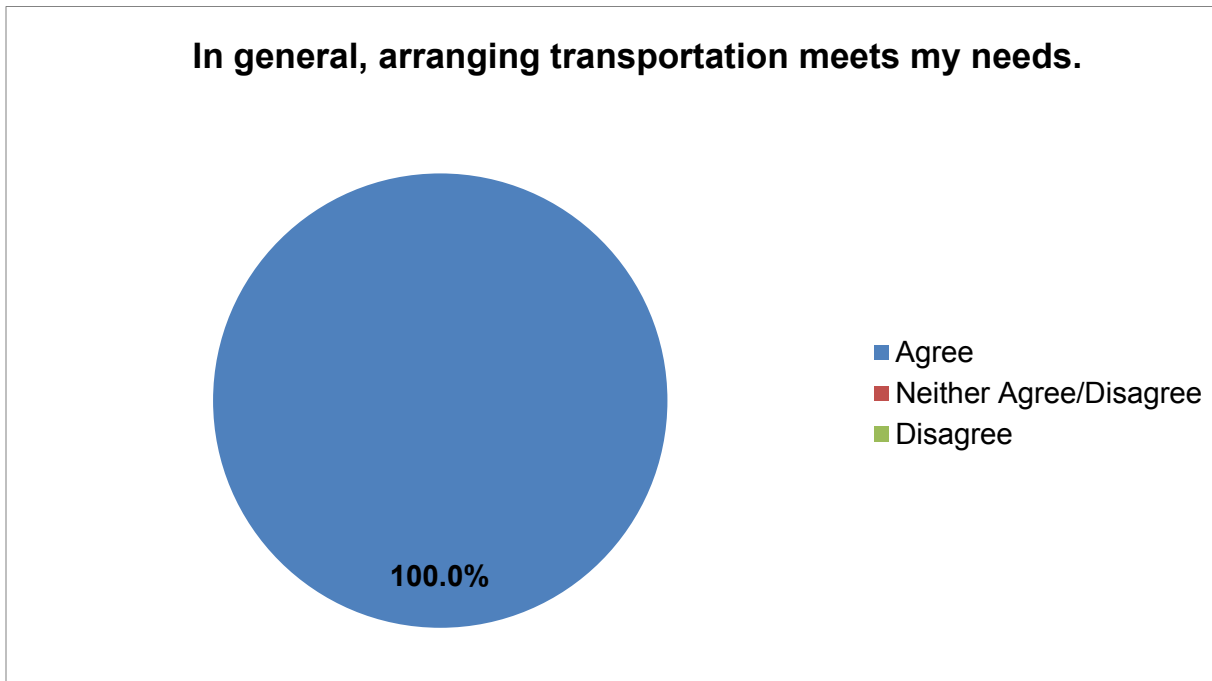


Note: Percentage totals do not equal 100 because respondents had the option to select more than one response.

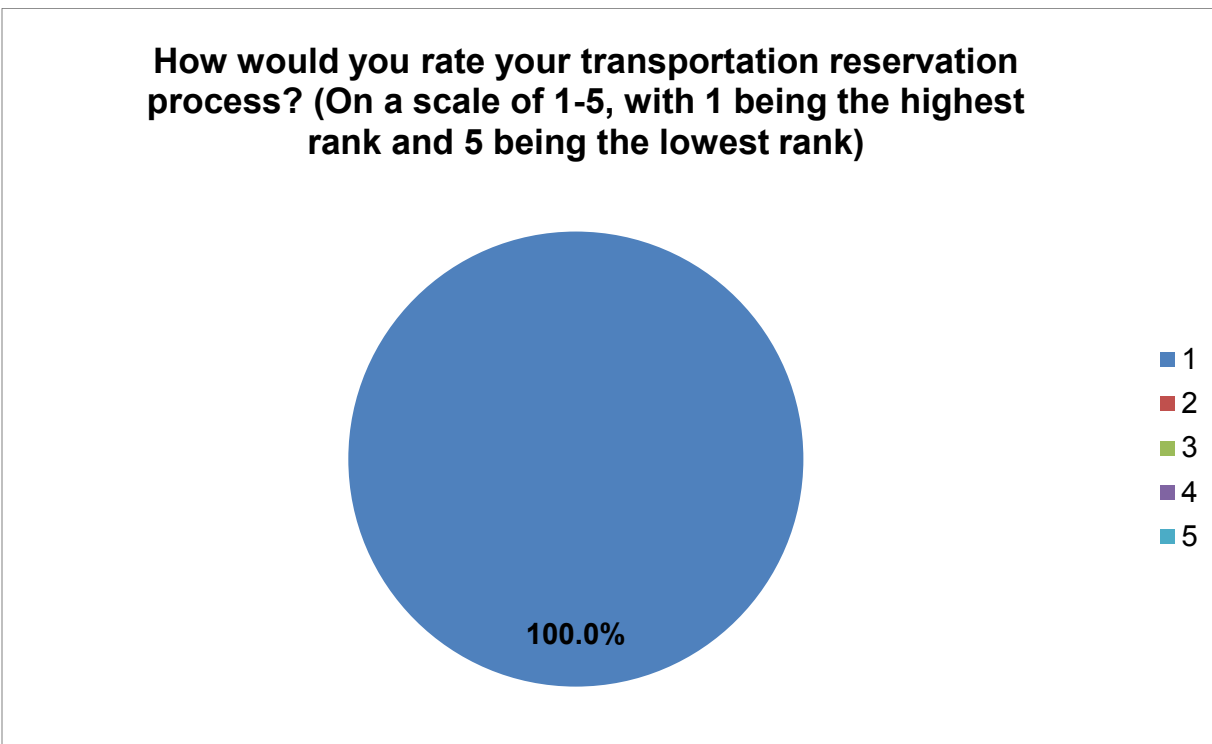
Question 10. What is your preferred way to make arrangements for transportation?



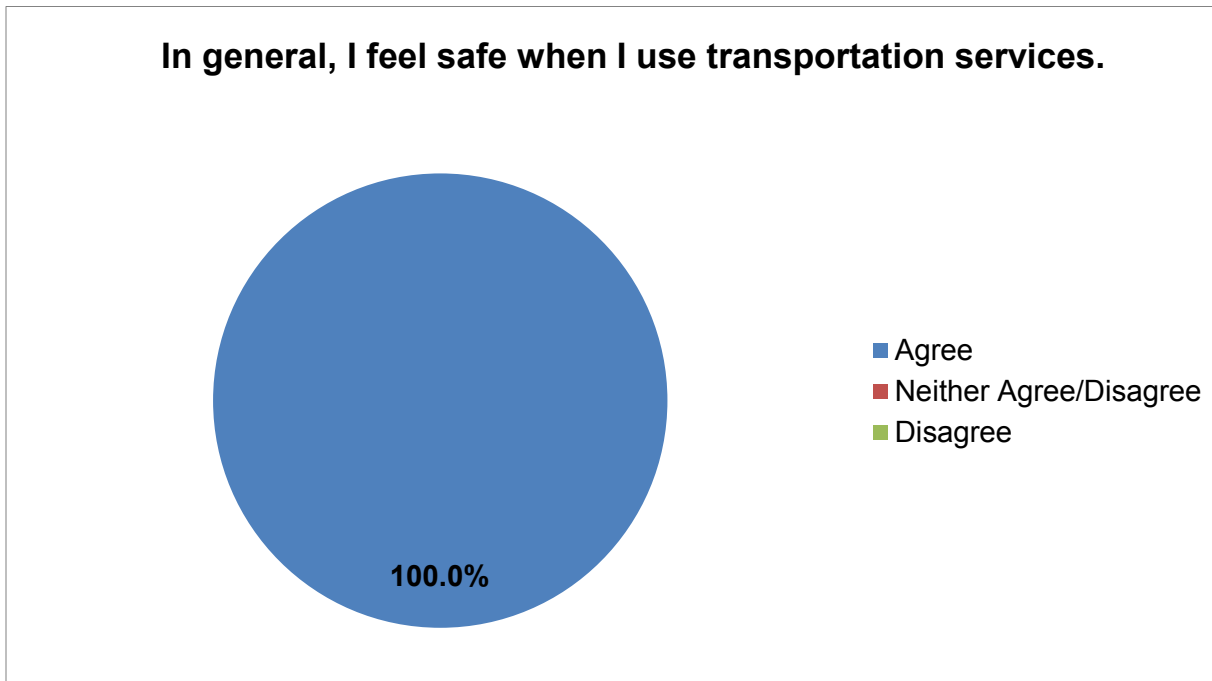
Question 11. In general, arranging transportation meets my needs.



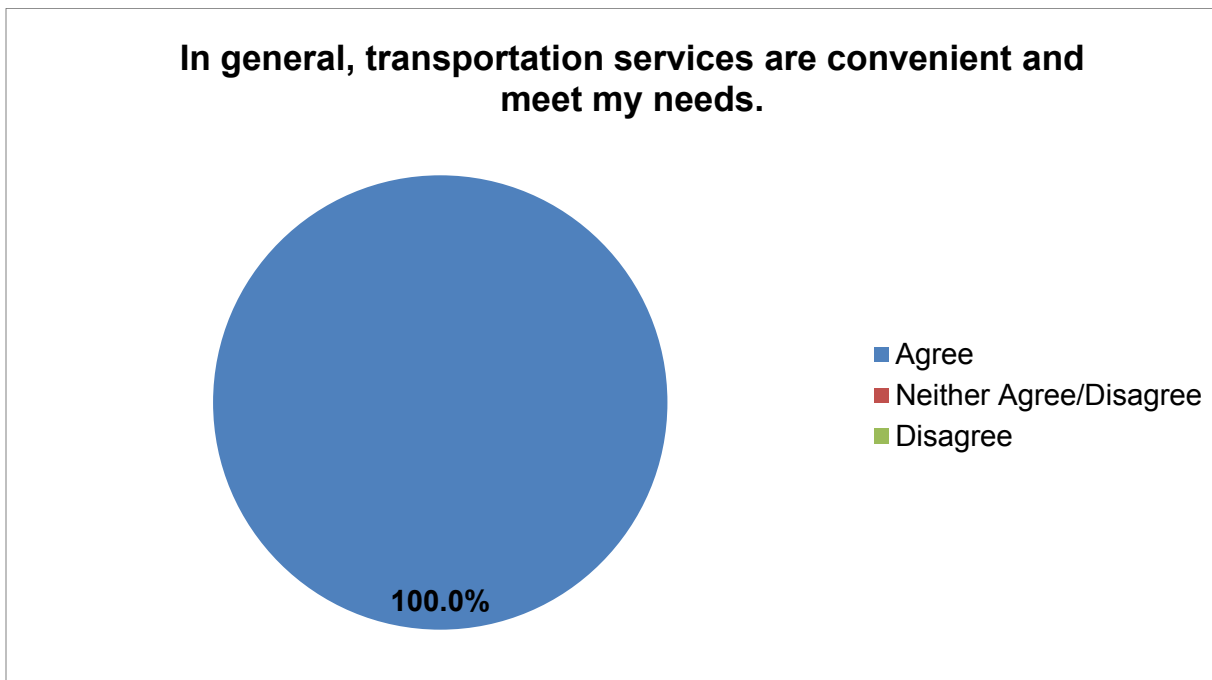
Question 12. How would you rate your transportation reservation process?



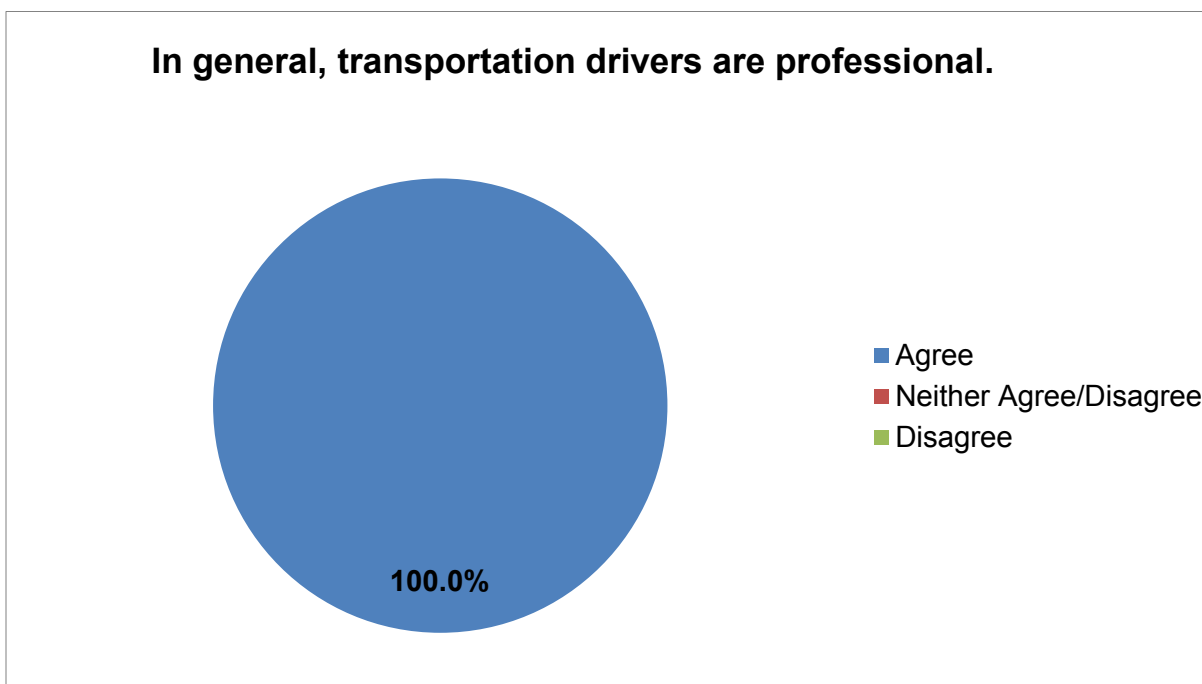
Question 13. In general, I feel safe when I use transportation services.



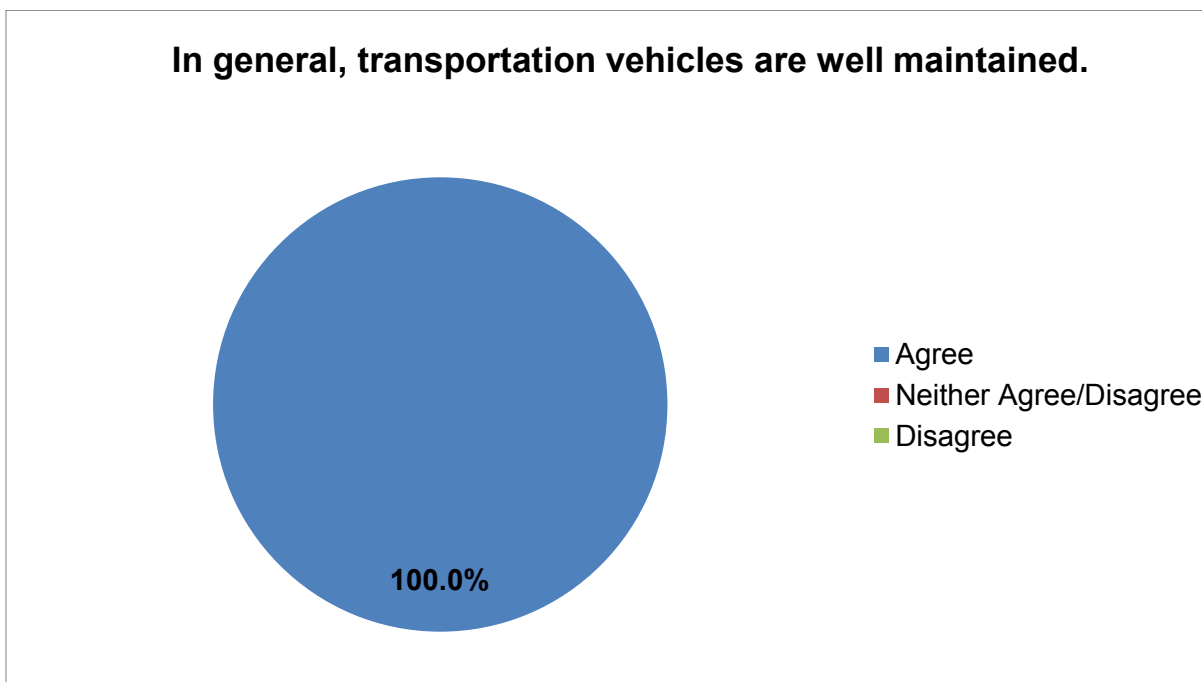
Question 14. In general, transportation services are convenient and meet my needs.



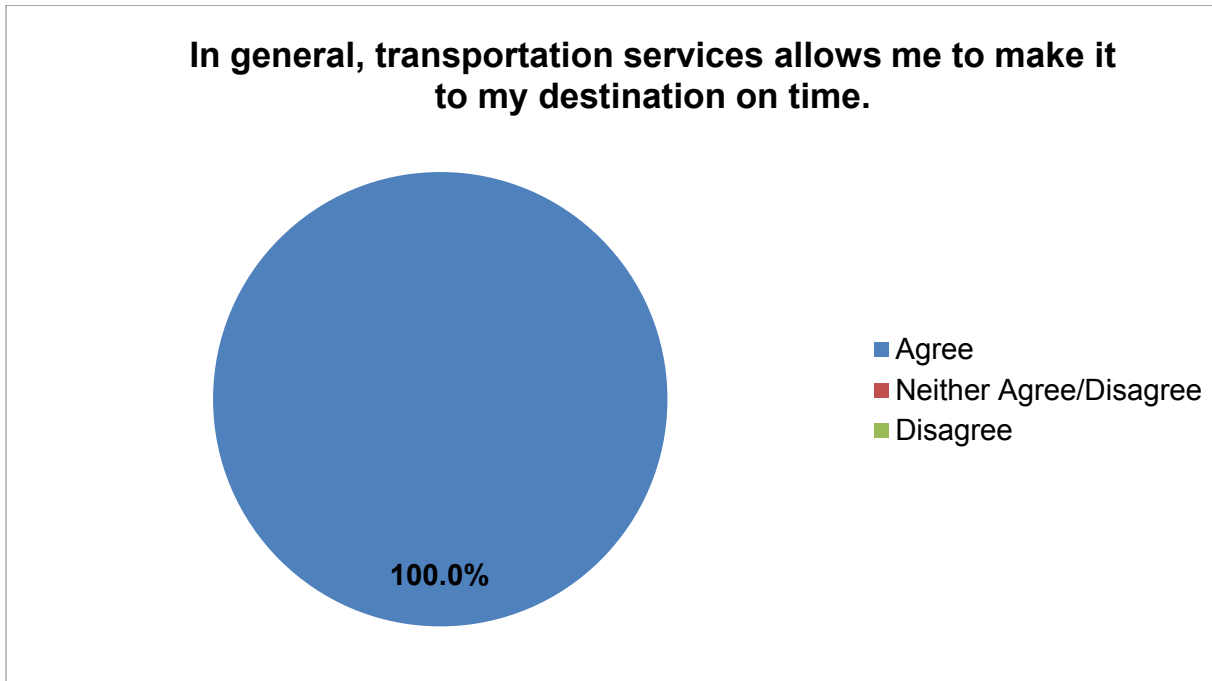
Question 15. In general, transportation drivers are professional.



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

- Aging Unit of the Department of Human Services
- Large transport vehicles
- Great with assisting in/out transfers
- Quality service (user perspective)
- Adequate equipment (user perspective)
- Capable drivers (user perspective)
- Coordination Committee (created in 1979)
- Door through door service
- One phone number for transportation needs
- Centrally located from medical facilities/urbanized areas
- Information on transportation is sent to meal sites
- Service for elderly and disabled population
- Extensive training for the drivers which includes passenger assistance sensitivity, CPR training, etc. /additional stops (pharmacy, etc.)
- Affordability of services

Gaps and Needs within the system

- Need to be available more days
- Rural transportation – especially for disabled and elderly
- Lift capacity
- Lack of volunteer drivers
- Lack of knowledge of transportation services and how funding works
- Coordination between all providers and agencies, especially more participation from health care providers, CBRFs, consumers, counties, etc.
- Communication - especially between counties/coordination of rides
- Making funding less restrictive
- Limitations of medical options in the county forces people to go to other urbanized areas

Barriers that prevent individuals from having adequate transportation

- Lack of funding

PUBLIC FACILITATION – STRATEGIES, RESPONSIBILITY AND PRIORITIZATION

The Marquette County Human Services-Public Transportation Coordinated Plan Public Facilitation took place on October 23, 2013 at the Marquette County Service Center Building. 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 in attendance became the Planning Committee. 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. Marquette County Coordination Plan			
Location: Montello Date: 10-23-13			
<i>Gaps, Needs & Barriers</i>	<i>Strategies and or Actions to overcome gaps, needs & barriers</i>	<i>Responsible Parties</i>	<i>Priority (Time, Feasibility & Resources)</i>
Lack of volunteer drivers	find ways to compensate drivers; mileage reimbursement by legislation, market and communication to increase participation	TCC/County/ Providers/ legislators/ general public	1
Lack of knowledge of transportation services and how funding works	obtaining additional funds/annual fundraiser/donations from various organizations to educate and market transportation services/funding sources	TCC/County/ Providers/ users	2
	Coordinate/work with college to help market service, research funding options, marketing to users, website development	TCC to coordinate with colleges/ universities	3
ADRC/County website is out of date	update	County IT department	4

<i>Gaps, Needs & Barriers</i>	<i>Strategies and or Actions to overcome gaps, needs & barriers</i>	<i>Responsible Parties</i>	<i>Priority (Time, Feasibility & Resources)</i>
Supporting the increased demand for demographic/population shift within the County; sharing of data/information	advocate/talk with legislators	state and federal legislators	5
Need to be available more days	increase service hours, obtain additional funds/annual fundraiser/donations from various organizations, additional state/federal funding (more permanent sources)	TCC/County/Providers	6
Rural transportation – especially for disabled and elderly	increase service hours, obtain additional funds/annual fundraiser/donations from various organizations, additional state/federal funding (more permanent sources)	TCC/County/Providers	7
Communication - especially between counties/coordination of rides	continue this effort and increase communication between this group	surrounding counties; County	8
Accommodate lift capacity	Is available already; accommodate lift capacity and larger wheelchairs	TCC/County/Providers	
Coordination between all providers and agencies, especially more participation from health care providers, CBRFs, consumers, counties, etc.	invitation and expansion of other agencies at the transportation coordination committee, Transportation Coordinator reach out to other transit managers and educate the users on setting schedules to coordinate trips to VA in Madison	TCC/County/Providers/users	
Making funding less restrictive	federal and state policy change - audit or review	state and federal legislators; general public	

<i>Gaps, Needs & Barriers</i>	<i>Strategies and or Actions to overcome gaps, needs & barriers</i>	<i>Responsible Parties</i>	<i>Priority (Time, Feasibility & Resources)</i>
Limitations of medical options in the county forces people to go to other urbanized areas	Families need to step in assume a larger role in medical and transportation needs; increase funding options through grant options; more healthcare providers/staff and communicate with these existing agencies; coordination with physicians/agencies for possible house visits within the County and coordinate on finding common-central with nurse practitioners; greater overall coordination with existing healthcare providers	users/families/ healthcare providers/ Marquette County ADRC/TCC	

PROGRAMS/PROJECTS Table 5.

Table 5. Programs/Projects					
Program	FY 14	FY 15	FY 16	FY 17	FY 18
5310	Marquette County, Diverse Options (disabled workshop)	Marquette County, Diverse Options (disabled workshop)	Marquette County, Diverse Options (disabled workshop)	Marquette County, Diverse Options (disabled workshop)	Marquette County, Diverse Options (disabled workshop)
85.21	Marquette County	Marquette County	Marquette County	Marquette County	Marquette County

PLAN ADOPTION

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

1. The Marquette County Health and Human Services Board approves 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 Marquette County Health and Human Services Board.
- If the Planning Committee and the Marquette County Health and 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. Marquette County Facilitation Evaluation

	Strongly Agree		Agree		Strongly Disagree	Don't Know	Average
General Meeting Questions	1	2	3	4	5	6	#
The information covered in the group discussions, examples and explanations was understandable.	6	2	0	0	0	0	1.25
The meeting provided a good forum for communication about public/human services transportation coordination.	6	2	0	0	0	0	1.25
Participation at the meeting was from a broad stakeholder group.	2	2	3	1	0	0	2.38
The county/region's prioritized action plan is comprehensive and realistic.	6	2	0	0	0	0	1.25
The county/region has a working coordination team.	4	1	3	0	0	0	1.88
The 2008 coordination plan has been implemented.	2	2	3	0	0	1	2.63
Developing the prioritized action plan was meaningful and valuable.	5	3	0	0	0	0	1.38
I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	3	2	3	0	0	0	2.00
Facilitator Questions							
Facilitator was knowledgeable about the meeting process.	6	2	0	0	0	0	1.25
The information was presented in a clear, logical format.	7	1	0	0	0	0	1.13

Additional Meeting Evaluation Notes

- 87.5 percent of meeting attendants 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 on funding and a lack of drivers/volunteer drivers.
- Survey respondents also noted the importance of establishing strategies to market and educate specialized transit options to Marquette County residents (possible collaboration with local/regional colleges/universities for project-based learning, internships and volunteer opportunities).

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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."

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

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

If leaving a message:

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

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

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

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

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

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

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

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

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

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Date: September 16, 2013

Dear Invitee,

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

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

Date: October 23, 2013

Time: 9 am to 12 pm

**Location: Marquette County Service Center Building
480 Underwood Ave.
Montello, WI 53949**

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

Marquette County

October 23, 2013

9 am to 12 pm

Marquette County Service Center Building

480 Underwood Ave.

Montello, WI 53949

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.

Marquette County

We Need Your Input!!!!



<u>Date:</u>	October 23, 2013 9 am to 12 pm
<u>Location:</u>	Marquette County Service Center Building 480 Underwood Ave. Montello, WI 53949
<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:		Marquette County				
Date of Meeting:		October 23, 2013				
Facilitators:		Nick Musson				
Coordination Plan Contact Names:		Sylvia Phillis				
Name	Agency/Organization/Etc	Street	P.O. Box/Suite/Etc.	City	State	Zip
Mandy Stanley	Marquette County Human Services Director	428 Underwood Ave.	P.O. Box 405	Montello	WI	53949
Sylvia Phillis	Marquette County DHS Aging Unit	428 Underwood Ave.	P.O. Box 405	Montello	WI	53950
John W. Johnston	Marquette County Board	W7674 CTH O		Endeavor	WI	53930
Paul Wade	Marquette County Board	W5590 CTH O		Endeavor	WI	53930
Arlene Stahmer		216 W. Logan St.		Endeavor	WI	53930
Brenda Jahns-Grams	Marquette County Administration Coordinator	77 West Park St.	P.O. Box 129	Montello	WI	53949
Bryan Turgeon	Marquette County Transp. Coord. Committee	W5211 Fern Ave.		Montello	WI	53949
Phyllis Farrell	Marquette County Aging Unit Advisory Board	N1175 17th Rd.		Dalton	WI	53926
Jennifer Vote	Marquette County DHS Fiscal Unit	428 Underwood Ave.	P.O. Box 405	Montello	WI	53949
Dennis Bohn	Marquette County DHS Aging Unit	428 Underwood Ave.	P.O. Box 405	Montello	WI	53949
Diane Voth	Marquette County DHS Economic Support Unit		P.O. Box 405	Montello	WI	53949
Division of Voc. Rehab.	Marquette County Service Center	480 Underwood Ave.	P.O. Box 405	Montello	WI	53949
Nan Hinze	Harris Villa Asst. Living	N6581 Villa Parkway		Westfield	WI	53964
Frank Breitenbach	Marquette County Board	608 Main St.		Montello	WI	53949
Jodi Gallup	Residence on Forest Lane Asst. Living	253 Forest Lane		Montello	WI	53949
Shirley Floeter	Marquette County Board	W2807 Deerborn Dr.		Neshkoro	WI	54960
Robin Buchholz	Marquette County Board	N5944 County Road A		Oxford	WI	53952
Gary Sorensen	Marquette County Clerk	77 West Park St.	P.O. Box 186	Montello	WI	53949
Jan Banicki	Marquette County Board	N1629 HWY 22 S.		Montello	WI	53949
Linda Bennett	Marquette County DHS Aging Unit	428 Underwood Ave.	P.O. Box 405	Montello	WI	53949
Annie Lundy	Marquette County Aging Unit Advisory Board	W7832 County EA		Westfield	WI	53964
Lyle Snyder	Marquette County Board	115 E. 4th St.		Westfield	WI	53964
Marvin Groskreutz	Marquette County Board	W6141 Edgewood Ct.		Westfield	WI	53964
Mike Raddatz	Marquette County Board	W460 Huron Bay Dr.		Montello	WI	53949
Peggy Atkinson	Marquette County COA Unit of the DHS		P.O. Box 405	Montello	WI	53949
Joan Pulvermacher	Marquette County Health Dept.	428 Underwood Ave.	P.O. Box 181	Montello	WI	53949
Don Wilken	Marquette County Veteran Service Officer	480 Underwood Ave.	P.O. Box 214	Montello	WI	53949

Tim Houslet	Marquette County EMS Dept.	480 Underwood Ave.	P.O. Box 181	Montello	WI	53949
Vivian Opalewski	Montello Senior Center	140 Lake Court	P.O. Box 472	Montello	WI	53949
Renee Hoffman	Diverse Options Inc.	636 Main St.		Montello	WI	53949
Teale Mugfor	Joanie's Home for the Happy Senior	N3849 State Road 22		Montello	WI	53949
Brent Myers	Montello Care Center	251 Forest Lane		Montello	WI	53949
Peggy Atkinson		W3724 County Road C		Montello	WI	53949
Mary Jean Thalacker	Marquette County Aging Unit Advisory Board	W5465 Evergreen Road		Montello	WI	53949
Earl Ewert	Marquette County Human Services Board	W868 Northshore Dr.		Montello	WI	53949
Mary P. Walters	Marquette County Board	N2873 County Road A		Oxford	WI	53952
Daniel Klawitter	Marquette County Board	W5195 State Hwy. 23		Montello	WI	53949
Jerry Frohling	Marquette County Aging Unit Advisory Board	W4443 County Road K		Montello	WI	53949
Jon Sheller	Marquette County Board	234 Underwood Ave.		Montello	WI	53949
Robert Goldsmith	Marquette County Board	W8076 Duck Creek Ave.		Westfield	WI	53964
Robert Miller	Marquette County Board	N1305 18th Rd.		Dalton	WI	53926
Kim Bode	Packwaukee-Oxford Senior Dining Sites	N3511 State St.	P.O. Box 406	Packwaukee	WI	53952
Sherwin Lloyd	Marquette County Board		P.O. Box 252	Oxford	WI	53952
Danyel Bowman	Golden Years Asst. Living	497 S. Lake St.		Montello	WI	53949
Bert Galbraith	Westfield Senior Dining Site	129 E. 3rd St.		Westfield	WI	53964
Mona McTier	Marquette County Aging Unit Advisory Board	W7317 St. Road 23		Endeavor	WI	53930
Virginia Beitzel	Montello Senior Center	140 Lake Court	P.O. Box 472	Montello	WI	53949
Phyllis Mabie	Montello Senior Center	140 Lake Court	P.O. Box 472	Montello	WI	53949
Gerald Hebert II	Marquette County Board	423 S. Main Street		Neshkoro	WI	54960
Shirley Briney	Neshkoro Senior Center/Library	132 Main St.		Neshkoro	WI	54960
Scott Langer	Our House I,II,III Inc.	N9211 CTH N		Neshkoro	WI	54960
Peter Steuck	Marquette County Board	W2459 County Road C		Montello	WI	53949
Cathy Kampen	Endeavor Senior Dining Site	N124 County Road T		Endeavor	WI	53930
Al Schraeder	Diverse Options, Inc.		P.O. Box 449	Ripon	WI	54971
Matt Halada	WisDOT-DTSD-NE Region	944 Vanderperren Way		Green Bay	WI	54304
Judy Foss	WI Department of Transportation	4802 SHEBOYGAN AVE 951		Madison	WI	53705
Derek Weyer	WisDOT-DTSD-NE Region	944 Vanderperren Way		Green Bay	WI	54304
Jill Michaelson	WisDOT-DTSD-NE Region	944 Vanderperren Way		Green Bay	WI	54304
Alexis Kuklenski	FHWA Wisconsin Division	525 Junction Road, Suite 8000		Madison	WI	53717
Mary Robb	Wisconsin Department of Transportation	4802 Sheboygan Ave., Room 901		Madison	WI	53707

John Alley	Wisconsin Department of Transportation	4802 Sheboygan Ave., Room 951	PO Box 7913	Madison	WI	53707
Stephen Hirshfeld	Wisconsin Department of Transportation	4802 Sheboygan Ave.	P.O. Box 7913	Madison	WI	53707
	Marquette County Commission On Aging	428 Underwood Ave PO Box 405		Montello	WI	53949
	Montello Senior Center	140 Lake Court PO Box 472		Montello	WI	53949
	Golden Years Asst. Living	497 S. Lake St.		Montello	WI	53949
	Montello Care Center	251 Forest Lane		Montello	WI	53949- 9380
	REM Health of Wisconsin Inc			Portage		

STATE OF WISCONSIN AFFIDAVIT OF PUBLICATION

Sandi Garfoot

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☒ MARQUETTE COUNTY TRIBUNE
___ REEDSBURG INDEPENDENT
___ SPRING GREEN HOME NEWS

a weekly newspaper published by News Publishing Co. Inc. at

Montello
Marquette County, Wisconsin

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

Oct 10, 2013
Oct 17, 2013

SIGNED Sandi Garfoot

DATED 10-17-13

Diane S Baumgartner
Notary Public, State of Wisconsin

My Commission Expires 9/21/14

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NOTICE OF PUBLIC MEETING

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

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

Date: October 23, 2013

Time: 9 am to 12 pm

Location: Marquette County Service Center Building
480 Underwood Ave., Montello, WI 53949

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.

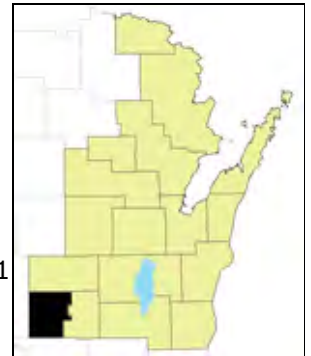
Publish: 10/10/13, 10/17/13 WNAXLP

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Appendix C.

Marquette County NEWRAT Webpage

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Northeast Wisconsin Regional Access to Transportation Committee**Marquette 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 23, 2013 9am-12pm
 Marquette County Service Center Building
 480 Underwood Ave.
 Montello, WI 53949

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

Facilitator: Nick Musson, ECWRPC Date: 10-23-13 Location: Montello				
Participant Name	Agency/Organization/ Municipality/Etc.	Mailing Address	E-Mail Address	County/Countries Representing
Shirley Holtz	Co. Bd.	47807 Deerpark Neshkoro, WI 54960	—	(920) 893- 8079 Marquette
Don Switzer	C.B.	5195 5th St 23	dan & Marys. net	920 642 2145 Marquette
Paul Wade	Co Bd chair	W5590 CaO Endeavor 53939	Rivade Energy , Inc	608 887-2434 Marquette
Brent Myers	Montello Care Center	251 Forest Lane, Montello	Brent. Myers@ CartaghezaHealthcare.com	297-2153 Marquette
Earl Ewert	Trans. Coun. Common. Chair Marquette	10868 North Shore Dr. Montello 53949	earlewert@ centurytel.net	920 295-6916 Marquette
Mackenzie Gagn	Options for Independent living	920 W. college Ave Appleton 54914	mackenzieoptionsil.org	920-882-9309 Marquette
Salvia Phillis	Aging Unit of DHS	P.O. Box 405 Montello	spills@camagmtll. wis.	608-297-3105 Marquette
Quincy Bennett	Aging Unit	P.O. Box 405 Montello		608-297-3146 Marquette
Shirley Barnard	Marquette Care Center	251 Forest Lane Montello	Idornfeld@camagmtll. healthcare.com	608-297-2153 Marquette

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Appendix F.

Summary of Proceedings

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SUMMARY OF PROCEEDINGS

The Marquette County Coordinated Public Transit-Human Services Transportation Plan
Public Facilitation Meeting
Marquette County Department of Human Services, Montello
Wednesday, October 23, 2013

Meeting Participants

Shirley Floeter	Marquette County Board
Dan Klawither.....	Marquette County Board
Paul Wade.....	Marquette County Board Chair
Brent Meyers.....	Montello Care Center
Earl Ewert.....	Marquette County, Transportation Coordination Cmte Chair
Mackenzie Egan.....	Options for Independent Living
Sylvia Phillis	Marquette County Aging Unit of DHS
Linda Bennett.....	Marquette County Aging Unit of DHS
Linda Dornfeld.....	Montello Care Center

Facilitators

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

The meeting was called to order by Mr. Musson at 9:00 A.M.

Mr. Musson welcomed the group and began introductions.

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

Mr. Musson noted that ECWRPC developed three sets of surveys for this plan: one for the users, one for the businesses/agencies involved in specialized transit planning, and one for the transportation providers of specialized transportation to assess the overall transit system. Mr. Musson reviewed the three survey results with the group; noting that these results would guide the rest of the facilitation process.

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

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

- Services need to be available more days:
 - Increase service hours
 - Obtain additional funds/annual fundraiser/donations from various organizations
 - Additional state/federal funding (more permanent sources)
 - **Responsible parties:** County, TCC, Providers
- Rural transportation especially for disabled and elderly:
 - Increase service hours,
 - Obtain additional funds/annual fundraiser/donations from various organizations
 - Additional state/federal funding (more permanent sources)
 - **Responsible parties:** County, TCC, Providers
- Accommodate lift capacity:
 - Is available already; accommodate larger lift capacity and larger wheelchairs
 - **Responsible parties:** County, TCC, Providers
- Lack of volunteer drivers
 - Find ways to compensate drivers
 - Mileage reimbursement through legislation
 - Market and communicate to increase user participation
 - **Responsible parties:** County, TCC, Providers, legislators, general public
- Lack of knowledge of transportation services and how funding works:
 - Obtaining additional funds/annual fundraiser/donations from various organizations to educate and market transportation services/funding sources
 - **Responsible parties:** County, TCC, Providers
- Coordination between all providers and agencies, especially more participation from healthcare providers, CBRF's, consumers, counties, etc.:
 - Invitation and expansion of other agencies at the Transportation Coordination Cmte
 - Transportation Coordinator reach out to other transit managers and educate the users on setting schedules to coordinate trips to VA in Madison
 - **Responsible parties:** County, TCC, Providers

- Communication especially between counties and coordination of rides:
 - Continue this effort and increase communication between this group
 - **Responsible parties:** Marquette County and surrounding counties
 - Making funding less restrictive:
 - Federal and state policy changes through an audit/review
 - **Responsible parties:** state and federal legislators, general public
 - Limitations of medical options in the county forces people to go to other urbanized areas:
 - Families need to step in and assume a larger role in medical and transportation needs
 - Increase funding options through grant options
 - More healthcare providers/staff and communicate with these existing agencies
 - Coordinate with physicians/agencies for possible house visits within the County and coordinate on finding a common/central nurse practitioners
 - Greater overall coordination with existing healthcare providers
 - **Responsible parties:** users, families, healthcare providers, Marquette County ADRC/TCC
 - Supporting the increased demand for demographic/population shift within the County; sharing of data/information:
 - Advocate/talk with legislators
 - **Responsible parties:** state/federal legislators
 - Lack of volunteers:
 - Market and communication
 - **Responsible parties:** users, families, healthcare providers, Marquette County ADRC/TCC
 - ADRC/County website is out of date
 - Update the website
 - **Responsible parties:** Marquette County IT Department
 - Research/project opportunities:
 - Coordinate with regional colleges/universities and technical schools on research opportunities and projects
4. Mr. Musson had the group members temporary adjourn to give the committee time to vote on their top three strategies to implement into the new plan using the three stickers that were included in their meeting materials. The group adjourned for 15 minutes and reconvened after the group had cast their three votes. Mr. Musson noted that all gaps, needs and barriers discussed in the facilitation would be included in the final document; however, the ones that were voted on would have higher priority.

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

- Lack of volunteers
- Lack of knowledge of transportation services and how funding works
- Research/project opportunities
- ADRC/County website is out of date
- Supporting the increased demand of the demographic/population shift within the County; sharing of data/information
- Services need to be available more days
- Rural transportation especially for disabled and elderly
- Communication especially between counties and coordination of rides
- Accommodate lift capacity
- Coordination between all providers and agencies, especially more participation from health care providers, CBRFs, consumers, counties, etc.
- Making funding less restrictive
- Limitations of medical options in the county forces people to go to other urbanized areas

5. Mr. Musson also explained how to formally amend this document in the future. He noted:

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

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

He also noted the amendment process is as follows:

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

- A narrative summary describing the reasons for the amendment;
- Description of the amendment process; and
- Documentation to show the Planning Committee has been consulted.

6. Mr. Musson asked the group to fill out an evaluation for the facilitation. He thanked the group for coming to the meeting and providing their input for the coordination plan and asked if there were any other questions from the group. No further questions were asked.

The meeting adjourned at 11:30 A.M.

Appendix G.
Marquette County Health and Human
Services Board
Summary of Proceedings

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HUMAN SERVICES BOARD
MINUTES
November 4, 2013, 2013

Present: Mike Raddatz, Lyle Snyder, Mandy Stanley, Elsa Russell, Sylvia Phillis, Jennifer Vote, Paul Wade, Jack Johnston, Earl Ewert, Sandy Vogel, Jan Krueger, Dan Klawitter, and Diane Voth.

Chairman Mike Raddatz called the meeting to order at 10:03 a.m.

Earl Ewert made a motion to accept the agenda, seconded by Lyle Snyder. The motion carried.

Under citizen input, Elsa Russell asked about the homeless population-how much of a problem it was in Marquette County and what services are available for this population. Various options were discussed by the entire group in attendance. It was noted that the definition of homeless varied and that in general, services to this population are lacking.

Lyle Snyder moved to accept the minutes from the October 14, 2013 meeting, seconded by Dan Klawitter. The motion carried.

Dan Klawitter made a motion to approve the financial report, seconded by Paul Wade. The motion carried.

Jack Johnston made a motion to approve the financial vouchers, seconded by Donna Hyames. The motion carried.

Mandy Stanley presented the Marquette County 2014-2018 Human Services-Public Transportation Coordinated Plan. The next Transportation Coordinating Committee meeting will be held on December 19, 2013 @ 9:00 a.m. Members are encouraged to attend the meeting to get updates from Nick Musson, Transportation Planner with East Central Wisconsin Regional Planning Commission. Earl Ewert made a motion to approve the plan as presented, seconded by Elsa Russell. The motion carried.

Diane Voth shared an update on the FoodShare fraud plan that is in place through the East Central Consortium. Sheboygan County is the lead. Each county is responsible for their own contract for child care fraud. She has also set up three dates for in person help for the Affordable Care Act application process for our county.

Mandy Stanley shared that she is continuing to explore a Comprehensive Community Services program for mental health services. Marquette County would work with Adams, Juneau, Green Lake, Waupaca, and Waushara counties for this program. If counties work as a regional project they will receive 100% funding for the program.

Sylvia Phyllis reported that the Thanksgiving Food Distribution starts this Thursday. Enough food was ordered for 500 meals and they are still working on the fundraising. She also shared information about a Legislative bill regarding volunteer drivers tax reporting.

Jan Krueger reminded everyone about the Caregivers Luncheon on Friday November 8th from 11-2. She encouraged members to sign up to attend.

Mandy Stanley gave an update on the Northland Contract, stating that she has been regularly meeting with Dr. Matthew. There will be another update at the December meeting when options relating to a possible contract over run will be discussed.

Paul Wade made a motion to adjourn, seconded by Lyle Snyder. The motion carried.

The meeting adjourned at 11:05 am.