



# OUTAGAMIE COUNTY SPECIALIZED TRANSPORTATION COORDINATED PLAN

2024-2028

ADOPTED  
OCTOBER 27, 2023



# EAST CENTRAL WISCONSIN REGIONAL PLANNING COMMISSION

Jeff Nooyen, Chair  
Alice Connors, Vice-Chair

## COMMISSION MEMBERS

### CALUMET COUNTY

Alice Connors  
Tom Reinl  
(David DeTroye, Alt.)  
Nick Kesler

### FOND DU LAC COUNTY

Steven Abel  
Brenda Schneider  
Sam Kaufmann  
Keith Heisler  
(Joseph Moore, Alt.)  
John Zorn

### MENOMINEE COUNTY

Jane Comstock  
Gene Caldwell  
Elizabeth Moses  
(Jeremy Johnson, Alt.)

### OUTAGAMIE COUNTY

Jeff Nooyen  
Kevin Englebert  
Jake Woodford  
(Kara Homan, Alt.)  
Nadine Miller  
Lee Hammen

### SHAWANO COUNTY

Thomas Kautza  
Ken Capelle  
Steve Gueths

### WAUPACA COUNTY

Dick Koeppen  
Brian Smith  
(Aaron Jensen, Alt.)  
DuWayne Federwitz

### WINNEBAGO COUNTY

Tom Egan  
(David Albrecht, Alt.)  
Bob Schmeichel  
Robert Keller

### EX-OFFICIO MEMBERS

Ronald McDonald, Valley Transit  
Scott Nelson, WisDOT

## ABSTRACT

**TITLE:** Outagamie County Human Services-Public Transportation Coordinated Plan

**CONTACT:** Amie Bastian  
Aging and Long-Term Support Manager  
Outagamie County Health and Human Services  
920-832-5469  
[Aime.Bastian@outagamie.org](mailto:Aime.Bastian@outagamie.org)

Brenna Root Whitby  
Associate Planner  
East Central Wisconsin Regional Planning Commission  
[brootwhitby@ecwrpc.org](mailto:brootwhitby@ecwrpc.org)

**AUTHORS:** Abby Mader, Brenna Root Whitby

**SUBJECT:** A five-year County Transportation Coordination Plan

**DATE:** 10/27/2023

**PLANNING AGENCY:** East Central Wisconsin Regional Planning Commission

**SOURCE OF COPIES:** East Central Wisconsin Regional Planning Commission  
400 Ahnaip Street, Suite 100  
Menasha, WI 54952  
(920) 751-4770  
[www.ecwrpc.org](http://www.ecwrpc.org)

Federal transit law, as amended by Bipartisan Infrastructure Law (BIL) (2021), requires that projects selected for funding under the Section 53.10 (Enhanced Mobility of Seniors and Individuals with Disabilities Program) be “included in a locally developed, coordinated public transit-human services transportation plan” and that the plan be “developed and approved through a process that includes participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public.” This planning document fulfills those requirements.

## TABLE OF CONTENTS

<b>PURPOSE .....</b>	<b>4</b>
LEGISLATION.....	4
<b>PLANNING PROCESS.....</b>	<b>5</b>
COUNTY COORDINATION PLAN.....	5
REQUIRED ELEMENTS .....	5
TIMELINE .....	5
PLAN IMPLEMENTATION & KEEPER OF THE PLAN .....	5
<b>DEMOGRAPHIC PROFILE .....</b>	<b>6</b>
POPULATION BY AGE.....	6
DISABILITY CHARACTERISTICS .....	6
ASSESSMENT OF NEEDS.....	10
INCOME & POVERTY .....	11
U.S. CENSUS BUREAU POVERTY THRESHOLD .....	13
<b>EXISTING TRANSPORTATION ASSETS .....</b>	<b>14</b>
PROVIDER INVENTORY.....	14
<b>PARTICIPATION SOLICITATION .....</b>	<b>16</b>
OUTREACH EFFORTS.....	16
SURVEY DATA.....	16
<b>PUBLIC FACILITATION – ASSESSMENT, STRATEGIES, RESPONSIBILITY AND PRIORITIZATION .....</b>	<b>17</b>
PROCESS AND METHODS.....	17
EXISTING GAPS, OPPORTUNITIES, AND POSITIVES.....	17
ACTION PLAN .....	18
<b>PLAN ADOPTION &amp; AMENDMENT PROCEDURE .....</b>	<b>21</b>
COORDINATION COMMITTEE .....	21
PLAN APPROVAL .....	21

## FIGURES

FIGURE 1: OUTAGAMIE COUNTY POPULATION BY AGE COHORT .....	6
FIGURE 2: TYPES OF DISABILITIES.....	9
FIGURE 3: OUTAGAMIE COUNTY HOUSEHOLD INCOME.....	12
FIGURE 4: EMAIL NOTIFICATION .....	27
FIGURE 5: MEETING FLYER .....	28
FIGURE 6: SOCIAL MEDIA POSTS.....	29
FIGURE 7: MEETING SIGN-IN SHEET .....	75

## TABLES

TABLE 1: OUTAGAMIE COUNTY DISABILITY CHARACTERISTICS .....	7
TABLE 2: POPULATION BY TYPE OF DISABILITY .....	10
TABLE 3: OUTAGAMIE COUNTY POVERTY STATISTICS.....	11
TABLE 4: 2022 POVERTY THRESHOLDS BY SIZE OF FAMILY AND RELATED NUMBER OF CHILDREN...13	
TABLE 5: EXISTING TRANSPORTATION ASSETS.....	14
TABLE 6: SURVEY RESPONSES BY ZIP CODE .....	16
TABLE 7: ACTION PLAN .....	19
TABLE 8: SPECIALIZED TRANSPORTATION COMMITTEE MEMBERS .....	24
TABLE 9: LIST OF INVITEES .....	25
TABLE 10: MEETING EVALUATIONS.....	76

## APPENDICES

APPENDIX A: MEETING OUTREACH.....	22
APPENDIX B: SURVEY DATA.....	33
APPENDIX C: MEETING EVALUATIONS.....	74
APPENDIX D: PLAN APPROVAL .....	78

## PURPOSE

### Legislation

The Bipartisan Infrastructure Law (BIL) was signed into law on November 15, 2021 and supersedes the Fixing America's Surface Transportation (FAST) Act. The BIL and predecessor transportation legislation require that all urbanized areas have a comprehensive, cooperative, and continuing planning process in place to guide effective use of federal funding assistance. BIL planning requirements reemphasize the integral relationship of land use with transportation infrastructure, as well as the need to address all mobility from a multimodal perspective. Additional areas of challenge under BIL include:

- Improving mobility on America's highways;
- Creating jobs and promoting economic growth; and
- Accelerating project delivery and promoting innovation.

To carry out the comprehensive planning program, legislation has reconfirmed the role of a cooperative planning institution, the RPC/MPO, to guarantee that all aspects of the urbanized area will be represented in the plan's development and that planning will be conducted on a continuing basis. As the designated planning institution for Outagamie County, the East Central Wisconsin Regional Planning Commission is responsible for carrying out these transportation planning responsibilities.

The Federal Transit Administration (FTA) established the Section 53.10 program to assist elderly and disabled persons with transportation needs. FTA, on behalf of the Secretary of Transportation, distributes the funds appropriated annually to the states based on an administrative formula that considers the number of elderly individuals and individuals with disabilities in each state. Title 49 U.S.C. 5310(a)(1) authorizes funding for public transportation capital projects planned, designed and carried out to meet the special needs of elderly individuals and individuals with disabilities.

The FTA requires specialized transportation projects funded under Section 53.10 be included in a "locally developed coordinated public transit-human services transportation plan" to ensure that applicants are coordinating services with other private, public and non-profit transportation providers. The Wisconsin Department of Transportation (WisDOT) concurs, as "projects funded with 85.21 aids should be held to the same standard, and consequently requires counties to demonstrate how project(s) meet a goal/strategy outlined in the most recent coordinated transportation plan." WisDOT additionally requires that administrators participate in the ongoing development and review of these local coordination plans, and transportation coordination is addressed in public hearings held as part of the 85.21 grant application development process.<sup>1</sup>

---

<sup>1</sup> <https://wisconsindot.gov/Documents/doing-bus/local-gov/astnce-pgms/transit/8521-guide.pdf>

## **PLANNING PROCESS**

### **County Coordination 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. Broad and encompassing strategies and actions are developed to enhance the mobility needs of the elderly and disabled for the life of the plan.

### **Required Elements**

According to Federal Transit Administration (FTA) rules, a county 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

### **Timeline**

ECWRPC will submit the final County Coordination Plan to WisDOT no later than November 15, 2023. The plan will go into effect for the five-year period from 2024 to 2028.

### **Plan Implementation & Keeper of the Plan**

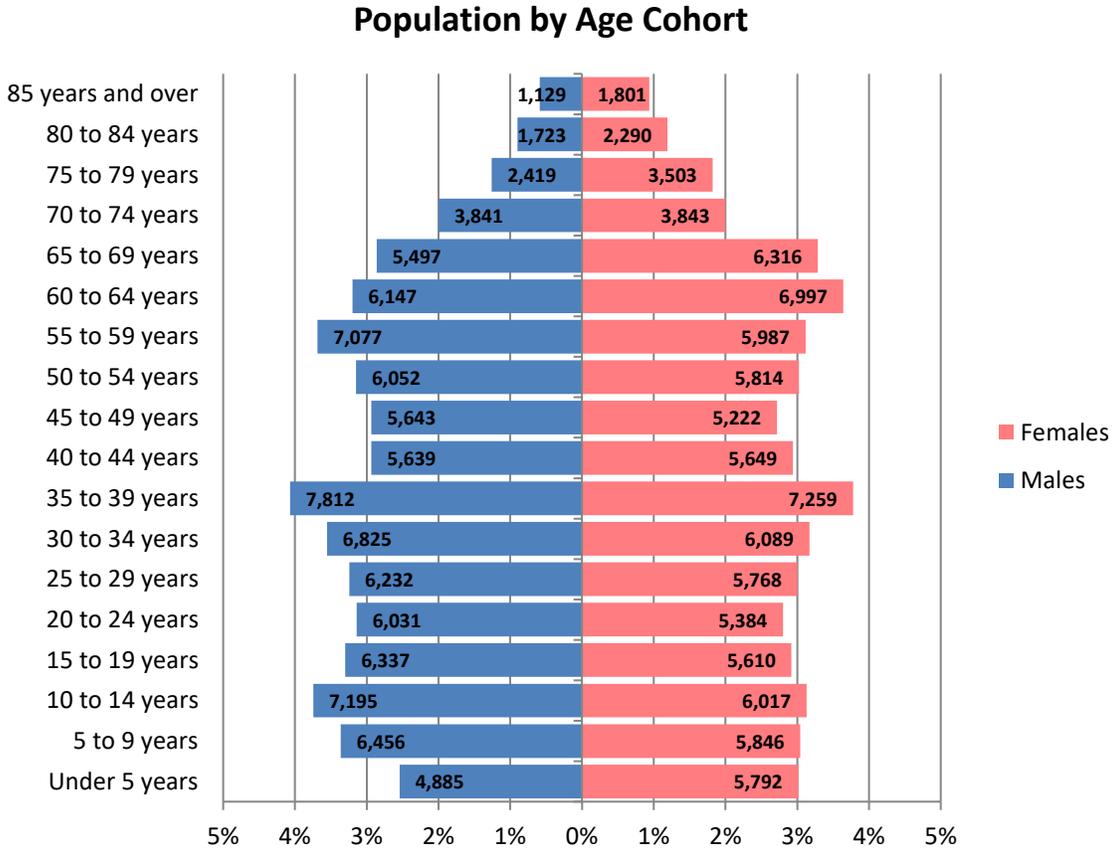
The County Coordination Plan will be implemented by the designated keeper of the document:

Amie Bastian  
Aging and Long-Term Support Manager  
Outagamie County Health and Human Services  
920-832-5469  
[Amie.Bastian@outagamie.org](mailto:Amie.Bastian@outagamie.org)

## DEMOGRAPHIC PROFILE

### Population by Age

**Figure 1** visualizes the population of Outagamie County from the U.S. Census Bureau, 2017 – 2021 American Community Survey 5-Year Estimates. The total population is 192,127 individuals. Population numbers are separated by age cohort and gender.



### Disability Characteristics

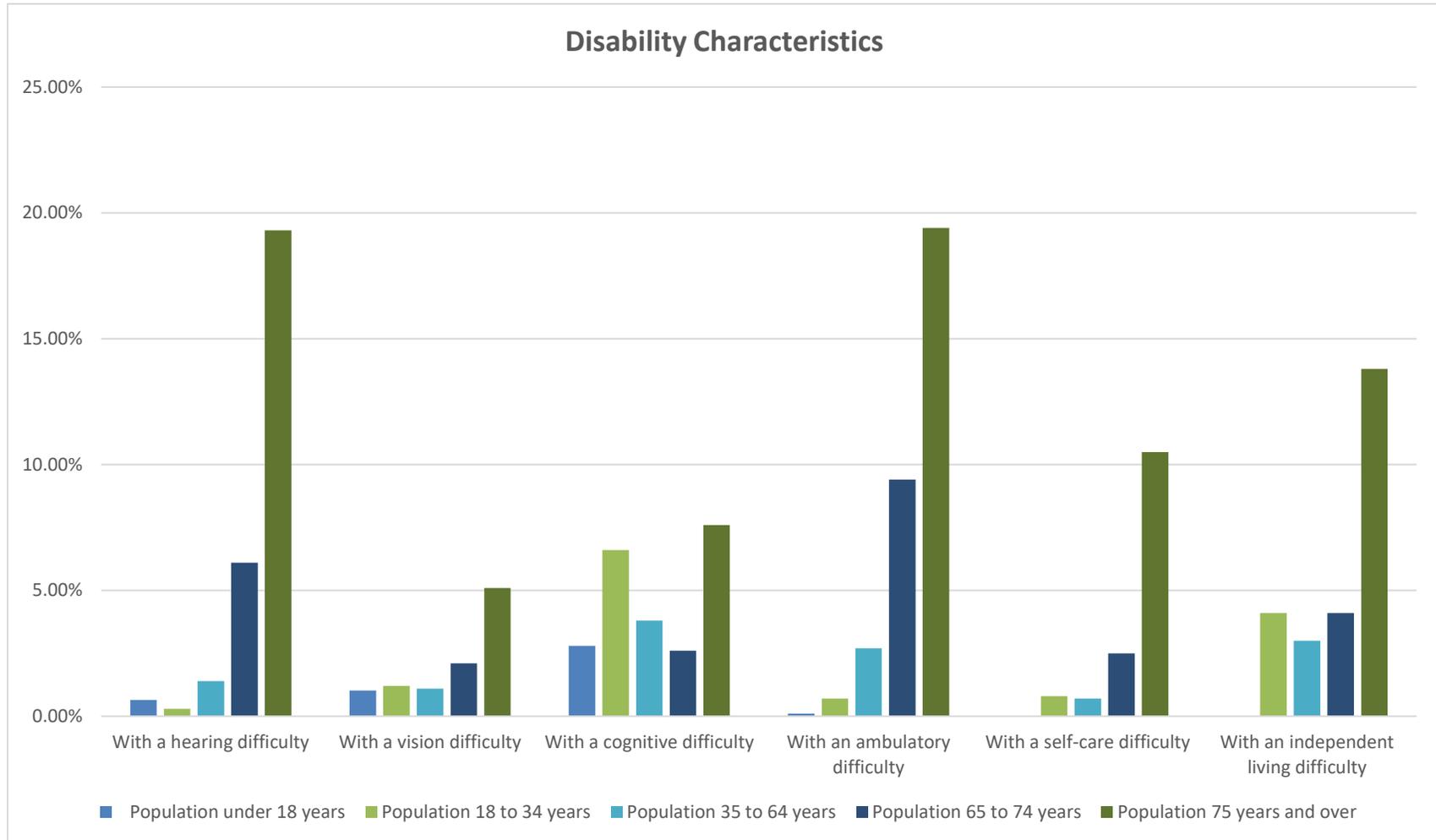
**Table 1**, **Table 2**, and **Figure 2** represent the population of Outagamie County with a disability. **Table 1** breaks down the portion of the total population with a disability by age and type of disability; **Figure 2** graphically represents the same data. **Table 2** further numerates disabilities by type and provides the total number of individuals with each disability. Approximately 18,350 persons (9.60%) in Outagamie County have a disability.

Table 1: Outagamie County Disability Characteristics

Label	Outagamie County, Wisconsin					
	Total		With a disability		Percent with a disability	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Total civilian noninstitutionalized population	190,672	±198	18,350	±1,983	9.60%	±1.0
DISABILITY TYPE BY DETAILED AGE						
<b>With a hearing difficulty</b>	(X)	(X)	4,975	±859	2.60%	±0.5
Population under 5 years	10,677	±337	54	±87	0.50%	±0.8
Population 5 to 17 years	33,018	±338	229	±238	0.70%	±0.7
Population 18 to 34 years	40,480	±633	114	±121	0.30%	±0.3
Population 35 to 64 years	75,039	±643	1,060	±474	1.40%	±0.6
Population 65 to 74 years	19,354	±515	1,181	±465	6.10%	±2.4
Population 75 years and over	12,104	±262	2,337	±598	19.30%	±4.9
<b>With a vision difficulty</b>	(X)	(X)	2,779	±807	1.50%	±0.4
Population under 5 years	10,677	±337	122	±162	1.10%	±1.5
Population 5 to 17 years	33,018	±338	323	±273	1.00%	±0.8
Population 18 to 34 years	40,480	±633	490	±420	1.20%	±1.0
Population 35 to 64 years	75,039	±643	825	±335	1.10%	±0.4
Population 65 to 74 years	19,354	±515	399	±287	2.10%	±1.5
Population 75 years and over	12,104	±262	620	±430	5.10%	±3.5
<b>With a cognitive difficulty</b>	(X)	(X)	7,900	±1,311	4.40%	±0.7
Population under 18 years	33,018	±338	915	±387	2.80%	±1.2
Population 18 to 34 years	40,480	±633	2,676	±693	6.60%	±1.7
Population 35 to 64 years	75,039	±643	2,877	±642	3.80%	±0.9

Population 65 to 74 years	19,354	±515	507	±320	2.60%	±1.7
Population 75 years and over	12,104	±262	925	±426	7.60%	±3.5
<b>With an ambulatory difficulty</b>	(X)	(X)	6,586	±1,294	3.70%	±0.7
Population under 18 years	33,018	±338	46	±75	0.10%	±0.2
Population 18 to 34 years	40,480	±633	303	±196	0.70%	±0.5
Population 35 to 64 years	75,039	±643	2,057	±704	2.70%	±0.9
Population 65 to 74 years	19,354	±515	1,826	±643	9.40%	±3.3
Population 75 years and over	12,104	±262	2,354	±581	19.40%	±4.9
<b>With a self-care difficulty</b>	(X)	(X)	2,632	±843	1.50%	±0.5
Population under 18 years	33,018	±338	5	±9	0.00%	±0.1
Population 18 to 34 years	40,480	±633	330	±222	0.80%	±0.5
Population 35 to 64 years	75,039	±643	542	±310	0.70%	±0.4
Population 65 to 74 years	19,354	±515	479	±316	2.50%	±1.6
Population 75 years and over	12,104	±262	1,276	±582	10.50%	±4.8
<b>With an independent living difficulty</b>	(X)	(X)	6,380	±1,129	4.30%	±0.8
Population 18 to 34 years	40,480	±633	1,675	±468	4.10%	±1.2
Population 35 to 64 years	75,039	±643	2,244	±686	3.00%	±0.9
Population 65 to 74 years	19,354	±515	785	±433	4.10%	±2.2
Population 75 years and over	12,104	±262	1,676	±580	13.80%	±4.8

**Figure 2: Disability Characteristics**



**Table 2: Population by Type of Disability**

	With a hearing difficulty		With a vision difficulty		With a cognitive difficulty		With an ambulatory difficulty		With a self-care difficulty		With an independent living difficulty	
	%	Estimate	%	Estimate	%	Estimate	%	Estimate	%	Estimate	%	Estimate
Population under 18 years	0.65%	283	1.02%	445	2.80%	915	0.10%	46	0.00%	5		
Population 18 to 34 years	0.30%	114	1.20%	490	6.60%	2676	0.70%	303	0.80%	330	4.10%	1675
Population 35 to 64 years	1.40%	1060	1.10%	825	3.80%	2877	2.70%	2057	0.70%	542	3.00%	2244
Population 65 to 74 years	6.10%	1181	2.10%	399	2.60%	507	9.40%	1826	2.50%	479	4.10%	785
Population 75 years and over	19.30%	2337	5.10%	620	7.60%	925	19.40%	2354	10.50%	1276	13.80%	1676
<b>Total</b>	<b>2.6%</b>	<b>4,975</b>	<b>1.5%</b>	<b>2,779</b>	<b>4.1%</b>	<b>7,900</b>	<b>3.5%</b>	<b>6,586</b>	<b>1.4%</b>	<b>2,632</b>	<b>3.3%</b>	<b>6,380</b>

### Assessment of Needs

Based on the data previously illustrated and discussions with community members, the main focal points of disability services in Outagamie County need to serve those in the age 75 and over group and focus on expansion of access to services. The types of disabilities vary, but movement-restricting ambulatory and independent living difficulties make up the main percentage. Strategies for implementation are explored in the Action Plan (Table 7).

## Income & Poverty

Income and Poverty statistics for Outagamie County shows 13,651 residents (7.2%) below the poverty line. Refer to **Table 3. Figure 3** illustrates the household income, indicating the number of households in each income bracket. The median household income is \$97,155.

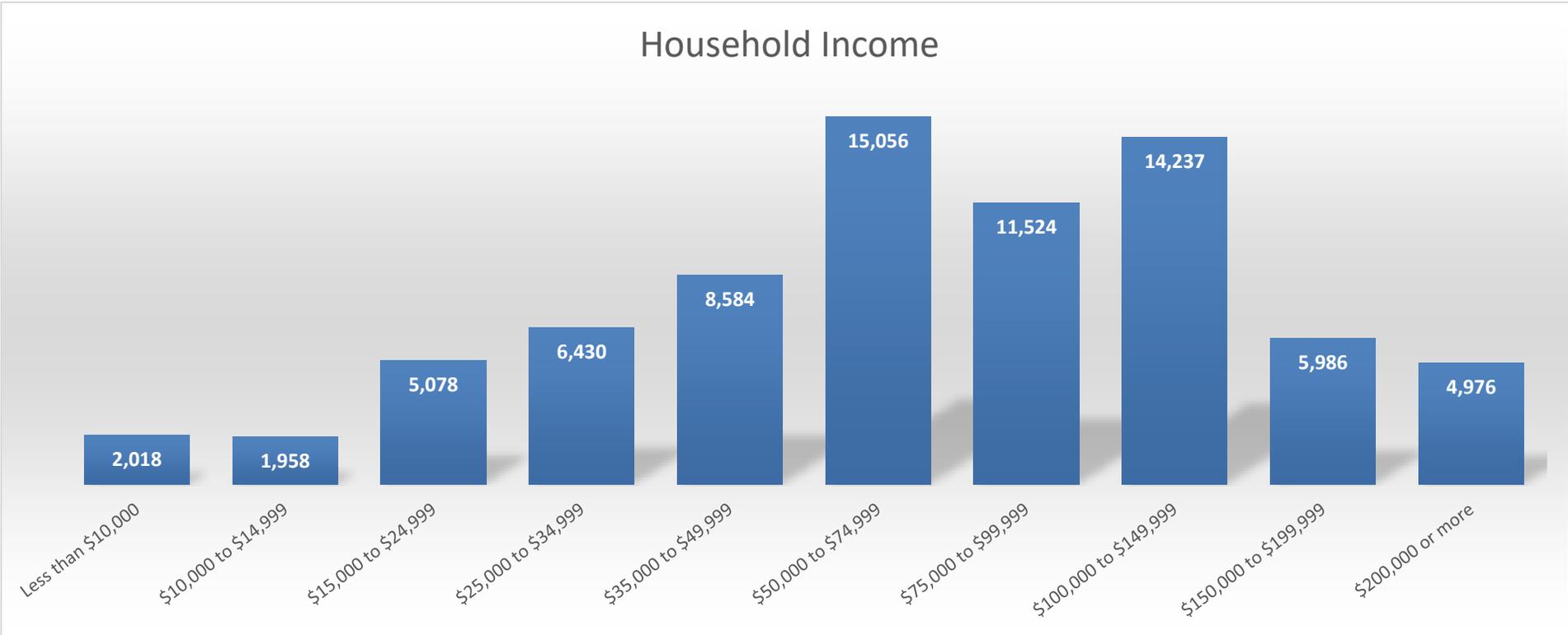
**Table 3: Outagamie County Poverty Statistics**

Label	Outagamie County, Wisconsin					
	Total		Below poverty level		Percent below poverty level	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
Population for whom poverty status is determined	189,272	±460	13,651	±2,351	7.20%	±1.2
<b>AGE</b>						
Under 18 years	43,232	±462	3,751	±1,175	8.70%	±2.8
Under 5 years	10,596	±334	1,002	±324	9.50%	±3.1
5 to 17 years	32,636	±558	2,749	±1,055	8.40%	±3.3
Related children of householder under 18 years	42,894	±902	3,413	±1,093	8.00%	±2.5
18 to 64 years	114,582	±466	7,693	±1,505	6.70%	±1.3
18 to 34 years	39,543	±616	3,245	±910	8.20%	±2.3
35 to 64 years	75,039	±643	4,448	±1,020	5.90%	±1.4
60 years and over	44,589	±1,185	3,500	±907	7.80%	±2.0
65 years and over	31,458	±462	2,207	±686	7.00%	±2.2
<b>SEX</b>						
Male	95,166	±864	6,306	±1,446	6.60%	±1.5
Female	94,106	±708	7,345	±1,341	7.80%	±1.4

Source: U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates,

Table S1701

Figure 3: Outagamie County Household Income



**U.S. Census Bureau Poverty Threshold**

Following the Office of Management and Budget's (OMB) Statistical Policy Directive 14, the Census Bureau uses a set of money income thresholds that vary by family size and composition to determine who is in poverty. If a family's total income is less than the family's threshold, then that family and every individual in it is considered in poverty. The official poverty thresholds are updated for inflation using the Consumer Price Index (CPI-U),

and do not vary geographically. The official poverty definition uses money income before taxes and does not include capital gains or noncash benefits (such as public housing, Medicaid, and food stamps).<sup>2</sup> **Table 4** illustrates that data.

**Table 4: 2022 Poverty Thresholds by Size of Family and Number of Related Children Under 18 Years (In Dollars)**

Size of family unit	Weighted average thresholds	Related children under 18 years								
		None	One	Two	Three	Four	Five	Six	Seven	Eight or more
One person (unrelated individual):	14,880									
Under 65 years.....	15,230	15,225								
65 years and over.....	14,040	14,036								
Two people:	18,900									
Householder under 65 years.....	19,690	19,597	20,172							
Householder 65 years and over.....	17,710	17,689	20,095							
Three people.....	23,280	22,892	23,556	23,578						
Four people.....	29,950	30,186	30,679	29,678	29,782					
Five people.....	35,510	36,402	36,932	35,801	34,926	34,391				
Six people.....	40,160	41,869	42,035	41,169	40,339	39,104	38,373			
Seven people.....	45,690	48,176	48,477	47,440	46,717	45,371	43,800	42,076		
Eight people.....	51,010	53,881	54,357	53,378	52,521	51,304	49,760	48,153	47,745	
Nine people or more.....	60,300	64,815	65,129	64,263	63,536	62,342	60,699	59,213	58,845	56,578

Source: U.S. Census Bureau, 2023.

Note: The source of the weighted average thresholds is the 2023 Current Population Survey Annual Social and Economic Supplement (CPS ASEC).

<sup>2</sup> <http://www.census.gov/topics/income-poverty/poverty/guidance/poverty-measures.html>

## EXISTING TRANSPORTATION ASSETS

### Provider Inventory

Outagamie County is served by several public and private transportation agencies, many of which provide specialized transportation options to meet the needs of individuals with disabilities, low income, and seniors. A list of county-wide transportation providers is included in **Table 5**.

**Table 5: Existing Transportation Assets**

Name	Website	Phone	Address
<b>Abby Vans</b>	<a href="https://www.abbyvans.com/">https://www.abbyvans.com/</a>	(715)-743-3364 (800)-236-8438	1115 W. 4th St, Neillsville, WI 54456
<b>Double J's Shuttle Service</b>	<a href="https://newlondonchamber.com/ta_directory_listing/double-j-shuttle-service/">https://newlondonchamber.com/ta_directory_listing/double-j-shuttle-service/</a>	(920)-470-9495	W10862 County Road WW, New London, WI 54961
<b>Fox Valley Cab, Inc.</b>	<a href="http://www.foxvalleycab.com">www.foxvalleycab.com</a>	(920)-734-4546	719 W Frances St, Appleton, WI 54911
<b>Gold Cross Ambulance</b>	<a href="http://www.goldcross.org/">http://www.goldcross.org/</a>	(920)-727-3034	1055 Wittmann Drive, Menasha, WI 54952
<b>Hortonville Helping Hands</b>	<a href="https://www.hortonvillewi.org/wp-content/uploads/2021/05/Spring-21.pdf">https://www.hortonvillewi.org/wp-content/uploads/2021/05/Spring-21.pdf</a>	(920)-779-6011	531 N Hash St, Hortonville, WI
<b>Kobussen Buses</b>	<a href="https://www.kobussen.com/">https://www.kobussen.com/</a>	(920)-766-0606	W914 County Trunk CE, Kaukauna, WI 54130
<b>Koeppens Medical Transport, Ltd</b>	<a href="https://kmedtran.com/">https://kmedtran.com/</a>	(715)-823-5711	217 Industrial Dr., Clintonville, WI 54929
<b>Make the Ride Happen</b>	<a href="http://www.maketheridehappen.org">www.maketheridehappen.org</a>	(920)-225-1917	820 W College Ave, Appleton, WI 54914
<b>Medical Transport - Lamers</b>	<a href="https://www.golamers.com/services/medical-transportation/">https://www.golamers.com/services/medical-transportation/</a>	(920)-832-8800	1825 Novak Drive, Menasha, WI 54952
<b>Metro Medical Transport</b>	<a href="https://www.buzzfile.com/business/Metro-Medical-Transport-LLC-920-982-6059">https://www.buzzfile.com/business/Metro-Medical-Transport-LLC-920-982-6059</a>	(920)-982-6059	E9321 Crain Road, New London, WI 54961
<b>NAHBRS (Non-profit Affordable Housing Basic Rental Service)</b>	<a href="https://www.outagamiehousing.us/nahbrs">https://www.outagamiehousing.us/nahbrs</a>	(920)-850-3797	218 E Randall St, Appleton, WI 54911
<b>New London Senior &amp; Disabled Transport</b>	<a href="https://www.newlondonwi.org/departments/senior_servies_and_transit.php">https://www.newlondonwi.org/departments/senior_servies_and_transit.php</a>	(920)-982-8523	600 W Washington St, New London, WI 54961

<b>Oneida Nation</b>	<a href="https://oneida-nsn.gov/resources/agingdisabilityservices/services/transportation/">https://oneida-nsn.gov/resources/agingdisabilityservices/services/transportation/</a>	(920)-869-2448 (800)-867-1551	2907 S. Overland Rd. Oneida, WI 54155
<b>Outagamie County Housing Authority - NAHBRS</b>	<a href="https://www.outagamiehousing.us/nahbrs">https://www.outagamiehousing.us/nahbrs</a>	(920)-850-3797 (920)-810-0812	3020 E. Winslow Ave, Appleton, WI 54911
<b>Rides for Veterans and Spouses</b>	<a href="https://dav-wi.org/commanders-notes/activities-news-archive-2019.html">https://dav-wi.org/commanders-notes/activities-news-archive-2019.html</a> <a href="https://www.localharvest.org/base-4-hope-M70867">https://www.localharvest.org/base-4-hope-M70867</a>	(920)-687-8806	1817 Meadowview Ln, Little Chute, WI 54140
<b>Senior/Disabled Transportation, Outagamie County</b>	<a href="https://www.youradrcresource.org/services/transportation.php">https://www.youradrcresource.org/services/transportation.php</a>	(920)-832-5145 (920)-832-5469	410 S Walnut St, Appleton, WI 54911
<b>Valley Transit Eagle Flats (Link)</b>	<a href="https://myvalleytransit.com/wp-content/uploads/2021/07/9-1.pdf">https://myvalleytransit.com/wp-content/uploads/2021/07/9-1.pdf</a>	(920)-832-5800	801 S Whitman Ave, Appleton, WI 54914
<b>Valley Transit Programs (VT II, Connector, Sr Transport, Outagamie Human Services, Outagamie Rural Transport, N Winnebago Dial-a-ride)</b>	<a href="https://myvalleytransit.com/demand-response-programs/">https://myvalleytransit.com/demand-response-programs/</a>	(920)-832-5800	801 S Whitman Ave, Appleton, WI 54914
<b>On the Go with Tina, LLC</b>	<a href="mailto:onthegowithtinallc@gmail.com">onthegowithtinallc@gmail.com</a>	920-659-0619	
<b>Non-Emergency Medical Transport (NEMT)</b>		866-907-1493	
<b>Pumpkin Care Age Transportation, LLC</b>	<a href="mailto:pumpkincareage@gmail.com">pumpkincareage@gmail.com</a>	920-740-4689	

## PARTICIPATION SOLICITATION

### Outreach Efforts

Public participation throughout the planning process was solicited through a variety of means including surveys, flyers, invitation emails, newsletter articles, newspaper announcements, and personal calls. Survey and public meeting announcements were also shared online through website postings and via social media outlets. Evidence of the various ways public participation was solicited are located in **Appendix A**.

### Survey Data

A survey was designed and distributed to Outagamie County residents to learn trends and preferences among both those who use specialized coordinated transportation and those who do not. The survey received 83 responses and aimed to gather information from all areas of the county, evidenced by the collected responses by zip code presented in **Table 6**. Survey Data has been summarized and visualized in **Appendix B**; responses to open prompts (short answer) were incorporated into meeting discussions. The survey was split between users of specialized coordinated transportation (Questions 2-15) and non-users (Questions 16-27).

**Table 6: Survey Responses by Zip Code**

Zip Code	Total Responses	Percentage of Responses
54911	30	36.1%
54914	14	16.9%
54915	12	14.5%
54136	6	7.3%
54130	5	6.0%
54944	3	3.6%
54165	3	3.6%
54913	2	2.4%
54952	2	2.4%
54170	1	1.2%
54106	1	1.2%
54956	1	1.2%
54961	1	1.2%
54113	1	1.2%
54942	1	1.2%

## PUBLIC FACILITATION – ASSESSMENT, STRATEGIES, RESPONSIBILITY AND PRIORITIZATION

### Process and Methods

49 U.S.C. 53.10 and Wis. Stat. 85.21 place emphasis on “locally-developed” coordinated public transit-human services transportation planning; this specialized transportation coordination plan focuses on incorporating significant public contribution. Public input meetings integrated informational presentation and public participation.

The public participation meeting followed the process outlined below. Meeting evaluations were distributed at the conclusion and are included in **Appendix B**.

- **Setting:** A cohesive, communicative environment was created by arranging seating in the round to encourage inter-group discussion.
- **Presentation and Information:** Slides and information were presented to the group, illustrating the results of the survey and processes, goals, and objectives from previous iterations of the coordinated plan.
- **Group Discussion:** Conversations and group input determined actions the previous plan executed well, areas for improvement, and general goals, needs, and concerns raised by different organizations and community members.
- **Questions:** Questions were welcomed at all points during the meeting to ensure a clear exchange of information, communication, and sharing of new ideas/concerns.
- **Goal Refinement and Creation:** Goals from the previous plan were analyzed; ones that had been accomplished were removed, unaccomplished goals were modified and updated, and new goals were created.
- **Identification of Priorities:** Attendees ranked the goals to determine priority for implementation. Members were also asked to complete a meeting evaluation.

### Identified Gaps, Opportunities, and Positives

The following list was developed after group discussion regarding the current state of specialized transportation services. Gaps and Opportunities for improvement are listed in **Red**, followed by Positives from the previous plan and other policies in **Blue**.

**Employment-Related Transportation:** Transportation services for employment to jobs and job centers is lacking.

**Rural/Urban Services:** Outagamie County features a large mix of both rural and urban Rural areas have limited service options and accessibilities compared to urbanized areas.

**Multi-Lingual Services:** The number of non-English speaking residents in Outagamie County is continuously rising, complicating route and fare comprehension causing a gap in understanding for both riders and drivers

**Technical Difficulties:** The Valley Transit app company recently went out of service. A new app could improve the fare system and live location bus tracking.

**Driver & Vehicle Demands:** Service gaps exists from a lack of drivers and/or accessible vehicles. Driver may have multiple responsibilities, and insurance coverage is a problem.

**Cross County Services:** The collaboration with Calumet and Winnebago Counties has been less than ideal, limiting services in all parts of the Fox Cities.

**Weekend and Evening Services:** Service on weekends and evenings are limited, making it difficult for riders to get to social events and weekend shifts.

**Demand for Locations:** Demand for new stops and shelters has increased, demand has not kept up.

**Maintaining Service Throughout the Pandemic:** Despite low ridership in 2020 and 2021, routes were continuously maintained, and ridership is up.

**Outreach, Advocacy, and Education:** Education for riders and drivers regarding routes, services, and fares.

**Valley Transit Travel Training Specialist and Mobility Manager:** Both Travel Trainer and Mobility Manager positions have continued to work with the public to educate about and coordinate rides.

## Action Plan

An action plan is a detailed plan illustrating the steps that should be taken, or activities that should be performed for the vision to be achieved. Within this action plan are sub actions denoted by a number and the corresponding action, responsible department/entity, deliverables/outcomes and priority for completion. The following figure illustrates the actions/recommendations for this coordination plan.

Table 7: Action Plan

	<b>Goals</b>	<b>Activities</b>	<b>Roadblocks</b>	<b>Responsible</b>	<b>Timeline</b>
<b>1</b>	Increase ridership by promoting educational efforts (reduce language barriers, improve marketing efforts, route knowledge, etc.)	Develop periodic informational sessions/training sessions to promote available services; organize and facilitate a “Transportation Plunge” event(s) to encourage/educate customers on available transportation programs and services	Funding, dedicated staffing efforts	Valley Transit	
<b>2</b>	Improve bicycle & pedestrian infrastructure county-wide	Collaborate with planning/public works departments with municipalities to encourage greater regional efforts	Funding; departmental coordination & collaboration	Planning Committee	
<b>3</b>	Identify new transportation champions to increase transportation education to State Legislators	Gather customer’s stories/examples on personal transportation experiences; develop a central database/clearinghouse of customer experiences	Funding, dedicated staffing efforts	Planning Committee	
<b>4</b>	Continue research and invest in technology	Develop a departmental technology plan for Valley Transit	Funding	Planning Committee	
<b>5</b>	Expand mobility programs in coordination with Outagamie County	Provide additional funds to increase mobility management services	Funding, dedicated staffing efforts	Planning Committee	
<b>6</b>	Expand rural transportation routes (with a provider) to improve accessibility to new subdivisions and housing developments	Concentrated effort to find transportation gaps and needs for rural portions of Outagamie County	Funding; unknown customer demand; dedicated staffing efforts	Planning Committee	
<b>7</b>	Work to expand affordable and convenient (7 day/week) transportation services beyond Appleton Urbanized Area	Coordinate efforts with Regional I-41 commuter feasibility study; coordinate transportation efforts with Valley Transit and Oshkosh (GO Transit)	Funding, federal funding restrictions, staffing availability	Planning Committee	

---

<b>8</b>	Establish a Regional Transit Authority (RTA) for the Fox Cities through a brokerage system	Advocate to state legislators for enabling legislation/ability to bring to local referendums for municipalities to consider	Political will; funding mechanisms and municipal referendums; geography	Planning Committee	
----------	--	---	---	--------------------	--

## PLAN ADOPTION & AMENDMENT PROCEDURE

### Coordination Committee

The Coordination Plan Keeper (noted above in the Planning Process section) will work with relevant county committees to monitor and implement the County Coordination Plan for the duration of this plan (2024 - 2028).

### Plan Approval

The Coordination Plan is formally adopted when the following criterion is met:

1. The East Central Wisconsin Regional Planning Commission resolution to formally approve the Outagamie County Specialized Transportation Coordinated Plan for the five-year duration. The resolution can be found in **Appendix D**.

### Amendment Procedure

1. A narrative summary describing the reason for the coordination plan amendment and the process used is created;
2. Notify the county 'Keeper of the Plan', who then informs ECWRPC of proposed change(s) to the document;
3. Submit amendments to the County's transportation coordination committee (or similar group) for approval;
4. ECWRPC will notify WisDOT of the change(s) and send the revised document.

MEETING OUTREACH

**APPENDIX A**



Invites were posted and distributed in the following ways. A full list of invitees, including the members of the Specialized Transportation Committee, are included as **Table 8** and **Table 9**. Social media posts, ADRC email and email distribution list, and a summary of collected survey data are included after the list of individual invitees. Information was also distributed in the following ways:

- Email and Survey sent to the Specialized Transportation Committee
- Sent to approximately 200 Home Delivered Meal participants and also Congregate Meal Participants
- Distributed to approximately 100 Supportive Home Care Clients
- Facebook Posts
- Email Sent to ADRC Distribution List
- Email and Survey sent to the Specialized Transportation Committee

**Table 8: Specialized Transportation Committee Members**

Name	Organization	Street	P.O. Box/	City	Zip	Phone	Email
<b>Carol Moore</b>	Oneida Nation	909 Packerland Dr		Green Bay, WI	54303	(920) 496-7000	cmoore@oneidation.org
<b>Charlie Krause</b>	CAP Services	821 E 1st Ave #3		Appleton, WI	54911	(920) 968-6365	ckrause@capmail.org
<b>Deb Ebben</b>	Valley Transit	801 S Whitman Ave		Appleton, WI	54914	(920) 832-5800	Debra.ebben@appleton.org
<b>Elijah Metoxen</b>	Oneida Nation	909 Packerland Dr		Green Bay, WI	54303	(920) 496-7000	EMETOXE1@oneidation.org
<b>Kali R Erickson</b>	Outagamie County	410 S Walnut St		Appleton, WI	54911	(920) 832-4741	Kali.Erickson@outagamie.org
<b>Holly Keenan</b>	Lutheran Social Services	3003 N Richmond St STE A,		Appleton, WI	54911		holly.keenan@lsswis.org
<b>Kari Kuiper</b>	Outagamie County Housing Authority	410 S Walnut St		Appleton, WI	54911	(920) 832-4741	kkuiper@outagamiehousing.us
<b>Kevin Englebert</b>	Outagamie County	410 S Walnut St		Appleton, WI	54911	(920) 832-4741	kevin.englebert@outagamie.org
<b>Kris Murphy</b>	CAP Services	821 E 1st Ave #3		Appleton, WI	54911	(920) 968-6365	Kmurphy@capmail.org
<b>Lauren Prochnow</b>	Village of Hortonville	531 N Nash Street	PO Box 99	Hortonville, WI	54944	(920) 779-6011	office@vohortonville.com
<b>Village of Hortonville Administrator</b>	Village of Hortonville	531 N Nash Street	PO Box 99	Hortonville, WI	54944	(920) 779-6011	admin@vohortonville.com
<b>Sarah Schneider</b>	Valley Transit	801 S Whitman Ave		Appleton, WI	54914	(920) 832-5800	Sarah.Schneider@appleton.org
<b>Brenna Root</b>	ECWRPC	400 Anhaip St		Menasha, WI	54952	(920) 886-6826	broot@ecwrpc.org
<b>Amie Bastian</b>	City of Appleton	410 S Walnut St		Appleton, WI	54911	(920) 832-4741	Amie.Bastian@outagamie.org
<b>Jeff Nooyen</b>	Outagamie County	410 S Walnut St		Appleton, WI	54911	(920) 832-4741	jeff.nooyen@outagamie.org

**Table 9: List of Invitees**

Name **ALTS Community Contacts A-C**

Name	E-mail
ALS Association - Wisconsin Chapter	alyson@alsawi.org
Anna John Resident Centered Care Community	kkrause@oneidation.org
Apple Creek Place	director@applecreekplace.com
Appleton Area School District	smithkimm@asds.k12.wi.us
Appleton Fire Dept	nancy.wilcox@appleton.org
Appleton Mayor's Office	mayor@appleton.org
Appleton Police Dept	angie.brown@appleton.org
Appleton Public Library	mward@apl.org
Ascension Cardiovascular	marcie.arnoldussen@ascension.org
Aspire Senior Living	ckrahn@aspire senior.com
Black Creek Library	bcl@blackcreeklibrary.org
Brettschneider & Trettin Lederer Funeral	btffc@aol.com
Brewster Village	tabitha.becker@outagamie.org
Brotoloc Regional Office	troethle@brotoloc.com
Canal Place	canalplace@horizondbm.com
Care Partners Appleton	cp53appleton@cpalct.com
Care Partners Hortonville (cp55hortonville@cpalct.com)	cp55hortonville@cpalct.com
Carolina Assisted Living	director@carolinaal.com
Combined Locks Municipal Center	lesnicks@combinedlocks.org
Community 2000	c2000@vpind.com
Community Blood Center	marketing@communitybloodcenter.org
Community Care	marybeth.mattson@communitycareinc.org
Concentrix	cindysargent@concentrix.com
Country Villa Assisted Living	breeze@cvassistedliving.com
Courtyard Apartments	courtyard-grandchute@oakbrookcorp.com

Name **ALTS Community Contacts D-K**

Name	E-mail
D&C Country View Apt	dvandenberg8@new.rr.com
Darboy Assisted Living	bamudoaghan@yahoo.com
Dimensions Living Appleton	lhobbs@dimensionslivingappleton.com
Eagle Point Senior Living	jennifer.thompson@twsl.com
Edenbrook of Appleton	socialservices@edenbrookappleton.com
Family Caregivers Rock	familycaregiversrock@outlook.com
FKC Appleton	penny.johnson@freseniusmedicalcare.com
Fox Valley Tech College Educ. Support Services	wendtd@fvtc.edu
Freedom Center Food Pantry	jovandermause@gmail.com
Freedom Town Hall	claha@townoffreedom.org
Frontida Assisted Living	terri@frontidacare.com
Good Shepherd Home	reception@gssitd.org
Goodwill NCW	terrihorner@goodwillncw.org
Grand Chute Fire Department	andy.czechanski@grandchute.net
Grand Chute Fire Dept (gcfinfo@grandchute.net)	gcfinfo@grandchute.net
Greenfield Manor	manager@greenfieldmanorwi.net
Groth Outpatien Surgery Center	sandra.lecher@thedacare.org
Hallmark Place	hallmark@eversconstruction.net
Harbor House	christy.coenen@harborhousewi.org
Heartwood Homes	brianna.hecker@heartwoodseniorliving.com
Helping 2nd Hands & Hortonville Food Pantry	foodpantry54931@gmail.com
Home Instead Senior Care	lynda.schneider@homeinstead.com
Hortonville Public Library	hpl@hortonvillelibrary.org
John Fischer Manor	johnfischermanor@impactseven.org
Kaukauna Clinic	liz.gillis@kaukaunaclicin.com
Kaukauna Municipal Building	skenney@kaukauna-wi.org
Kaukauna Public Library	ashleyt@kaukauna-wi.org
Kimberly School District	thammen@kimberly.k12.wi.us
Nose, & Throat Surgical Association Ears (alice@entsaofappleton.com)	alice@entsaofappleton.com

Name ALTS Community Contacts L-R

Name	E-mail
Lawrence University	jadie.b.bonikowske@lawrence.edu
Leaven	kathy.dean@leavenfoxcities.org
Linwood Place	lynnann.fvlhomes@gmail.com
Little Chute Health Services	asteckler@nshorehc.com
Little Chute Police & Fire Dept	firedept@littlechutewi.org
Living Tree Estates, LLC	livingtreeestates@gmail.com
Lutheran Social Services	holly.keenan@lsswis.org
McCarty Law LLP	lveldman@mccarty-law.com
Mosaic Family Health	jackie.gonzalez@mosaicfamilyhealth.org
Nami Fox Valley	info@namifoxvalley.org
Nami Fox Valley (maren@namifoxvalley.org)	maren@namifoxvalley.org
Neuro Spine Center	srochon@nscwi.com
New London Senior Center	lschneider@newlondonwi.org
Oneida Community Health Center	jwillis@oneidanation.org
Oneida Heights	nanettep@appletonhousing.org
Outagamie County Sheriff Dept	joanne.hollmann@outagamie.org
Partnership Community Health Center	amy.bangart@thedacare.org
Pillars Main Office	mail@pillarsinc.org
Primary Care Associates of Appleton	pcaa.info@primarycareofappleton.com
Rebuilding Together - FV	shelah@rtsv.org
Rennes Health & Rehab Center	julies@rennesgroup.com
Ridgeview Highlands Senior Apts	artdirector@ridgeviewhighlands.com
Riverwalk Place	jennig@appletonhousing.org
Round House	wendibutkovich@rhf.org

Name ALTS Community Contacts S-Z

Name	E-mail
Salvation Army	pat.leigl@usc.salvationarmy.org
Seymour Municipal Building	lorithiel@new.rr.com
Seymour Public Library	etimmins@muehlpublibrary.org
Sherman Counseling	j.engstrom@sherman-counseling.net
Shiocton Library	sfoxenberg@shioctonlibrary.org
St Elizabeth Cancer Center	carrie.olm@ascension.org
St Elizabeth Cancer Center (heather.roesch@ascension.org)	heather.roesch@ascension.org
St Elizabeth Cardiac Rehab	robin.west@ascension.org
St Elizabeth Hospital Case Management	evelyn.decker@ascension.org
St Joseph Food Program	sclare@stjoesfoodprogram.org
St Joseph Residence	skennis@sjrcare.org
St Paul Elder Services	dianasc@stpaulelders.org
St Vincent De Paul Appleton	jen@svdpappleton.org
Statesburg Apts	director@kaukaunaha.org
The Heritage/Peabody Manor	erin.martens@thedacare.org
ThedaCare at Home	stephanie.denson@thedacare.org
ThedaCare Behavioral Health	katrina.dering@thedacare.org
ThedaCare Regional Medical Center	erin.colburn@thedacare.org
Touchmark	kyle.oberstadt@touchmark.com
Town of Center	tnclerk@tnofcenter.com
United Way 211	lisa.smith@unitedwayfoxcities.org
Valley Eye Associates	jean.jacobs@valleyeye.com
Valley Packaging Inc	tmtchell@vpind.com
Valley VNA	theresap@valleyvna.com
Villa Phoenix	alux@villaphoenixinc.org
Village of Combined Locks	gieser@combinedlocks.org
Volunteer Fox Cities	rosemarie@volunteerfoxcities.org
Wichman Funeral Home	info@trustwv.com
Willow Lane Assisted Living	brenda@willowlanecare.com
Windmill Manor	jerryd@new.rr.com
Woodridge Gardens Apartments	woodridge3040@gmail.com

Figure 4: Email Notification

Wed 8/16/2023 1:53 PM

**BA** Bastian, Amie A. <Amie.Bastian@outagamie.org>  
**OC Specialized Transportation Coordinated Plan**

To Carol Moore; Charlie Krause; Deb Ebben; Elijah Metoxen; Erickson, Kali R.; Holly Keenan; Kari Kuiper; Kevin Englebert; Kris Murphy - CAP Services; Lauren - Village of Hortonville; Village of Hortonville Administrator; Jeff Nooyen; Sarah Schneider; Brenna Root Whitby

Outagamie County Meeting Flyer 2023.docx 49 KB  
 Rider Survey.docx 56 KB

Good Afternoon Specialized Transportation Committee,

As introduced in the last meeting, Outagamie County and East Central Wisconsin Regional Planning Commission are seeking input for the next 2024-2028 Specialized Transportation Coordinated Plan. We are hoping that you can assist us by getting a survey out to your riders so we can get their input. The feedback will inform the development of transportation plans that prioritize the needs of individuals with disabilities, older adults, and others who require specialized support. I have attached the survey, or they can go to this link and complete the survey on-line. <https://www.surveymonkey.com/r/transportationoutagamie> If individuals complete the paper copy, please collect and I will arrange to get those from you. I also wanted to invite you and your riders to a community meeting on September 12<sup>th</sup> at the ADRC from 1PM to 3PM. We will gain public input on transportation in Outagamie County. We are hoping to identify transportation gaps and develop solutions that help get individuals where they need to go. I have included a flyer on this meeting for you to distribute.

Thank you for your continued partnership. I look forward to some surveys coming in and seeing you September 12<sup>th</sup>.  
 Have a great day!

**Amie Bastian**  
 Aging and Long Term Support Manager  
 Outagamie County Health and Human Services  
 Phone: 920-832-5469  
 Fax: 920-832-2113  
 Email: [Amie.Bastian@outagamie.org](mailto:Amie.Bastian@outagamie.org)

 **ADRC**  
 Aging & Disability Resource Center  
 of Calumet, Outagamie and Waupaca Counties

 [Visit us on Facebook](#)

Figure 5: Meeting Flyer



**Date:** Tuesday, September 12, 2023

**Time:** 1:00 – 3:00 pm

**Location:** ADRC of Outagamie County  
Outagamie County Government Center  
320 S. Walnut Street  
Appleton, WI 54911

**Presenters:** East Central Wisconsin Regional Planning Commission and Outagamie County

**Purpose:** To gain public input on transportation experiences of Outagamie County community members, identify transportation gaps and develop solutions that help people get where they need to go.

**Contact Information:** For more information on the meeting and accommodations  
**Amie Bastian**  
amie.bastian@outagamie.org  
(920) 832 - 5178

**Unable to Attend?** If you are unable to attend, submit comments via email at amie.bastian@outagamie.org.

Figure 6: Social Media Posts



**Outagamie County Aging & Disability Resource Center**

Published by Hannah Miller At Work · September 12 at 8:21 AM



Join our Local Transportation Discussion TODAY from 1:00-3:00 pm! Located at the ADRC in the Outagamie County Government Center 320 S Walnut St, Appleton, WI 54911.



Join Our Local  
Transportation Discussion!

Outagamie County  
Specialized Transportation  
Coordinated Plan  
2024 – 2028  
Community Meeting



**Date:** Tuesday, September 12, 2023

**Time:** 1:00 – 3:00 pm

**Location:** ADRC of Outagamie County  
Outagamie County Government Center  
320 S. Walnut Street  
Appleton, WI 54911

**Presenters:** East Central Wisconsin Regional Planning Commission and Outagamie County

**Purpose:** To gain public input on transportation experiences of Outagamie County community members, identify transportation gaps and develop solutions that help people get where they need to go.

**Contact Information:** For more information on the meeting and accommodations  
**Amie Bastian**  
amie.bastian@outagamie.org  
(920) 832 - 5178

**Unable to Attend?** If you are unable to attend, submit comments via email at amie.bastian@outagamie.org.

 **Outagamie County Aging & Disability Resource Center**  
Published by Hannah Miller At Work · August 15 · 🌐

📢 Calling all community members in Outagamie County! Your voice matters in shaping the future of specialized transportation services for older adults and individuals with disabilities. Let your experiences and ideas count by participating in our survey, whether you've used these services or not!

🔗 Visit <https://www.surveymonkey.com/r/transportationoutagamie> to complete the survey online. Your input will help us create transportation plans that cater to the unique needs of those requiring specialized support. 📄

📄 Prefer pen and paper? No worries! Paper versions of the survey are available at the ADRC located at 320 S. Walnut Street in Appleton.

🙏 Thank you for contributing to improved specialized transportation services.



SURVEYMONKEY.COM

**Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey**  
Take this survey powered by surveymonkey.com. Create your own surveys for free.

[See insights and ads](#) [Boost post](#)

👍 2 2 shares



### Outagamie County Aging & Disability Resource Center

Published by Hannah Miller At Work · August 21 ·



Attention community members! Your input is vital for enhancing specialized transportation services in our area. Whether you're familiar with these services or not, your perspective counts!

Participate in the survey to help Outagamie County and East Central Wisconsin Regional Planning Commission better understand and address the needs of individuals with disabilities and older adults. Let's ensure everyone has access to quality transportation.

Find the online survey at <https://www.surveymonkey.com/r/transportationoutagamie>, or pick up a paper survey at the ADRC located at 320 S. Walnut Street in Appleton. Your contribution can make a meaningful impact!

Thank you for contributing to improved specialized transportation services.



SURVEYMONKEY.COM

### Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

Take this survey powered by surveymonkey.com. Create your own surveys for free.

[See insights and ads](#)

[Boost post](#)

Like

Comment

Share



**Outagamie County Aging & Disability Resource Center**

Published by Hannah Miller At Work · August 28 ·



🌟 Calling all members of our Outagamie County community! Your input can drive positive change in our specialized transportation services. Whether you've used these services or not, your perspective is invaluable!

📄 Participate in our survey to contribute to transportation plans that prioritize seniors, individuals with disabilities, and those in need of special assistance. Click here to take the survey: <https://www.surveymonkey.com/r/transportationoutagamie>

📍 For those who prefer paper, you can find survey copies at the ADRC located at 320 S. Walnut Street in Appleton. Let's work together for better, more inclusive transportation! 🚀



SURVEYMONKEY.COM

**Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey**

Take this survey powered by surveymonkey.com. Create your own surveys for free.

See insights and ads

Boost post

👍 1

👍 Like

💬 Comment

➦ Share

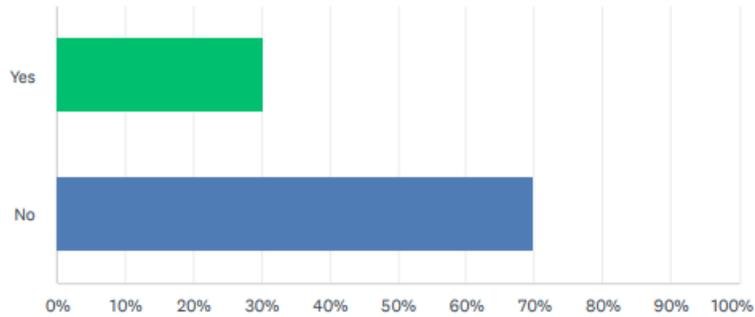
SURVEY DATA  
**APPENDIX B**



Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

**Q1 Do you currently use specialized transportation services provided in your county? (e.g. senior transportation services, ADRC transportation, volunteer driver services, taxi, public transit, etc.)**

Answered: 109 Skipped: 0

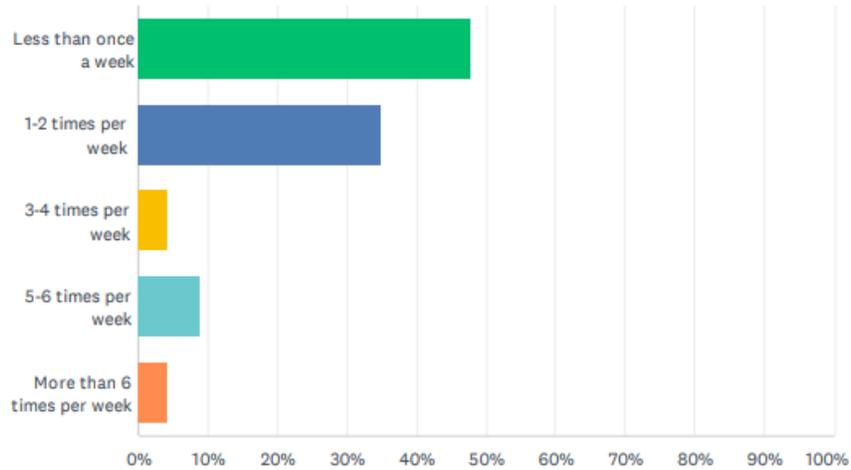


ANSWER CHOICES	RESPONSES	
Yes	30.28%	33
No	69.72%	76
TOTAL		109

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

## Q2 How often do you use specialized transportation services provided in your county?

Answered: 23 Skipped: 86



ANSWER CHOICES	RESPONSES	
Less than once a week	47.83%	11
1-2 times per week	34.78%	8
3-4 times per week	4.35%	1
5-6 times per week	8.70%	2
More than 6 times per week	4.35%	1
<b>TOTAL</b>		<b>23</b>

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

Q3 How do you rate the current specialized transportation options in your area? (Public, private, and non-profit) Scale: 1 = not reliable, 7 = very reliable

Answered: 25 Skipped: 84

5.2   
average rating



	1	2	3	4	5	6	7	TOTAL	WEIGHTED AVERAGE
😊	0.00%	12.00%	4.00%	12.00%	24.00%	16.00%	32.00%	25	5.24
	0	3	1	3	6	4	8		

#	WHY DO YOU GIVE THIS RATING?	DATE
1	No senior rides available Sat.	9/25/2023 8:33 AM
2	Trouble with the cold winter with Valley Transit with walker - not letting down the ramp	9/13/2023 1:00 PM
3	On time, friendly, always reliable when needed	9/13/2023 12:56 PM
4	Always on time	9/13/2023 8:59 AM
5	He's always made it home	9/13/2023 8:57 AM
6	Buses run on time	9/13/2023 8:56 AM
7	I don't give people top ratings	9/13/2023 8:55 AM
8	Lead times and lack of service to my locations (esp. bus service)	9/13/2023 8:53 AM
9	Sometimes they are late due to certain circumstances	9/13/2023 8:51 AM
10	Prompt, polite, careful	9/13/2023 8:50 AM
11	Always on time	9/13/2023 8:49 AM
12	Sometimes lack of drivers on vans	9/13/2023 8:47 AM
13	Limitations on routes, No route to airport and Uber is expensive	9/13/2023 8:46 AM
14	used alot when I needed help in the past, used when available	9/13/2023 8:44 AM
15	Wait time to/from	9/13/2023 8:43 AM
16	I'm blind, hard for them to agree to give me a ride. I cannot just be dropped off, I need assistance getting in	9/13/2023 8:40 AM
17	They are reliable, just too long of a wait time. Have to call too far in advance	9/13/2023 8:37 AM
18	Best thing I could have had. Couldn't get along without them.	9/13/2023 8:35 AM
19	I like private - Valley Transit sometimes takes so long, they drop off and pick up lots of people. it's taken me right to get to from Neenah to Kaukauna, private you're the only person and usually they have cars so easier for me to get out. I always get to app. on time but takes so long to get home with Valley Transit.	9/13/2023 8:34 AM

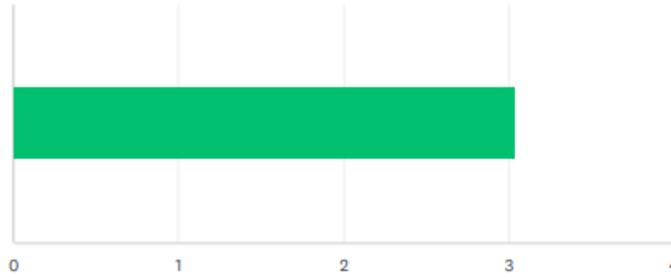
Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

20	Always here on time	9/13/2023 8:30 AM
21	Sometimes they don't show up	9/13/2023 8:29 AM
22	Usually not available (no drivers). Time limits (only pick up at certain times). Cost. Limit on being able to transport babies/children who need carseats.	8/17/2023 8:21 AM

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

Q4 Transportation services provided are convenient and meet my needs.

Answered: 24 Skipped: 85



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	3	73	24
Total Respondents: 24			

#		DATE
1	3	9/25/2023 8:33 AM
2	1	9/13/2023 1:07 PM
3	3	9/13/2023 1:00 PM
4	4	9/13/2023 12:56 PM
5	3	9/13/2023 8:59 AM
6	4	9/13/2023 8:57 AM
7	3	9/13/2023 8:56 AM
8	4	9/13/2023 8:55 AM
9	4	9/13/2023 8:51 AM
10	4	9/13/2023 8:50 AM
11	4	9/13/2023 8:49 AM
12	3	9/13/2023 8:47 AM
13	4	9/13/2023 8:46 AM
14	4	9/13/2023 8:44 AM
15	3	9/13/2023 8:43 AM
16	1	9/13/2023 8:40 AM
17	2	9/13/2023 8:37 AM
18	4	9/13/2023 8:35 AM
19	3	9/13/2023 8:34 AM
20	3	9/13/2023 8:30 AM

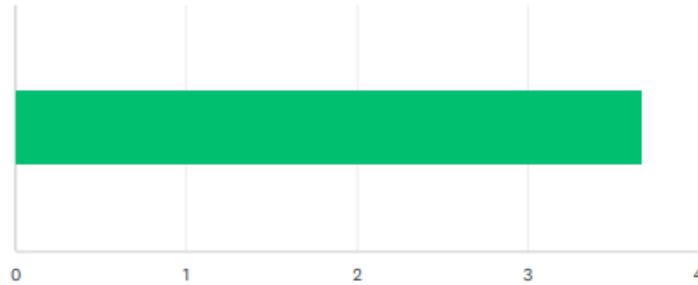
Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

21	3	9/13/2023 8:29 AM
22	1	8/21/2023 3:53 PM
23	2	8/17/2023 8:21 AM
24	3	8/15/2023 1:54 PM

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

Q5 Drivers are professional and courteous.

Answered: 25 Skipped: 84



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	92	25
Total Respondents: 25			

#		DATE
1	4	9/25/2023 8:33 AM
2	4	9/13/2023 1:07 PM
3	3	9/13/2023 1:00 PM
4	4	9/13/2023 12:56 PM
5	3	9/13/2023 8:59 AM
6	4	9/13/2023 8:57 AM
7	4	9/13/2023 8:56 AM
8	3	9/13/2023 8:55 AM
9	3	9/13/2023 8:53 AM
10	4	9/13/2023 8:51 AM
11	4	9/13/2023 8:50 AM
12	4	9/13/2023 8:49 AM
13	4	9/13/2023 8:47 AM
14	4	9/13/2023 8:46 AM
15	4	9/13/2023 8:44 AM
16	4	9/13/2023 8:43 AM
17	4	9/13/2023 8:40 AM
18	4	9/13/2023 8:37 AM
19	4	9/13/2023 8:35 AM
20	4	9/13/2023 8:34 AM

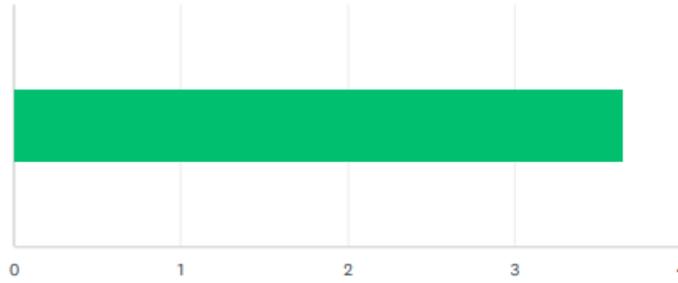
Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

21	4	9/13/2023 8:30 AM
22	4	9/13/2023 8:29 AM
23	1	8/21/2023 3:53 PM
24	3	8/17/2023 8:21 AM
25	4	8/15/2023 1:54 PM

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

**Q6 Transportation provider's vehicles have equipment to meet my needs (ramp, lift, straps, railings, etc.)**

Answered: 23 Skipped: 86



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	84	23
Total Respondents: 23			

#		DATE
1	4	9/13/2023 1:07 PM
2	4	9/13/2023 1:00 PM
3	4	9/13/2023 12:56 PM
4	3	9/13/2023 8:59 AM
5	4	9/13/2023 8:57 AM
6	4	9/13/2023 8:56 AM
7	4	9/13/2023 8:55 AM
8	4	9/13/2023 8:53 AM
9	3	9/13/2023 8:51 AM
10	4	9/13/2023 8:50 AM
11	4	9/13/2023 8:49 AM
12	4	9/13/2023 8:47 AM
13	4	9/13/2023 8:46 AM
14	3	9/13/2023 8:44 AM
15	4	9/13/2023 8:43 AM
16	4	9/13/2023 8:40 AM
17	4	9/13/2023 8:37 AM
18	4	9/13/2023 8:34 AM
19	3	9/13/2023 8:30 AM

### Q7 Vehicles are well maintained.

Answered: 24 Skipped: 85



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	86	24
Total Respondents: 24			

#		DATE
1	4	9/25/2023 8:33 AM
2	3	9/13/2023 1:07 PM
3	4	9/13/2023 1:00 PM
4	4	9/13/2023 12:56 PM
5	3	9/13/2023 8:59 AM
6	4	9/13/2023 8:57 AM
7	4	9/13/2023 8:56 AM
8	4	9/13/2023 8:55 AM
9	3	9/13/2023 8:53 AM
10	4	9/13/2023 8:51 AM
11	4	9/13/2023 8:50 AM
12	4	9/13/2023 8:49 AM
13	3	9/13/2023 8:47 AM
14	4	9/13/2023 8:46 AM
15	3	9/13/2023 8:44 AM
16	4	9/13/2023 8:43 AM
17	4	9/13/2023 8:37 AM
18	4	9/13/2023 8:35 AM
19	4	9/13/2023 8:34 AM
20	3	9/13/2023 8:30 AM

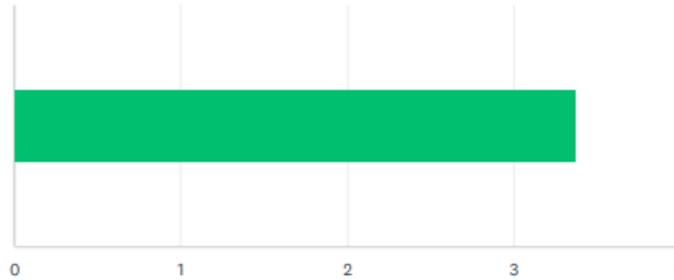
Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

21	3	9/13/2023 8:29 AM
22	2	8/21/2023 3:53 PM
23	3	8/17/2023 8:21 AM
24	4	8/15/2023 1:54 PM

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

Q8 County specialized transportation services allow me to make it to my destination on time.

Answered: 24 Skipped: 85



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	3	81	24
Total Respondents: 24			

#		DATE
1	4	9/25/2023 8:33 AM
2	4	9/13/2023 1:07 PM
3	3	9/13/2023 1:00 PM
4	4	9/13/2023 12:56 PM
5	3	9/13/2023 8:59 AM
6	4	9/13/2023 8:57 AM
7	3	9/13/2023 8:56 AM
8	4	9/13/2023 8:55 AM
9	2	9/13/2023 8:53 AM
10	4	9/13/2023 8:51 AM
11	4	9/13/2023 8:50 AM
12	4	9/13/2023 8:49 AM
13	3	9/13/2023 8:47 AM
14	2	9/13/2023 8:46 AM
15	4	9/13/2023 8:44 AM
16	4	9/13/2023 8:43 AM
17	4	9/13/2023 8:37 AM
18	4	9/13/2023 8:35 AM
19	4	9/13/2023 8:34 AM

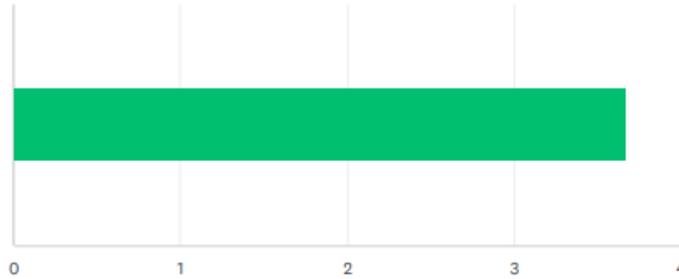
Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

20	4	9/13/2023 8:30 AM
21	3	9/13/2023 8:29 AM
22	2	8/21/2023 3:53 PM
23	1	8/17/2023 8:21 AM
24	3	8/15/2023 1:54 PM

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

Q9 I feel safe when I use these services.

Answered: 25 Skipped: 84



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	4	92	25
Total Respondents: 25			

#		DATE
1	4	9/25/2023 8:33 AM
2	4	9/13/2023 1:07 PM
3	3	9/13/2023 1:00 PM
4	4	9/13/2023 12:56 PM
5	4	9/13/2023 8:59 AM
6	4	9/13/2023 8:57 AM
7	4	9/13/2023 8:56 AM
8	4	9/13/2023 8:55 AM
9	3	9/13/2023 8:53 AM
10	4	9/13/2023 8:51 AM
11	4	9/13/2023 8:50 AM
12	4	9/13/2023 8:49 AM
13	3	9/13/2023 8:47 AM
14	4	9/13/2023 8:46 AM
15	4	9/13/2023 8:44 AM
16	4	9/13/2023 8:43 AM
17	4	9/13/2023 8:40 AM
18	4	9/13/2023 8:37 AM
19	4	9/13/2023 8:35 AM
20	3	9/13/2023 8:34 AM

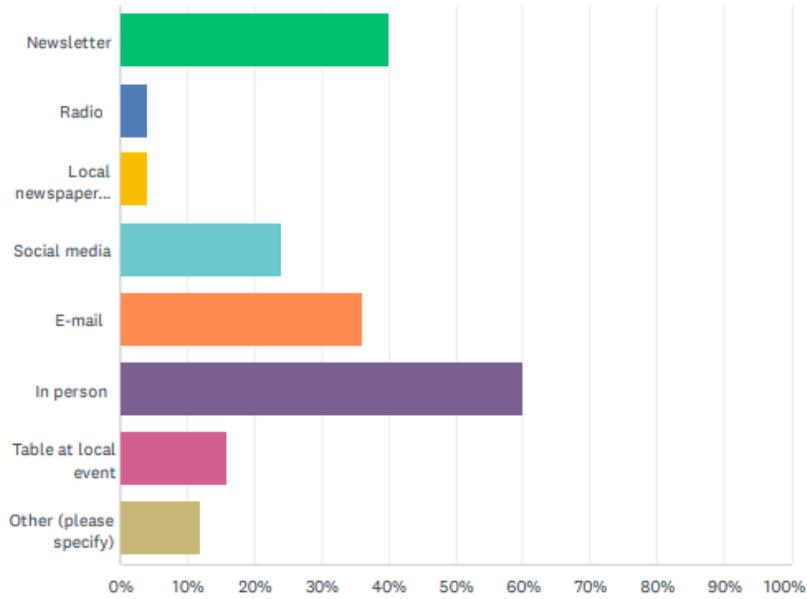
Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

21	4	9/13/2023 8:30 AM
22	4	9/13/2023 8:29 AM
23	2	8/21/2023 3:53 PM
24	2	8/17/2023 8:21 AM
25	4	8/15/2023 1:54 PM

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

**Q10 What is the best way to communicate information about specialized transportation services to you? (Check all that apply.)**

Answered: 25 Skipped: 84



ANSWER CHOICES	RESPONSES
Newsletter	40.00% 10
Radio	4.00% 1
Local newspaper ad/article	4.00% 1
Social media	24.00% 6
E-mail	36.00% 9
In person	60.00% 15
Table at local event	16.00% 4
Other (please specify)	12.00% 3
Total Respondents: 25	

#	OTHER (PLEASE SPECIFY)	DATE
1	Person who delivers meals could give information with meals	9/25/2023 8:33 AM
2	TV ads like channel 2 weather station	9/13/2023 1:00 PM
3	Phone	9/13/2023 8:40 AM

## Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

**Q11 Please provide any additional comments, thoughts, or questions about specialized transportation or transportation services.**

Answered: 8 Skipped: 101

#	RESPONSES	DATE
1	Like having senior transportation as another option, especially for doctor's appointments	9/25/2023 8:33 AM
2	More information on what services are available. Veyo is great service but provided for medical only. When taking the bus I need to leave 2 hours early to make it on time. Also at times winter is unsafe and not always understanding with my special needs	9/13/2023 1:00 PM
3	Extend bus routes	9/13/2023 8:56 AM
4	Cabs are helpful, but return trips are inconvenient	9/13/2023 8:53 AM
5	They are good	9/13/2023 8:50 AM
6	need more	9/13/2023 8:46 AM
7	Scheduled pick up times are computerized and not based on where I'm going/ distance 45-60 min before appointment times	9/13/2023 8:43 AM
8	I hope I can get it when I need it. Causes me lots of anxiety trying to get a ride. I would think there would be more services available to help handicap people. Most of us cannot afford it	9/13/2023 8:40 AM

## Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

## Q12 Current zip code

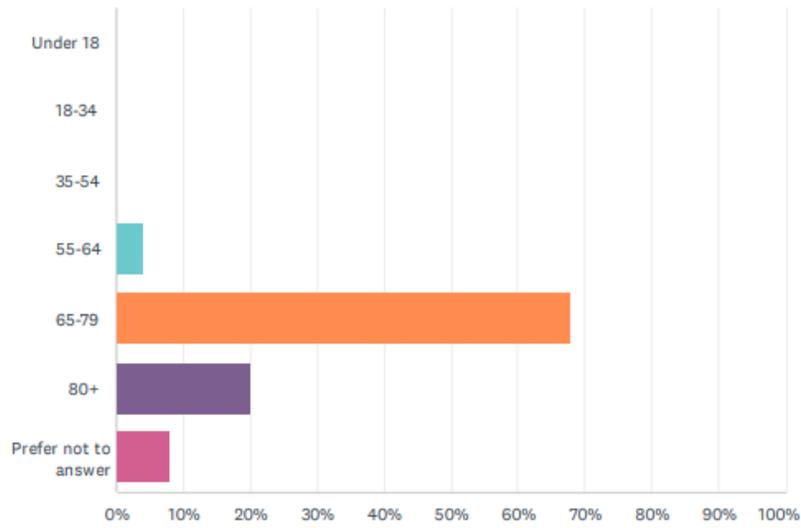
Answered: 25 Skipped: 84

#	RESPONSES	DATE
1	54915	9/25/2023 8:33 AM
2	54915	9/13/2023 1:07 PM
3	54136	9/13/2023 1:00 PM
4	54136	9/13/2023 12:56 PM
5	54914	9/13/2023 8:59 AM
6	54914	9/13/2023 8:57 AM
7	54911	9/13/2023 8:56 AM
8	54915	9/13/2023 8:55 AM
9	54915	9/13/2023 8:53 AM
10	54915	9/13/2023 8:51 AM
11	54130	9/13/2023 8:50 AM
12	54911	9/13/2023 8:49 AM
13	54915	9/13/2023 8:47 AM
14	54911	9/13/2023 8:46 AM
15	54915	9/13/2023 8:44 AM
16	54911	9/13/2023 8:43 AM
17	54911	9/13/2023 8:40 AM
18	54911	9/13/2023 8:37 AM
19	54136	9/13/2023 8:35 AM
20	54130	9/13/2023 8:34 AM
21	54911	9/13/2023 8:30 AM
22	54165	9/13/2023 8:29 AM
23	54952	8/21/2023 3:53 PM
24	54911	8/17/2023 8:21 AM
25	54914	8/15/2023 1:54 PM

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

### Q13 Age range

Answered: 25 Skipped: 84

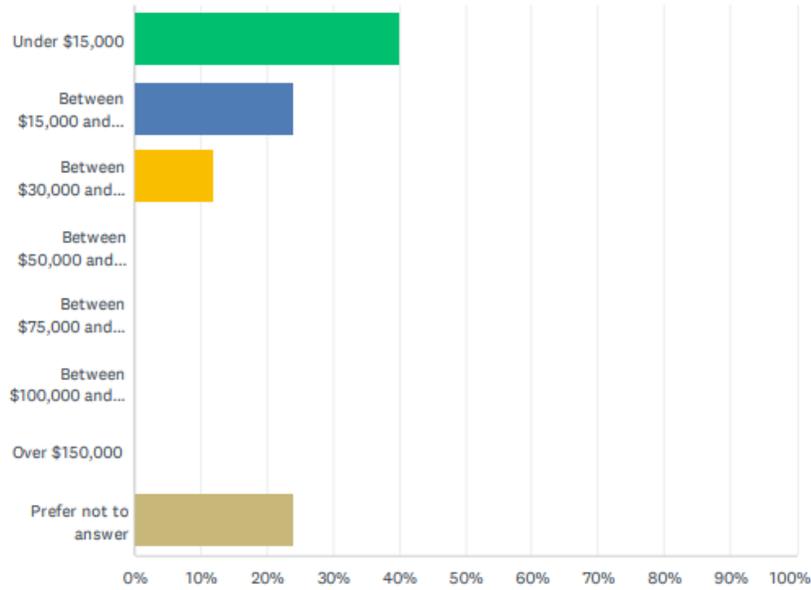


ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-34	0.00%	0
35-54	0.00%	0
55-64	4.00%	1
65-79	68.00%	17
80+	20.00%	5
Prefer not to answer	8.00%	2
<b>TOTAL</b>		<b>25</b>

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

### Q14 Household Income

Answered: 25 Skipped: 84

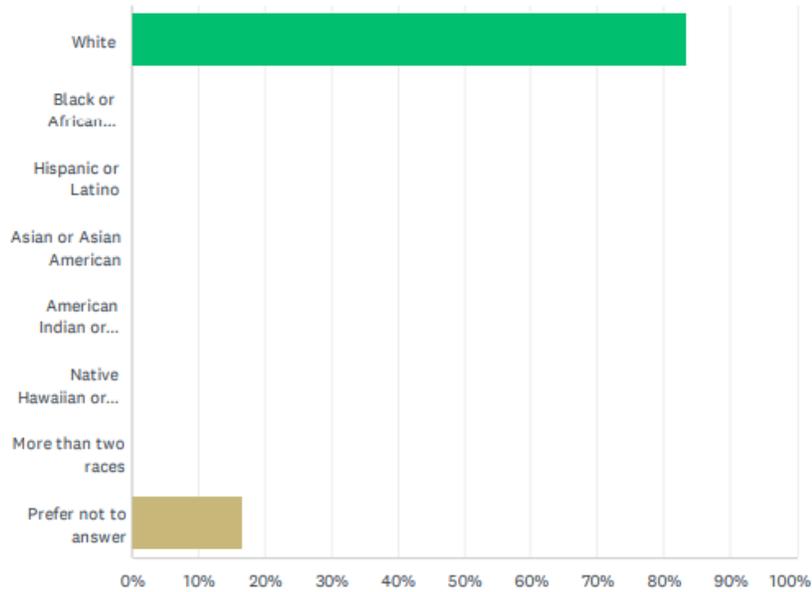


ANSWER CHOICES	RESPONSES	
Under \$15,000	40.00%	10
Between \$15,000 and \$29,999	24.00%	6
Between \$30,000 and \$49,999	12.00%	3
Between \$50,000 and \$74,999	0.00%	0
Between \$75,000 and \$99,999	0.00%	0
Between \$100,000 and \$150,000	0.00%	0
Over \$150,000	0.00%	0
Prefer not to answer	24.00%	6
<b>TOTAL</b>		<b>25</b>

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

Q15 Race/Ethnicity

Answered: 24 Skipped: 85



ANSWER CHOICES	RESPONSES	
White	83.33%	20
Black or African American	0.00%	0
Hispanic or Latino	0.00%	0
Asian or Asian American	0.00%	0
American Indian or Alaska Native	0.00%	0
Native Hawaiian or other Pacific Islander	0.00%	0
More than two races	0.00%	0
Prefer not to answer	16.67%	4
<b>TOTAL</b>		<b>24</b>

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

Q16 How do you rate the current transportation options in your area?  
(Public, private, and non-profit) Scale: 1 = reliable, 7 = very reliable

Answered: 30 Skipped: 79

3.9   
average rating



	1	2	3	4	5	6	7	TOTAL	WEIGHTED AVERAGE
☺	6.67% 2	20.00% 6	13.33% 4	26.67% 8	16.67% 5	3.33% 1	13.33% 4	30	3.90

#	WHY DO YOU CHOOSE THIS RATING?	DATE
1	Talk around the building from people that use	9/13/2023 10:11 AM
2	because the driver got mad at me for carrying 2 cups of milk into the van	9/13/2023 10:11 AM
3	Neighbors rides mostly late	9/13/2023 10:09 AM
4	Good getting there, but not getting home	9/13/2023 10:07 AM
5	Not available	9/13/2023 10:04 AM
6	Not available very often	9/13/2023 10:03 AM
7	I only use my personal vehicle for transportation. I know of buses and the crazy connector but have never used them so I am unsure of how convenient they are.	9/7/2023 2:40 PM
8	We don't have many options for our residents	9/6/2023 2:19 PM
9	Infrequent, inconsistent, expensive	9/2/2023 1:44 AM
10	weather affects schedules, can't guarantee there will be a driver available	8/31/2023 10:49 AM
11	VTII/VT and Veyo have not been reliable (rides not showing up or showing up late), or friendly to disabled/elderly customers	8/24/2023 2:20 PM
12	I do not personally use public transportation but have heard some people complain that it is typically slow or understaffed.	8/23/2023 2:12 PM
13	I drive, but there is a Bus Stop right in front of my Apartment	8/21/2023 4:36 PM
14	lack of options that are affordable, run on evenings, and weekends	8/21/2023 12:25 PM
15	The bus stops right outside my house	8/21/2023 11:23 AM
16	Hard to get a taxi. Not easy to get Uber either.	8/19/2023 10:47 AM
17	seems reliable	8/18/2023 10:29 AM
18	Often times patients are waiting for long periods of time for pick up post appointment.	8/18/2023 10:23 AM
19	There is no bussing/public transportation options in rural Outagamie County	8/17/2023 2:38 PM
20	I feel that we have transportation services, but can become confusing to utilize.	8/17/2023 9:07 AM
21	Rides get canceled for needed appointments for our consumers or they are late dropping off or	8/17/2023 8:43 AM

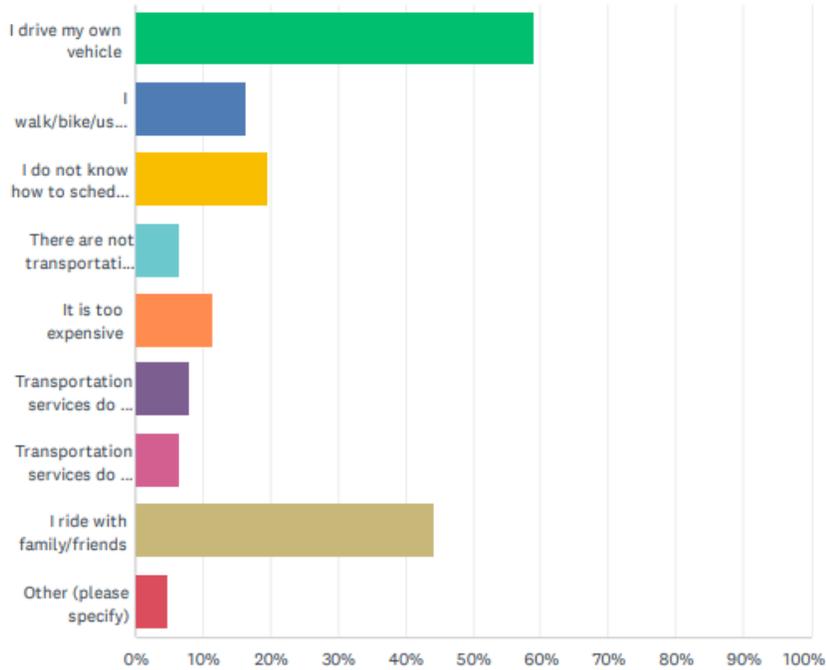
Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

	picking up.	
22	I notice the transportation services out and about, however, i also recognize certain areas where community members would have to walk, bike a mile or more to get to the nearest bus line.	8/17/2023 8:24 AM
23	limited rural transportation, limited transportation outside of OC, wait times, inconsistencies with access, poor condition of some of the vehicles..	8/17/2023 8:20 AM

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

Q17 Please select the reasons why you do not utilize your county's specialized transportation services (Select all that apply)

Answered: 61 Skipped: 48



ANSWER CHOICES	RESPONSES	
I drive my own vehicle	59.02%	36
I walk/bike/use a mobility device to get where I need to go	16.39%	10
I do not know how to schedule a ride with my county's transportation services	19.67%	12
There are not transportation services offered close to where I live/work	6.56%	4
It is too expensive	11.48%	7
Transportation services do not run on time	8.20%	5
Transportation services do not run on the days and times that I need service	6.56%	4
I ride with family/friends	44.26%	27
Other (please specify)	4.92%	3
Total Respondents: 61		

#	OTHER (PLEASE SPECIFY)	DATE
---	------------------------	------

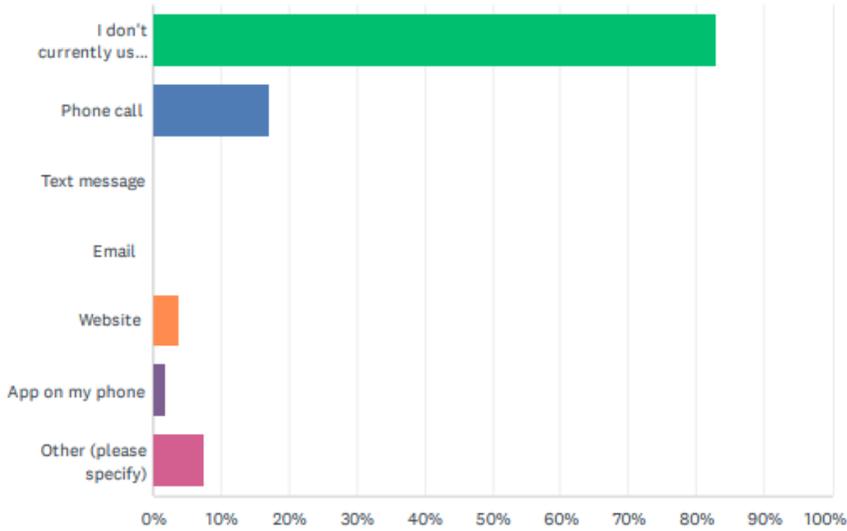
Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

1	The wait before and after is very long	9/13/2023 10:11 AM
2	Family	9/13/2023 9:28 AM
3	limited to no rural options	8/17/2023 8:20 AM

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

**Q18 How do you contact the transportation service you currently use?  
(Select all that apply)**

Answered: 53 Skipped: 56



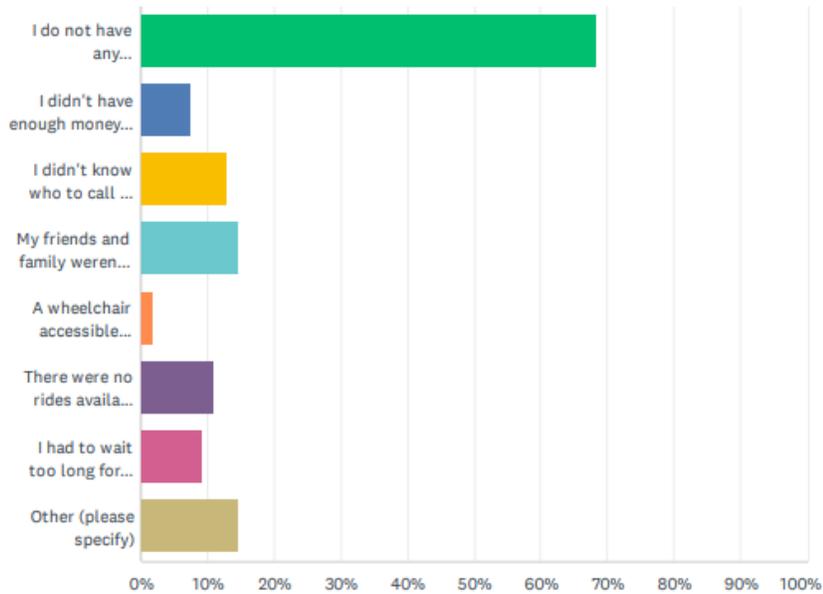
ANSWER CHOICES	RESPONSES
I don't currently use transportation services	83.02% 44
Phone call	16.98% 9
Text message	0.00% 0
Email	0.00% 0
Website	3.77% 2
App on my phone	1.89% 1
Other (please specify)	7.55% 4
Total Respondents: 53	

#	OTHER (PLEASE SPECIFY)	DATE
1	Have in the past, but not recently	9/13/2023 10:07 AM
2	Somebody helps me	9/13/2023 9:55 AM
3	Family	9/13/2023 9:28 AM
4	didnt know they had public transportation for the elderly	8/21/2023 10:05 AM

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

**Q19 Have you had any of these difficulties finding a ride to appointments/activities (e.g. eye appointments, doctor appointments, social events) in the past 6 months?**

Answered: 54 Skipped: 55



ANSWER CHOICES	RESPONSES
I do not have any difficulties	68.52% 37
I didn't have enough money for the fare	7.41% 4
I didn't know who to call to request a ride	12.96% 7
My friends and family weren't able to take me	14.81% 8
A wheelchair accessible vehicle was not available	1.85% 1
There were no rides available when I needed a ride	11.11% 6
I had to wait too long for a ride back home after my appointment	9.26% 5
Other (please specify)	14.81% 8
Total Respondents: 54	

#	OTHER (PLEASE SPECIFY)	DATE
1	Didn't need to go because I was on hospice	9/13/2023 10:09 AM
2	Difficulties getting in and out of vehicles	9/13/2023 10:07 AM

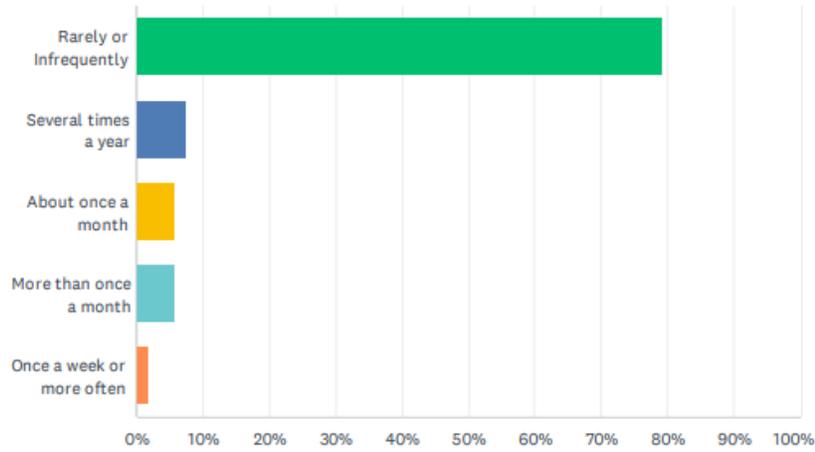
Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

3	Insurance did not cover enough rides	9/13/2023 10:03 AM
4	I don't use transportation services	9/13/2023 9:19 AM
5	Personally do not have difficulties, but work in human service field and help others try to resolve issues. Many community members struggle with transport- specifically non medical options.	8/21/2023 12:25 PM
6	didn't know they had public transportation for the elderly	8/21/2023 10:05 AM
7	Answer applies to patients and family members	8/18/2023 10:23 AM
8	N/A	8/17/2023 8:43 AM

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

Q20 How often are you unable to get where you need to go because of not having a way to get there?

Answered: 53 Skipped: 56



ANSWER CHOICES	RESPONSES	
Rarely or Infrequently	79.25%	42
Several times a year	7.55%	4
About once a month	5.66%	3
More than once a month	5.66%	3
Once a week or more often	1.89%	1
<b>TOTAL</b>		<b>53</b>

## Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

## Q21 What would encourage you or someone you know to use the county's specialized transportation services? Or use them more often?

Answered: 36 Skipped: 73

#	RESPONSES	DATE
1	Some one has talked to me about it	9/25/2023 8:29 AM
2	Didn't know I could	9/13/2023 1:13 PM
3	More information regarding what is available	9/13/2023 1:08 PM
4	Nothing	9/13/2023 1:06 PM
5	I don't know	9/13/2023 1:05 PM
6	Wintertime would be nice so I don't have to scrape the windows on my van. Also icy sidewalks is sometimes a problem in the morning before the parking lot and sidewalks are cleared and salted	9/13/2023 12:54 PM
7	if my family or friends were no longer able to provide me with rides	9/13/2023 10:16 AM
8	Shorter wait times before - between - after the appointment	9/13/2023 10:11 AM
9	I would when my daughters are away	9/13/2023 10:09 AM
10	Flexible	9/13/2023 10:04 AM
11	Ease of availability, less limits	9/13/2023 10:03 AM
12	having a manual	9/13/2023 10:00 AM
13	More available options, cheaper	9/13/2023 9:55 AM
14	More info	9/13/2023 9:30 AM
15	lack of other options	9/13/2023 9:29 AM
16	No need	9/13/2023 9:28 AM
17	More info on how to use the programs	9/13/2023 9:27 AM
18	Age related issues	9/13/2023 9:19 AM
19	I've never seen information about it anywhere	9/13/2023 9:18 AM
20	Free, frequent, and accessible buses. Regional train service would also be a plus.	9/2/2023 1:44 AM
21	Not have to go up to an hour early for an appointment/wait up to an hour after the appointment to be picked up	8/31/2023 10:49 AM
22	Reduced fare. Having better trained staff answering phones/assisting in schedule, as well as better trained drivers (in terms of how to work with older adults and/or adults with disabilities)	8/24/2023 2:20 PM
23	n/a	8/23/2023 2:12 PM
24	I did arrange Valley Transit to do Transportation for my elderly neighbors. We are in the Calumet County end of Appleton.	8/21/2023 4:36 PM
25	communication out to public so this is known. many services we may not know of as not fully explained/advertised.	8/21/2023 1:49 PM
26	less wait/call times times, more flexibility, more reliability. Scheduling elderly or disabled a 3 hour window to be picked up is not realistic.	8/21/2023 12:25 PM
27	Make the elderly aware of the service	8/21/2023 10:05 AM

---

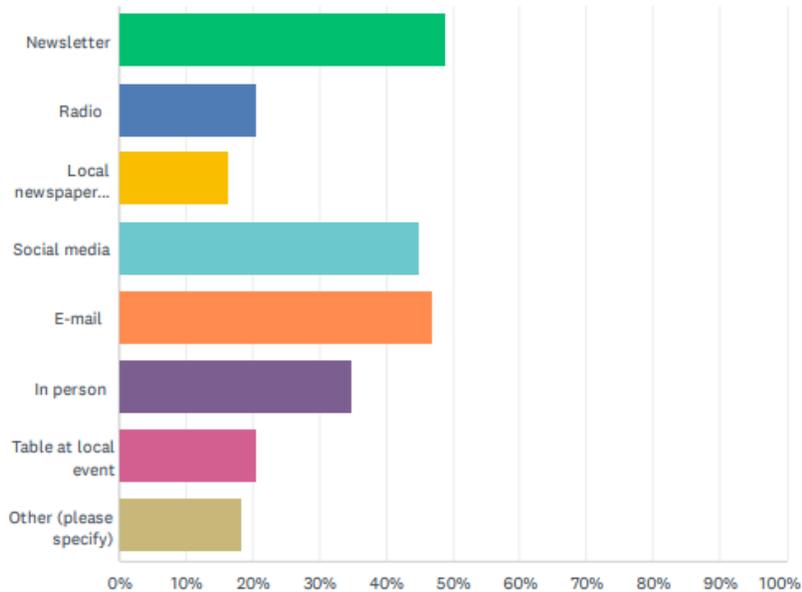
 Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

28	I drive seniors in our community to appointments in Appleton, Neenah and New London because transport for them is not reliable in Hortonville	8/19/2023 10:47 AM
29	Reliability and timeliness.	8/18/2023 10:23 AM
30	Accessibility, A community where public transportation is the primary means of transportation.	8/17/2023 2:38 PM
31	Making information on how to use more accessible, indicating maps and time frames of when transportation is available	8/17/2023 9:07 AM
32	Better consistency with drop off and pick up times.	8/17/2023 8:43 AM
33	I think our transit system needs to be revamped to include areas that are not being served, ie: Prospect and Bluemound, Capital. I also recognize that having overlapping routes is beneficial and yet doesn't include areas that could use service. I also think that all bussing heading to the mall does not serve the public well. The public doesn't want to sit at the mall for the driver to have a break. I also think that having hourly times are not beneficial to our community. I see this with the high school kids who are sitting at the bus stop for over a half hour from when school lets out on week days.	8/17/2023 8:24 AM
34	less of a wait time, consistent availability, rural options, option to attend programming in Brown County due to lack of recourses in Outagamie County	8/17/2023 8:20 AM
35	There isn't much information readily available about what services are out there. I really only know about the bus and even THAT I'm not sure how the system works.	8/16/2023 10:56 AM
36	Reliability and ease of scheduling.	8/15/2023 5:18 PM

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

Q22 What is the best way to communicate information about transportation services to you? (Check all that apply.)

Answered: 49 Skipped: 60



ANSWER CHOICES	RESPONSES	
Newsletter	48.98%	24
Radio	20.41%	10
Local newspaper ad/article	16.33%	8
Social media	44.90%	22
E-mail	46.94%	23
In person	34.69%	17
Table at local event	20.41%	10
Other (please specify)	18.37%	9
Total Respondents: 49		

#	OTHER (PLEASE SPECIFY)	DATE
1	Outagamie Aging + disability (Jackie is great)	9/13/2023 12:54 PM
2	Phone/text	9/13/2023 12:51 PM
3	Mail	9/13/2023 10:09 AM

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

4	Mail-male	9/13/2023 10:07 AM
5	(no answer)	9/13/2023 9:57 AM
6	Mailing	9/7/2023 2:40 PM
7	Mail. Text.	8/18/2023 10:23 AM
8	Handout when someone is asking about resources	8/17/2023 8:43 AM
9	Send a transportation representative to my group home.	8/15/2023 5:18 PM

## Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

### Q23 Please provide any additional comments, thoughts, or questions about specialized transportation or transportation services.

Answered: 10 Skipped: 99

#	RESPONSES	DATE
1	unaware of the services in the area, not needed at this time	9/13/2023 10:01 AM
2	use and handicap equipment (walker - wheelchair)	9/13/2023 9:17 AM
3	you need to provide transportation to partnership	9/2/2023 8:44 AM
4	Many communities have found a way to have more consistent, frequent, and free public transportation. Valley Transit costs \$11 million per year to run. Fares generate less than 10% of this. Removing fares would increase ridership and provide greater value for the investment taxpayers will make anyway.	9/2/2023 1:44 AM
5	Need services that are reasonably priced that cross county lines (specifically in to Brown County)	8/24/2023 2:20 PM
6	Our county really needs an inter-county option that is affordable and time efficient.	8/21/2023 12:25 PM
7	Make the elderly aware of the service	8/21/2023 10:05 AM
8	There is not reliable low cost transport services for seniors in Hortonville to get to Appleton, Neenah or New London. I personally drive a few seniors on my time and money.	8/19/2023 10:47 AM
9	It would be nice to see the high school kids picked up after school in a more timely manner, not 45 minutes after school lets out. It would be great to see the middle school children not be sitting on the bus for long periods of time and maybe splitting up some of the routes so the kids are spending less time on the bus and get home sooner. I've noticed that there are certain areas that have to walk/bike a mile or more to get to the nearest bus line, which doesn't help people in these marginalized areas. I think hour routes doesn't help the community when that could mean that parents would have to leave their home over an hour before work starts just to make sure they make their bus.	8/17/2023 8:24 AM
10	I did not know I could use transportation services for social events or to visit my family.	8/15/2023 5:18 PM

## Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

## Q24 Current zip code

Answered: 58 Skipped: 51

#	RESPONSES	DATE
1	54911	9/25/2023 8:30 AM
2	54911	9/25/2023 8:29 AM
3	54914	9/13/2023 1:13 PM
4	54914	9/13/2023 1:11 PM
5	54911	9/13/2023 1:08 PM
6	54136	9/13/2023 1:06 PM
7	54911	9/13/2023 1:05 PM
8	54911	9/13/2023 12:54 PM
9	54911	9/13/2023 12:51 PM
10	54911	9/13/2023 10:16 AM
11	54915	9/13/2023 10:13 AM
12	54911	9/13/2023 10:11 AM
13	54914	9/13/2023 10:11 AM
14	54911	9/13/2023 10:09 AM
15	54130	9/13/2023 10:07 AM
16	54914	9/13/2023 10:04 AM
17	54130	9/13/2023 10:03 AM
18	54911	9/13/2023 10:01 AM
19	54913	9/13/2023 10:00 AM
20	54170	9/13/2023 9:58 AM
21	54914	9/13/2023 9:58 AM
22	54911	9/13/2023 9:57 AM
23	54165	9/13/2023 9:55 AM
24	54165	9/13/2023 9:49 AM
25	54911	9/13/2023 9:31 AM
26	54136	9/13/2023 9:31 AM
27	54914	9/13/2023 9:30 AM
28	54911	9/13/2023 9:29 AM
29	54911	9/13/2023 9:29 AM
30	54914	9/13/2023 9:27 AM
31	54130	9/13/2023 9:25 AM
32	54113	9/13/2023 9:19 AM
33	54914	9/13/2023 9:18 AM

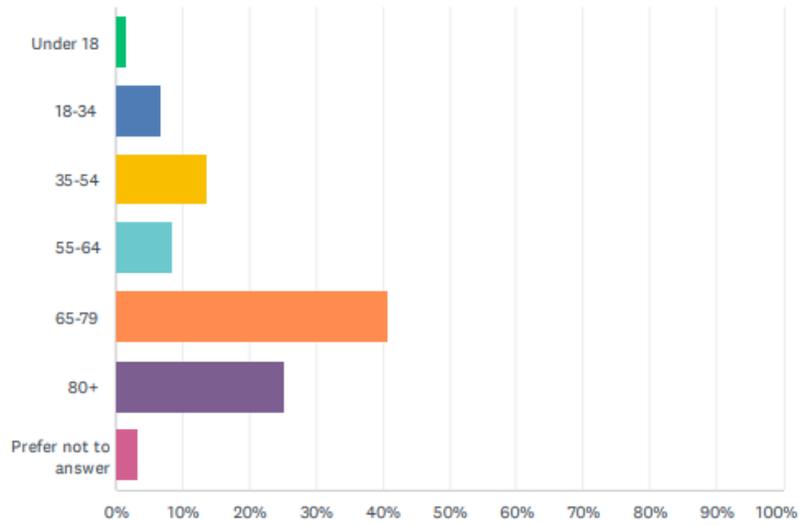
## Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

34	54911	9/13/2023 9:17 AM
35	54911	9/13/2023 9:15 AM
36	54913	9/7/2023 2:40 PM
37	54136	9/6/2023 2:19 PM
38	54952	9/2/2023 8:44 AM
39	54911	9/2/2023 1:44 AM
40	54914	8/31/2023 10:49 AM
41	54911	8/24/2023 2:20 PM
42	54915	8/23/2023 2:12 PM
43	54915	8/21/2023 4:36 PM
44	54911	8/21/2023 1:49 PM
45	54911	8/21/2023 12:25 PM
46	54914	8/21/2023 11:23 AM
47	54106	8/21/2023 10:05 AM
48	54944	8/19/2023 10:47 AM
49	54914	8/18/2023 10:29 AM
50	54956	8/18/2023 10:23 AM
51	54911	8/18/2023 5:12 AM
52	54961	8/17/2023 2:38 PM
53	54944	8/17/2023 9:07 AM
54	54944	8/17/2023 8:43 AM
55	54915	8/17/2023 8:24 AM
56	54942	8/17/2023 8:20 AM
57	54915	8/16/2023 10:56 AM
58	54911	8/15/2023 5:18 PM

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

### Q25 Age range

Answered: 59 Skipped: 50

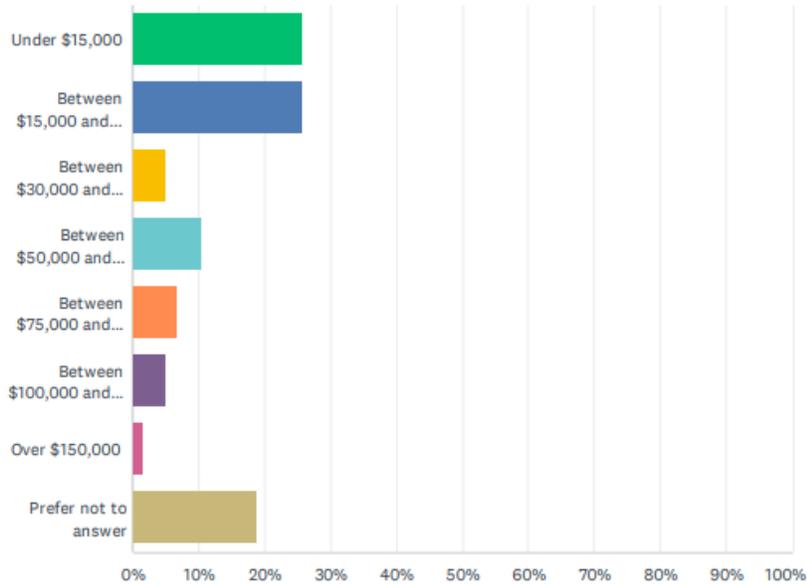


ANSWER CHOICES	RESPONSES	
Under 18	1.69%	1
18-34	6.78%	4
35-54	13.56%	8
55-64	8.47%	5
65-79	40.68%	24
80+	25.42%	15
Prefer not to answer	3.39%	2
<b>TOTAL</b>		<b>59</b>

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

### Q26 Household Income

Answered: 58 Skipped: 51

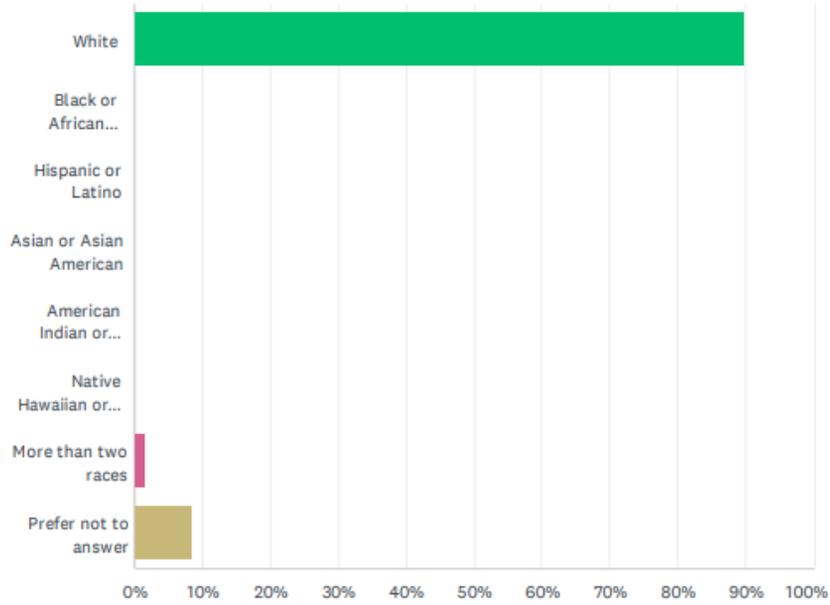


ANSWER CHOICES	RESPONSES	
Under \$15,000	25.86%	15
Between \$15,000 and \$29,999	25.86%	15
Between \$30,000 and \$49,999	5.17%	3
Between \$50,000 and \$74,999	10.34%	6
Between \$75,000 and \$99,999	6.90%	4
Between \$100,000 and \$150,000	5.17%	3
Over \$150,000	1.72%	1
Prefer not to answer	18.97%	11
<b>TOTAL</b>		<b>58</b>

Outagamie County - 2023 Specialized Transportation Coordinated Plan Survey

Q27 Race/Ethnicity

Answered: 59 Skipped: 50



ANSWER CHOICES	RESPONSES	
White	89.83%	53
Black or African American	0.00%	0
Hispanic or Latino	0.00%	0
Asian or Asian American	0.00%	0
American Indian or Alaska Native	0.00%	0
Native Hawaiian or other Pacific Islander	0.00%	0
More than two races	1.69%	1
Prefer not to answer	8.47%	5
<b>TOTAL</b>		<b>59</b>

MEETING EVALUATIONS

# APPENDIX C





**Table 10: Meeting Evaluations**

Meeting Evaluation (Facilitation Survey Results, 7 responses)								
Question #	General Meeting Questions	Strongly Agree		Agree	Strongly Disagree		Don't Know	Average
		1	2	3	4	5	6	#
1	The information covered in the group discussions, examples and explanations was understandable.	1	6	0	0	0	0	1.85
2	The meeting provided a good forum for communication about public/human services transportation coordination.	1	5	1	0	0	0	2.00
3	Participation at the meeting was from a broad stakeholder group.	0	2	3	1	1	0	3.14
4	The county/region's prioritized action plan is comprehensive and realistic	0	3	4	0	0	0	2.57
5	The county/region has a working coordination team.	1	3	3	0	0	0	3.14
6	The previous coordination plan has been implemented.	0	1	5	1	0	0	2.71
7	Developing the prioritized action plan was meaningful and valuable.	1	2	4	0	0	0	2.43
8	I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	1	3	2	0	0	1	2.71
Facilitator Questions								
9	Facilitator was knowledgeable about the meeting process	0	5	2	0	0	0	2.29
10	The information was presented in a clear, logical format.	1	4	2	0	0	0	1.85
Meeting Timing		Too long		About Right	Not Enough			No Response
11	The time allotted for the meeting was:	0		6	0			1

### Comments

*List key points/issues presented during the meeting that were the most valuable or useful:*

- Conversation points, background data on community
- Definitions, level set, conversations.
- Explanation of the current plan moving forward
- Identifying what works well, gaps, needs, etc.

*List any information or meeting content you felt was omitted or needed further clarification:*

- Data trends with senior citizen's fixed income

*Other comments:* N/A

Are you interested in participating on the team that will implement the coordination strategies?

Yes	No	No Response
4	0	3

PLAN APPROVAL

# APPENDIX D



**RESOLUTION NO. 51-23**

**APPROVING THE OUTAGAMIE COUNTY SPECIALIZED TRANSPORTATION COORDINATED PLAN  
2024-2028**

**WHEREAS**, people with specialized transportation needs have the right to mobility. Individuals with limited incomes and people with disabilities rely heavily, sometimes exclusively, on public and specialized transportation services to live independent and fulfilling lives. These services are essential for travel to work and medical appointments, to run essential errands, or to simply take advantage of social or cultural opportunities, and;

**WHEREAS**, under the Bipartisan Infrastructure Law (BIL), projects funded by the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities program must be included in a "locally developed, coordinated public transit-human services transportation plan" to ensure that applicants are coordinated services with other private, public, and non-profit transportation provider, and;

**WHEREAS**, the Wisconsin Department of Transportation (WisDOT) concurs, as "projects funded with 85.21 aids should be held to the same standard, and consequently requires counties to demonstrate how project(s) meet a goal/strategy outlined in the most recent coordinated transportation plan", and;

**WHEREAS**, the development of coordination plans is led by the Regional Planning Commissions in Wisconsin to assist counties in facilitating public outreach and development of each coordination plan through a community meeting that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public and met on September 12, 2023 and;

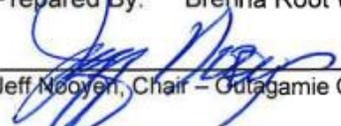
**WHEREAS**, East Central Wisconsin Regional Planning Commission staff in partnership with Outagamie County completed a planning process that engages the public, includes an assessment of available transportation services and providers, an assessment of transportation needs and gaps, identifies priorities based on resources, time, and feasibility, and identifies strategies and activities to address the identified gaps between current services and needed services.

**NOW THEREFORE, BE IT RESOLVED BY THE EAST CENTRAL WISCONSIN REGIONAL PLANNING COMMISSION**

**Section 1:** Adopts in its entirety, the Outagamie County Specialized Transportation Coordinated Plan 2024 – 2028.

**Section 2:** That this resolution takes effect immediately upon its adoption.

Effective Date: October 27, 2023  
Submitted By: Executive Committee  
Prepared By: Brenna Root Whitby, Associate Planner

  
\_\_\_\_\_  
Jeff Neoyen, Chair – Outagamie Co.

  
\_\_\_\_\_  
Attest: Melissa Kraemer-Badtke–ECWRPC Executive Director

10-27-2023  
Approval Date