

2008 WAUPACA COUNTY SPECIALIZED TRANSPORTATION COORDINATION ACTION PLAN

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Location: Liberty Hall, Kimberly

Date: 8/27/08

Things Done Well	Service Needs and Gaps	Limitations/Implementation Feasibility	Strategies, Projects, and Programs to Address Service Needs and Gaps	Responsible Parties	Timeframe	Priority Level
<p>Coordination between agencies, being done in a cost effective manner and coordinating trips that make the most geographic sense; utilizing Waupaca, Clintonville, and New London taxi as well</p>	<p>need to have a "mind set change" with the people in Waupaca County regarding the public transportation services</p>	<p>lack of public awareness and education regarding specialized services; people within the county having their own vehicles; their more independent with their own vehicle; people within the community that do transport their family or friends to medical appts. or social outings; trying to coordinate medical trips with customers</p>	<p>education of transportation services; already customizing services (going door to door instead of having a particular meeting place) - maintaining the services that are already provided; have customers using transportation services to promote the services by word of mouth; potentially target some of those potential customers that are home bound; provide information and education at the medical facilities (i.e. grocery stores) and to the families or friends of the individuals that may be home bound; possibly have someone take the potential customer through the process</p>	<p>TCC, DHSS, ADRC, VA, health care facilities, churches within the community, consumer's families, local businesses, local non-profit organizations (LIONS club, optimist club, etc.)</p>	<p>ongoing</p>	<p>high</p>
<p>Have a good volunteer driver program through DHSS; Coordinate with the local taxi services - priorities are medical and nutrition based</p>			<p>possible incentive programs for customers; possibly target the churches</p>			
<p>medical trip reimbursement for the taxi system</p>	<p>lack of communication regarding what grant programs are available at the state and federal level</p>	<p>lack of education from the state and federal agencies on what grants are available</p>	<p>continue education on grant programs for transportation providers; effort by state and federal agencies to provide education on grant programs; grant program updates at transportation meetings and conferences</p>	<p>state and federal agencies, WATO, WRAPP, WURTA, RPCs, TCC</p>	<p>ongoing</p>	<p>high</p>

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employer relationships with the transportation providers	could provide more jobs if some of the people would have a mode of transportation	some of the employees may not have the correct insurance; reliability some of the employees; the location of the employer; funding; regulations and restrictions on grants at the federal and state level	identifying some major employers that are dealing with this issue; expanding the TCC to include these employers; possibly looking at coordinating transportation services with employers; looking at other areas of the state and agencies that are coordinating their transportation services for a variety of customers; looking at transportation services regionwide; Invite DVR to be on the TCC; WINR to pursue a WETAP grant for a vehicle and loan and repair program	specific transportation service provider, TCC, local businesses, CAP services, Chamber of Commerce, WINR	ongoing	WINR program - high; county - low
Coordination on the 5310 program with transportation providers	Expand partnerships in the 5310 program (i.e. non profits and New London)	"red tape" - regulations at the state and federal level	changes in state and federal policies; examining other agencies and organizations that have creative ideas for transportation services; communicate with local legislators on various transportation issues	state and federal agencies, WATO, WRAPP, WURTA, CWAG, the state specialized transportation council,	ongoing	low - state and federal policy change; lobbying with state legislators and participation - high
currently have a transportation coordination committee in place	expand the TCC mailing list to other identified parties					
taxi service has a handicap accessible van; once customers are in town there is a network that can move the handicap customers around the area; taxi service is a member of the TCC; senior van in New London						

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Veterans Assistance Center now has a van; 7 passenger van; available to strictly to veterans for medical appts. ; first come, first serve basis; no charge for those rides	coordination of trips with Veterans between transportation providers; this effort will be expanding since the Freedom Bus will be eliminated	funding; number of agencies and stakeholders that are involved in coordinating veteran transportation	coordinating schedules regionally; looking at other possible funding options; having some regional partnerships; maybe coordinating through the ADRC to have "one stop shop" regarding transportation services/options; pooling resources for transportation services	VA, ADRC, TCC, health care industry, Veteran service groups, DAV,	ongoing	medium
Dept. contracts with private transportation providers	more coordination between public transportation, private employers, and private transportation providers within the county		expansion and maintaining the members of TCC (to include the health care industry, major employers with transportation issues, a customer that uses the services, etc.); more education for grocery stores, etc, regarding the connection with transportation; media could do some marketing on the transportation services that are provided; consumers providing word of mouth of services to potential consumers	TCC, VA, health care industry, consumers, major employers, local businesses (i.e. grocery stores), local media	ongoing effort of the TCC	high
County Board has been supportive of the transportation services	funding for the Freedom Bus	low ridership, budget constraints	utilize any surplus 85.21 funds to Initiate a review of the need for the Freedom Bus	County Board, TCC, DHSS	ongoing	medium
more coordination between public transportation providers and health care facilities;	extend more invitations out to participate on the TCC			TCC/DHSS	ongoing	low
church groups providing transportation to those who need medical appts., etc.						

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Coordination with cbrfs and nursing homes						
	Possibly do a wheelchair wash and would wash it for them and provide a donut and then explain to them what public transportation services are available	"mind set" of potential customers	model a car wash event similar to the one that is done for the Wheelchair Wash in the Fox Cities; have Waupaca, New London, Clintonville, Shawano, and Waupaca County Industries possibly coordinate and look this idea	TCC, ADRC, VA, transportation service providers, Waupaca Senior Center, Options for Independent Living, Waupaca, New London, senior groups	Summer 2009	medium
	target retired population, who use to come to Waupaca seasonal and are now retired	potential customers not knowing what transportation services are available	education of transportation services; offer incentives to try the transportation services; try to use a social trip for potential customers	TCC, local banks and credit unions, golf courses	ongoing, but through the expansion of the TCC	high
great customer service from drivers and the driver going above and beyond what he/she is suppose to do	connecting with the Amish community and the Hispanic community, Hmong community	communication barrier	examine ways to connect with the Amish community and Hispanic communities; utilized the translator; Work with area employers who have employees of these ethnic backgrounds and work with them; keeping an eye on the ethnic communities at a regional perspective; education on languages for these ethnic groups; include UW-Extension on the TCC; additional volunteer driver training	TCC connecting with cultural associations (Hmong Association, Hispanic Interagency organizations, etc); churches, medical facilities, utilizing regional organizations,	ongoing	medium - based on size of ethnic population
	possibly using special needs school buses for some of the public transportation needs	insurance, liability issues, "red tape" - rules and regulations on the use of the school buses	forming partnerships with school districts and school bus providers; coordinating with the TCC; changes in insurance policies, and possible changes in federal and state policies; look at other possible areas that are do this already	TCC, school districts, school bus providers - LAMERS, Manawa; insurance companies, state and federal agencies, RPC	TBD	low

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Customer service is great; drivers go above and beyond what is required of them	awareness of the ADRC and the services that are provided (i.e. was a client that wanted to go to a funeral with his wife - needed a wheelchair accessible vehicle);	training for drivers to rent vehicles; lack of awareness of the ADRC and the resources that they offer	having TCC looking at vehicle rental; providing education on transportation services;	ADRC, TCC, private transportation providers,	TCC agenda item	high
outreach to customers, have the programs fit to the customers	lack of knowledge on options for wheelchair vehicles		education and awareness of those options	ADRC, TCC, private transportation providers,	ongoing	high
Good support for transportation services (i.e.. County board, etc); TCC in place						
stable population base for the disabled and elderly populations - provide them with transportation options; high nursing and medical facilities - strong community based presence						
Waupaca County is very progressively thinking						
meal delivery program and the customer service that is provided with that	reimbursement of volunteer drivers and provide incentives for volunteer drivers; recruiting new volunteer drivers	"red tape", insurance policies,	network of agencies with volunteers and forming partnerships with these agencies; changes in insurance policies regarding liability and penalizing for volunteering; possibly formally developing a program similar to the Senior Wheels program in the Fox Cities; continued distribution of transportation info at meal delivery training	insurance companies, state and federal agencies, TCC in collaboration with the insurance companies, state and federal agencies, looking at what other programs are doing, UW-Extension officers, DHSS	ongoing	medium

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geographic coordination with drivers and customers	cost of the drivers for the service versus the customer cost to get to the service (i.e.. Dialysis)	fuel costs, time and effort for the formation of the trips - staff time; volume of customers that have specific health care needs; lack of health care facilities with specialized facilities	looking at additional funds, pooling of resources, coordination between agencies; possibly have more health care facilities for specialized health care issues;	TCC and all stakeholders	ongoing, but having a specific examination process through the TCC	ongoing - medium; new strategies - medium