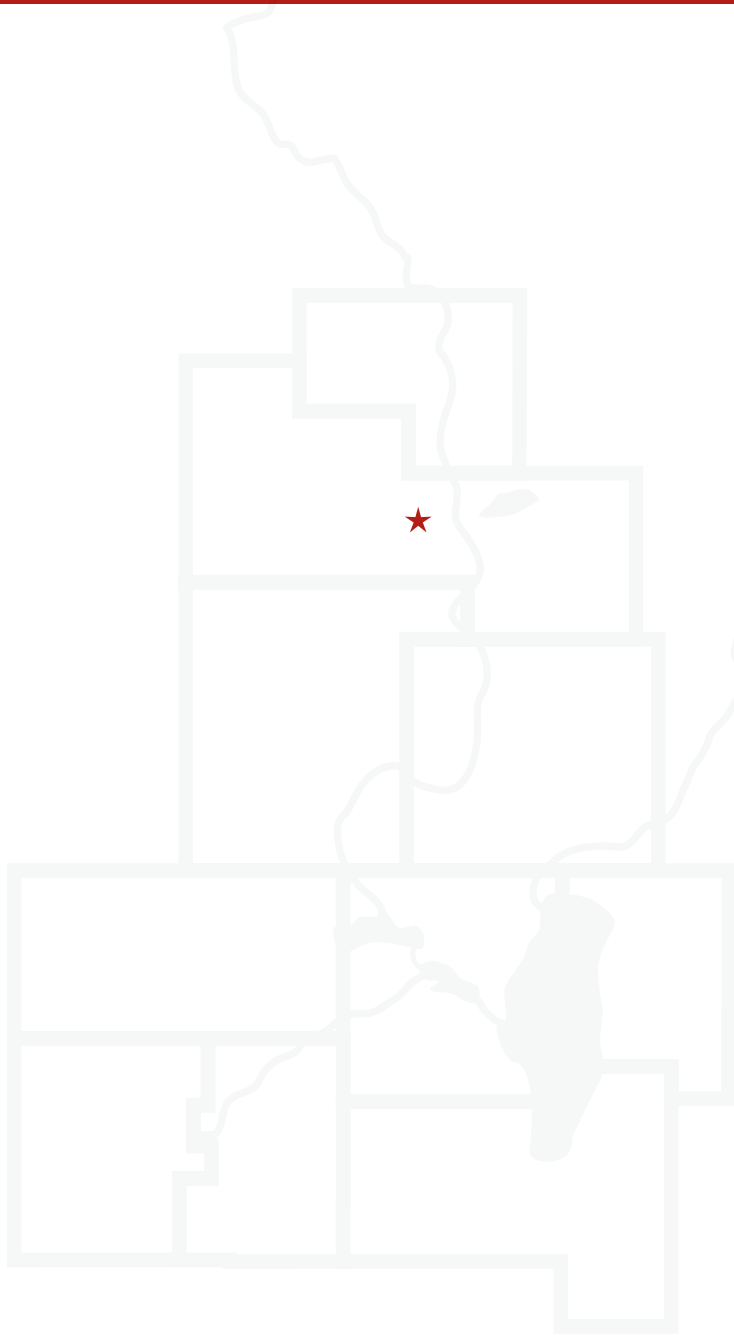


2014-2018 Shawano County Human Services Public Transportation Coordinated Plan

December, 2013



East Central Wisconsin
Regional Planning Commission
ECWRPC

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

INTRODUCTION

PURPOSE

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

MAP-21 repealed 5316 (Job Access and Reverse Commute) and 5317 (New Freedom) programs. 5316 projects are now eligible for funding under public transportation grants programs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

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

PLANNING PROCESS

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

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

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

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

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

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

INITIATING THE PLANNING PROCESS

ECWRPC contacted Shawano County through their Human Services-Public Transportation “champion” or project lead and informed them that the 2008 Shawano County Human Services-Public Transportation Coordinated Plan needed to be updated for 2014-2018. ECWRPC worked directly with the champion to set up and implement the planning process. The champion or ECWRPC is the first contact for all planning questions. ECWRPC and the champion will be the keeper of the plan.

Shawano County’s champion:
 Holly Konitzer, CSW
 Shawano Co. Dept. of Social Services
 Aging Unit
 607 E Elizabeth St, Shawano, WI 54166
 (715) 526-4700

EXISTING SYSTEM & ASSESSMENT

DEMOGRAPHIC PROFILE

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

Table 2. Shawano County					
Population by Age Cohort					
Age Cohort	2000		2010		2000 to 2010
	Number	Percent of Total	Number	Percent of Total	Percent Change
Median Age	38.5		43.0		11.7
Total Population	40,664		41,949		3.2
Under 18 Years Old	10,433	25.7	9,562	22.8	-8.3
18 to 24 Years Old	2,801	6.9	2,990	7.1	6.7
25 to 44 Years Old	11,197	27.5	9,667	23.0	-13.7
45 to 64 Years Old	9,386	23.1	12,050	28.7	28.4
65 + Years Old	6,847	16.8	7,680	18.3	12.2
Source: US Census Bureau 2000 and 2010, Table DP-1					

Table 3. illustrates the disability characteristic of Shawano County in 2011; another group of users that will need transportation services.

Table 3. Shawano County				
Disability Characteristics, 2011				
Characteristics	Estimate	MOE	Estimate	MOE
Total civilian non-institutionalized population with disability	4,468	+/-407	10.9%	+/-1.0
Population under 5 years	9	+/-10	0.4%	+/-0.4
With a hearing difficulty	3	+/-5	0.1%	+/-0.2
With a vision difficulty	6	+/-8	0.3%	+/-0.4
Population 5 to 17 years	247	+/-149	3.5%	+/-2.1
With a hearing difficulty	9	+/-9	0.1%	+/-0.1
With a vision difficulty	3	+/-5	0.0%	+/-0.1
With a cognitive difficulty	227	+/-149	3.3%	+/-2.1
With an ambulatory difficulty	11	+/-10	0.2%	+/-0.1
With a self-care difficulty	21	+/-15	0.3%	+/-0.2

Table 3. Shawano County				
Disability Characteristics, 2011 (continued)				
Characteristics	Estimate	MOE	Estimate	MOE
Population 18 to 64 years	1,974	+/-259	8.1%	+/-1.1
With a hearing difficulty	508	+/-133	2.1%	+/-0.5
With a vision difficulty	269	+/-97	1.1%	+/-0.4
With a cognitive difficulty	783	+/-195	3.2%	+/-0.8
With an ambulatory difficulty	828	+/-150	3.4%	+/-0.6
With a self-care difficulty	254	+/-90	1.0%	+/-0.4
With an independent living difficulty	490	+/-133	2.0%	+/-0.5
Population 65 years and over	2,238	+/-222	30.3%	+/-2.9
With a hearing difficulty	1,035	+/-155	14.0%	+/-2.1
With a vision difficulty	335	+/-101	4.5%	+/-1.4
With a cognitive difficulty	314	+/-92	4.3%	+/-1.2
With an ambulatory difficulty	1,293	+/-194	17.5%	+/-2.6
With a self-care difficulty	482	+/-133	6.5%	+/-1.8
With an independent living difficulty	656	+/-117	8.9%	+/-1.6
Source: U.S. Census Bureau, 2009-2011 American Community Survey, Table S1810				

INVENTORY

ECWRPC conducted an inventory of the county-wide specialized transportation service providers (public, private, and private non-profit). All providers were contacted by phone and asked to provide information to a series of questions relating to their transportation service. Questions included agency name, contact, number of vehicles, profit or non-profit clientele served, hours of operation, types of vehicles, types of equipment, reservation process and geographic coverage area. An example of the provider information worksheet is located in **Appendix A. Table 4.** depicts the Shawano County Specialized Transportation Provider Inventory.

Table 4. Shawano County Specialized Transportation Provider Inventory

Agency Name	Address	Agency Phone	Contact Person	Email	Clientele Served	Operation days/hours	Cost per trip	Types of Vehicles	# of each vehicle	Lifts or Ramps
Veteran's Service Office	311 N Main St, Shawano, WI 54166	(715) 526-9183	Nick Benzinger	vetnicho@co.shawano.wi.us	Veterans (to and from VA hospital/clinics)	Office: M-F: 8AM-4:30PM	None	Ford Explorer and Full sized van	one of each	none
Community Alternatives	503 S Main St, Shawano, WI 54166	(715) 526-5570	Julie Vanderbilt	jvanderbilt@newcommunityalternatives.com	disabled	M-F: 8AM-4:30PM				
Shawano County Aging Unit	607 E Elizabeth St, Shawano, WI 54166	(715) 526-4700	Lynnae Zahringer	lynnae.zahringer@co.shawano.wi.us	elderly and disabled	Minibus: M-Th: 7:30AM-4:30PM; F: 8:00AM-1:00PM w/ \$1 unlimited in town rides; Volunteer Driver Escort Program: M-F	Minibus: city limits (\$1 each ride and 3 mile radius, beyond 3 miles (\$2) Volunteer Driver Escort Program: start and end time dependent on appointments (\$0.30/mile for medical appointments; IRS rate for other non-medical rides	Mini buses, volunteer drivers personal vehicles	2 minibuses	2 lifts
KAP Taxi	402 S Sawyer St, Shawano, WI 54166	(715) 524-4040	Keith Plantz	kaptrans@charter.net	ambulatory and non-ambulatory individuals	24/7/365	\$4.00 (town); \$3.00 (elderly/handicapped); \$1.50/mile	Cars, vans	4 cars; 2 vans	ramps
Koeppens	217 Industrial Dr, Clintonville, WI 54929	(715) 823-5711	any staff member can assist with transportation needs	dkoeppen@kmedtran.com	elderly, disabled, ambulatory, wheelchair bound individuals	M-F: 7:30AM-4:30PM (with some flexibility beyond these times; reasonable accommodations can be arranged)	Base rate/mileage as well as a wait time charge	Vans		lifts
Menominee Regional Public Transit	PO Box 910, Keshena, WI 54135	(715) 799-5100	Shawn Klemens	sklemens@mitw.org						
Shawano City Taxi	318 W Decker St Viroqua, WI 54665	(608)-637-2599	Justin Running, Vice President	admin@runninginc.net	elderly/disabled	M-F: 6AM-9PM, Sat: 8AM-9PM, Sun: 8AM-7PM	\$3.00 Seniors/handicapped: \$2.50 Out of town: add \$1-\$2 per mile	4 mini vans	4 mini vans	ramps
Grosskopf Bus	1208 E Green Bay St, Shawano, WI 54166	(715) 526-6430	Scott Grosskopf							
Shawano Ambulance Service	220 N Main St, Shawano, WI 54166	(715) 524-2036	Pat Trinko	ptrinko@shawanoambulance.com	anyone requiring ambulance service	24/7/365		Ambulances	5	none

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PARTICIPATION SOLICITATION

Public participation throughout the planning process was solicited through a variety of means including surveys, flyers, invitation letters, legal notices and personal calls. The invitation list, invitation letter, flyer and legal notices are located in **Appendix B**.

ASSESSMENT

An assessment of the specialized transportation system is imperative to the success of a County Human Service-Public Transportation Coordinated Plan. Evaluating the county demographics; geographic service area; what is done well; what can be done better; challenges and roadblocks; and needs, gaps and service redundancies will help the county put together a plan that will better meet the needs of its users.

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

TRANSPORTATION PROVIDER AND BUSINESS/AGENCY SURVEY RESULTS

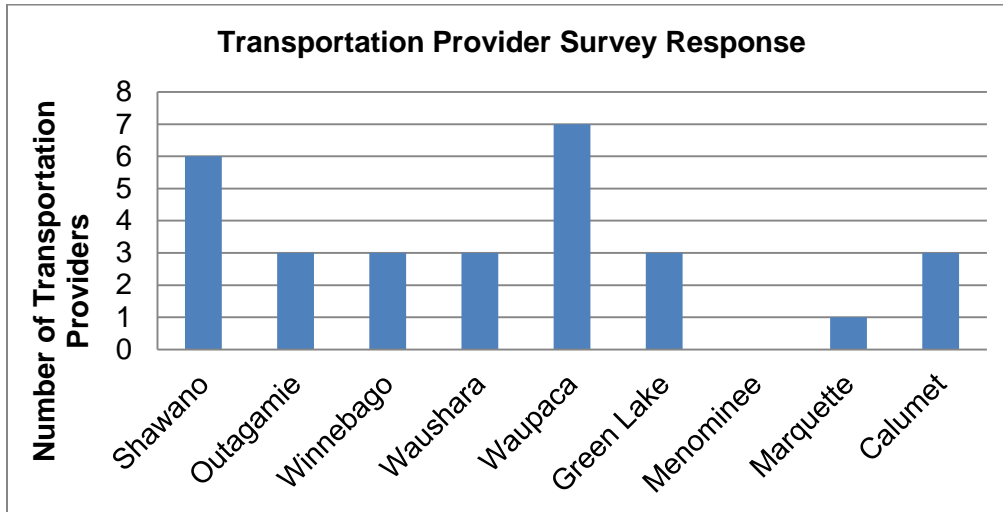
The transportation provider survey was developed with the transportation provider in mind. The goal of the survey was to determine the following:

1. What things are done well within the county in reference to specialized transportation?
2. What specialized transportation gaps or needs exist?
3. What are the barriers that prevent individuals from having adequate transportation within the county?
4. Is there duplication of services?
5. What weaknesses do you see in the system and how can they be improved?
6. Are any of the identified 2008 plan needs and gaps still an issue?

Transportation providers were referred to the provider survey on the NEWRAT website after ECWRPC conducted the inventory. A follow-up email was also sent to each transportation provider with a direct link to the survey. The transportation provider survey can be found in **Appendix D**. The results can be found below.

Transportation Provider Survey Results

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



Note: The remaining questions are specific to Shawano County.

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

Things done well

- Providing transportation to people with disabilities
- Partner with Menominee Indian Tribe
- City of Shawano transportation- 2 taxi companies, mini bus on Friday's; mini bus to rural areas during the week; volunteer drivers to drive out of county to medical appointments.
- Emergency Medical Transportation

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

Gaps or Needs within the system

- Need to provide transportation farther outside the city limits
- Rural transportation is only offered certain days for certain areas of the county, so would need to find more expensive transportation on the other days or weekends & nights.
- Specialized Medical Vehicles (SMVs - wheelchair vans)

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

Barriers that prevent individuals from adequate transportation

- Not having more vehicles to be able to go farther out of city limits
- knowledge of offered services
- For some, financial; possibly not having enough volunteer drivers in their area of the county

which would drive up the cost. Hear many issues with Medical Assistance transportation not getting picked up on time or even at all.

- State brokerage model
- State brokerage model for SMVs throughout entire state hinders access, quality.

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

Duplication of transportation services

- There are multiple providers, but with the City County transportation committee, all are invited and do discuss services to try to work together to maximize time and money

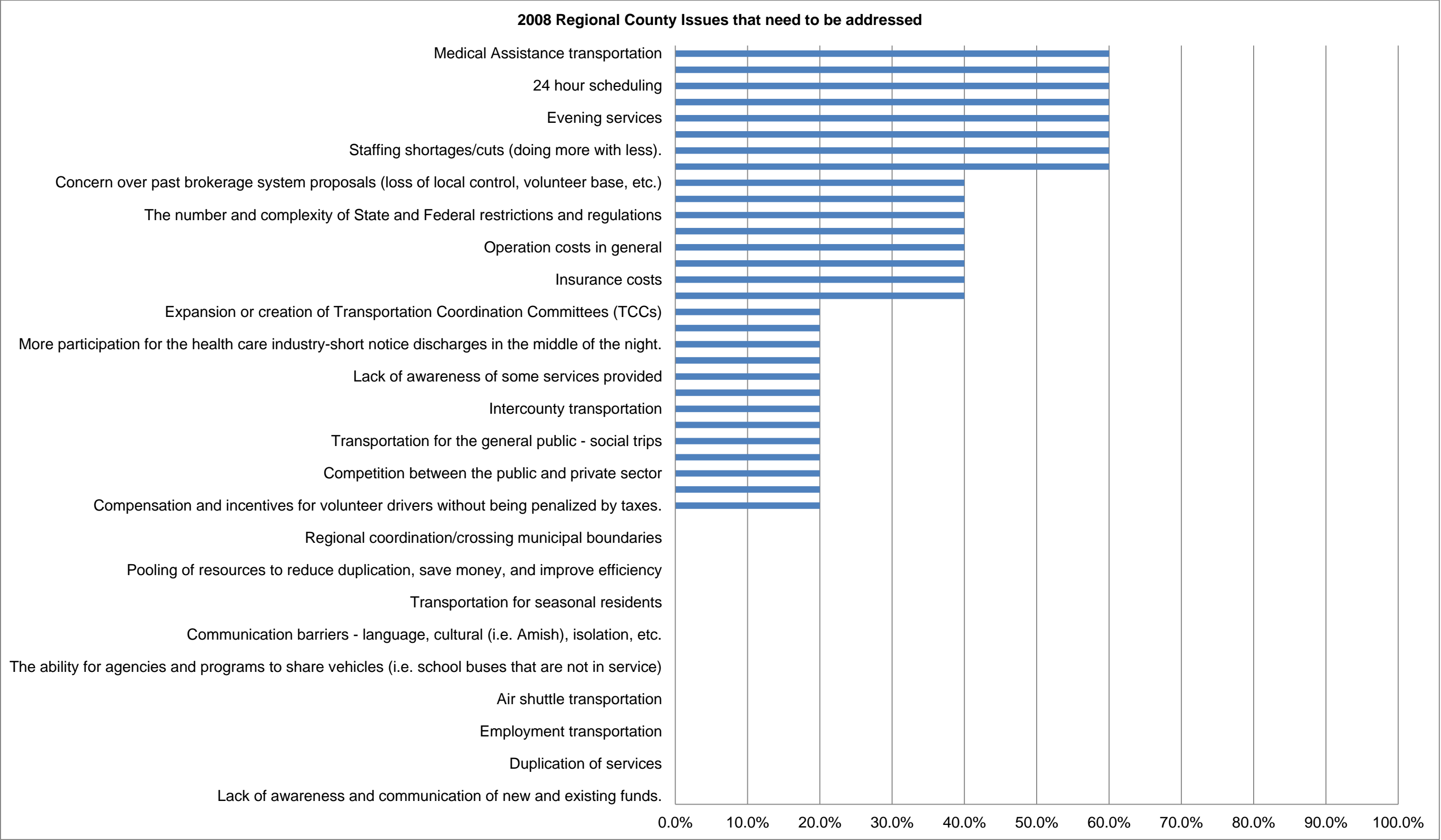
Question 6. What weaknesses do you see in the system? How could they be improved?

Weaknesses within the transportation system

- Scheduling routes
- For a few providers, I would say communication. If everyone attended or at least sent in reports for the meetings so everyone would stay up to date on what everyone is providing.
- Brokerage model relies on 'participating' providers; vehicles may travel 50+ miles to reach a patient that only needs to be transported a short distance.
- Very inefficient model relies on 'participating' providers, who may drive 50-75 miles to transport an SMV patient a short distance.

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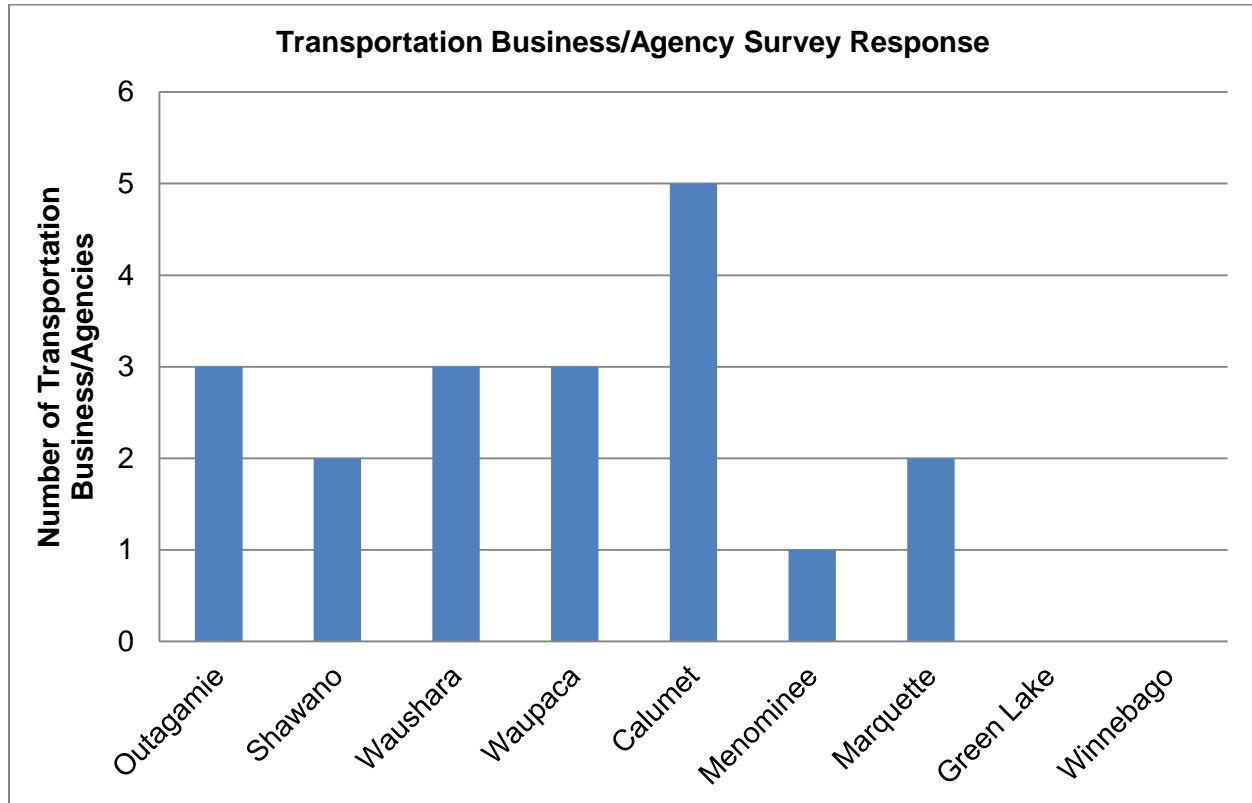
Question 7. According to the 2008 Regional County Coordinated Human Services-Public Transportation Plan, which are still issues that need to be addressed?



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Business/Agency Survey Results

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



Note: The remaining questions are specific to Shawano County.

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

Things done well

- Local taxi access

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

Gaps or Needs within the system

- MA (Medical Assistance) appointment transportation

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

Barriers that prevent individuals from adequate transportation

- We are no longer able to use local transport company (Koeppens) to get people to medical appointments. Instead there have been 2 different transport services

mandates (Logisticare, MTM). These are disorganized and not economically feasible in our rural area. Oftentimes drivers come from over an hour away. Persons with disabilities that have no other means of transportation to out of town medical appointments, miss numerous visits.

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

Duplication of transportation services

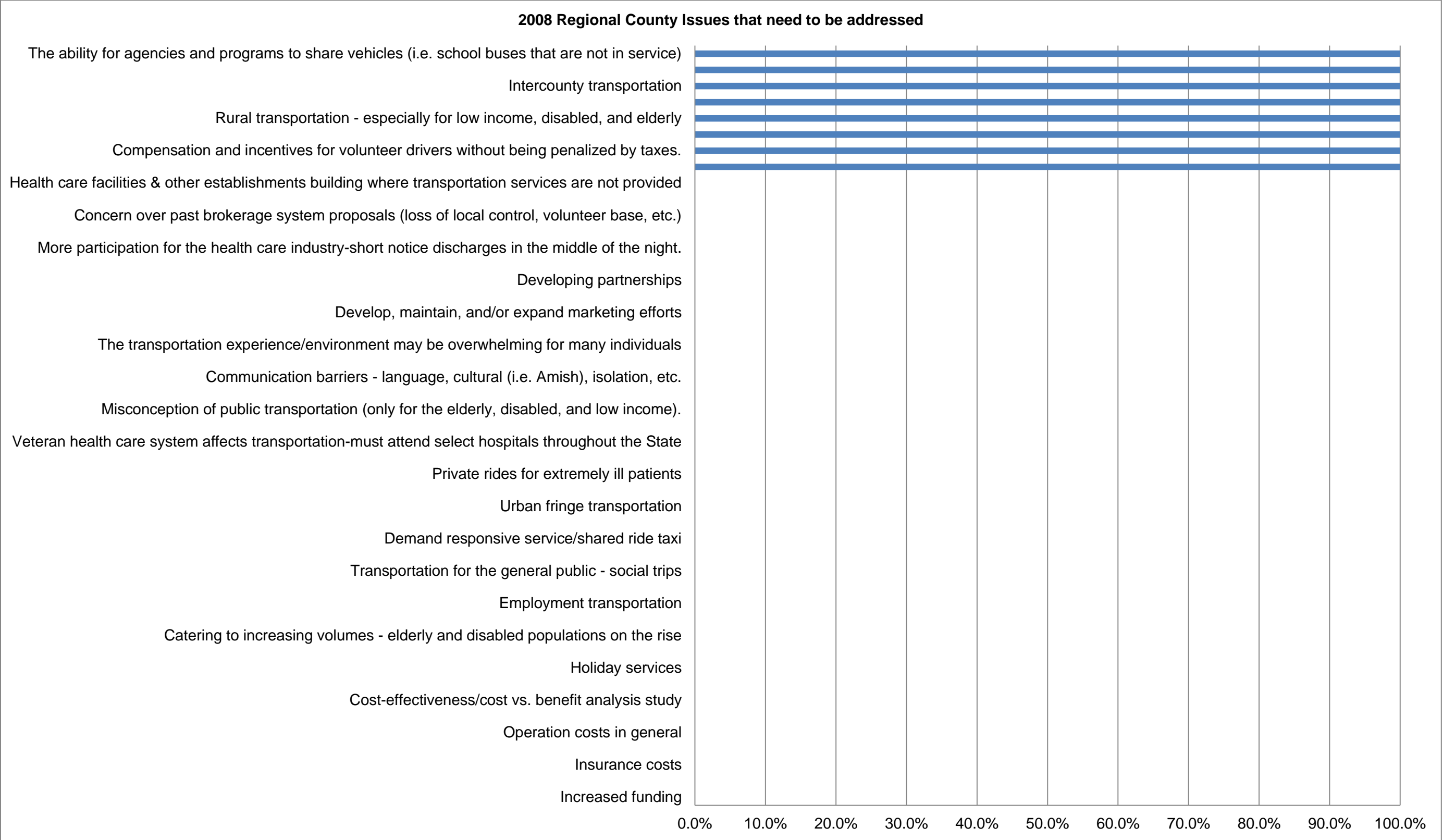
- None

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

Weaknesses within the transportation system

- None

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



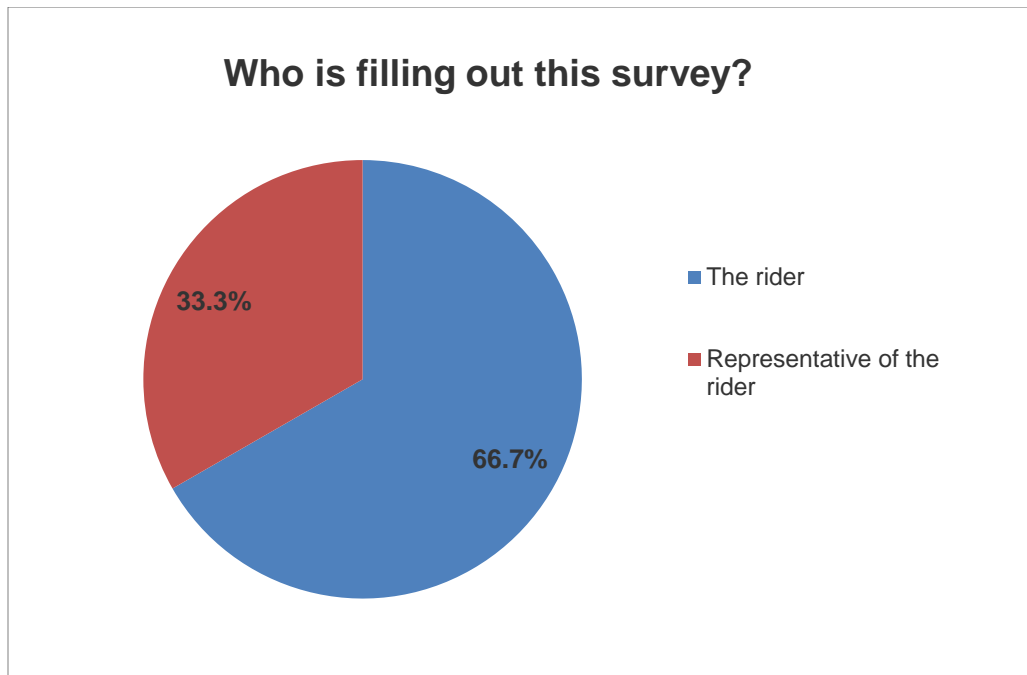
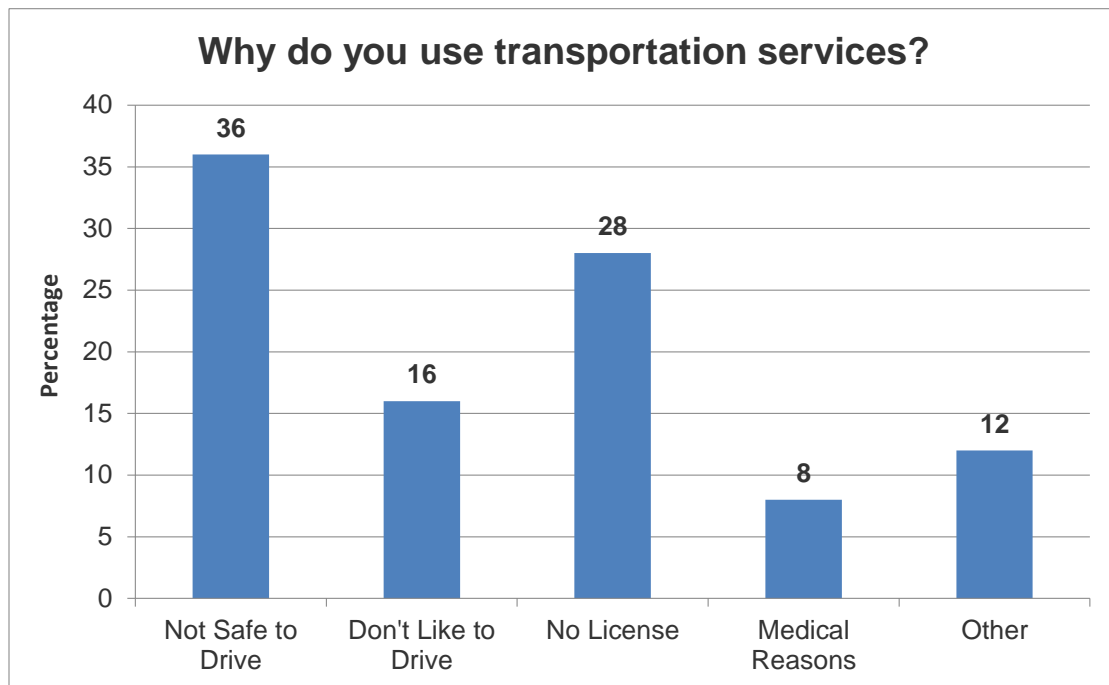
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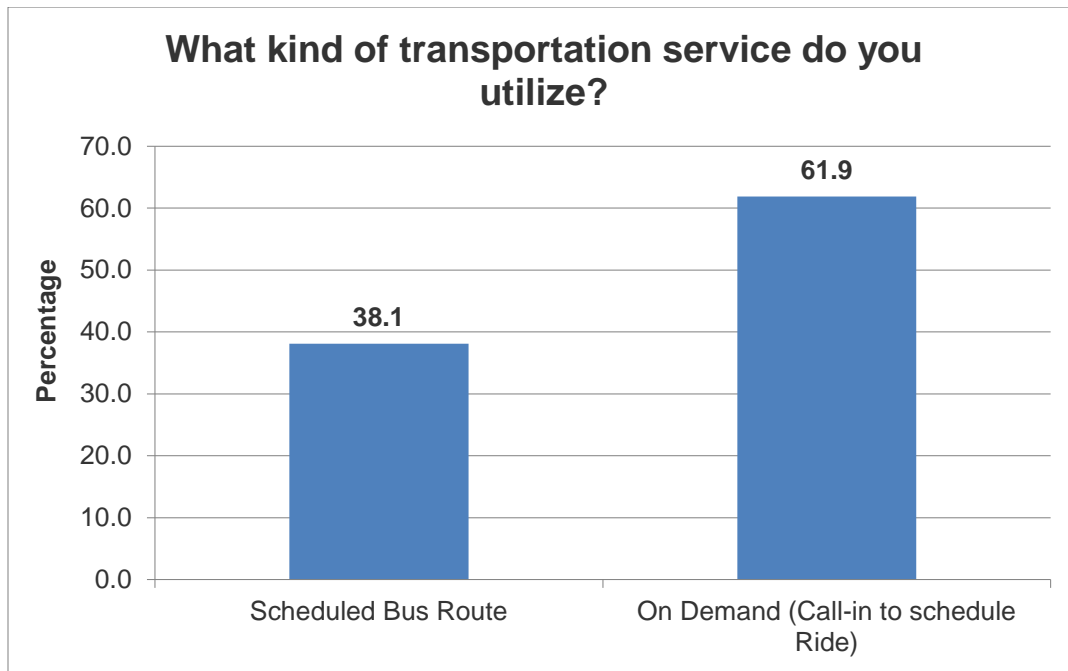
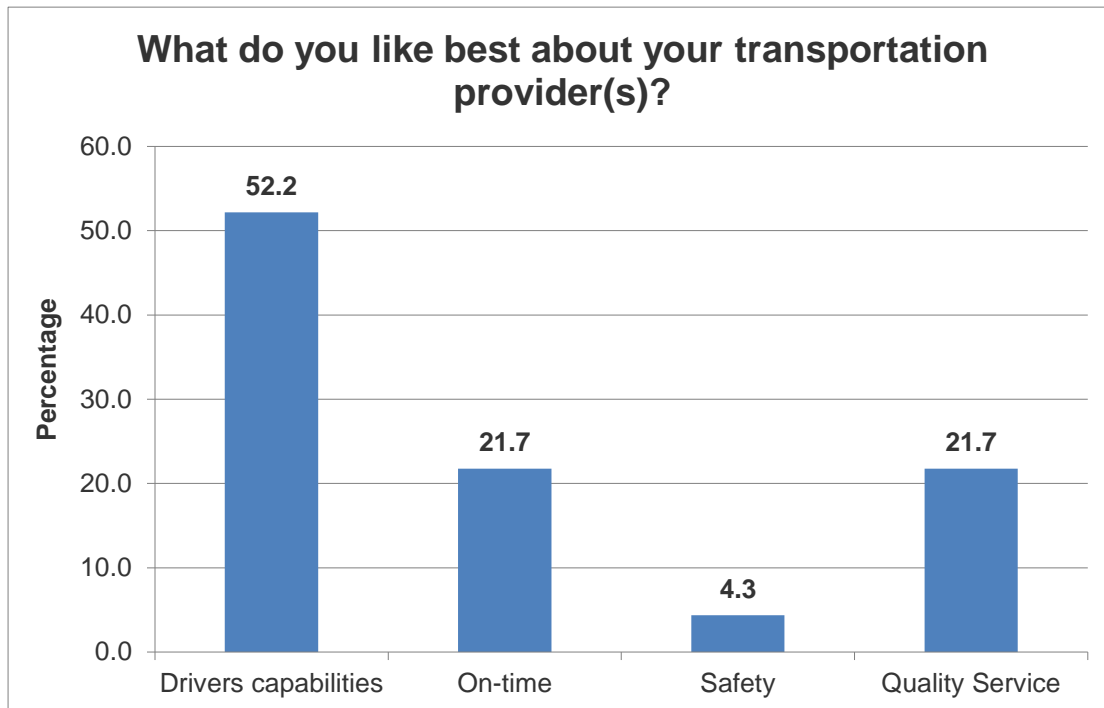
User Survey Results

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

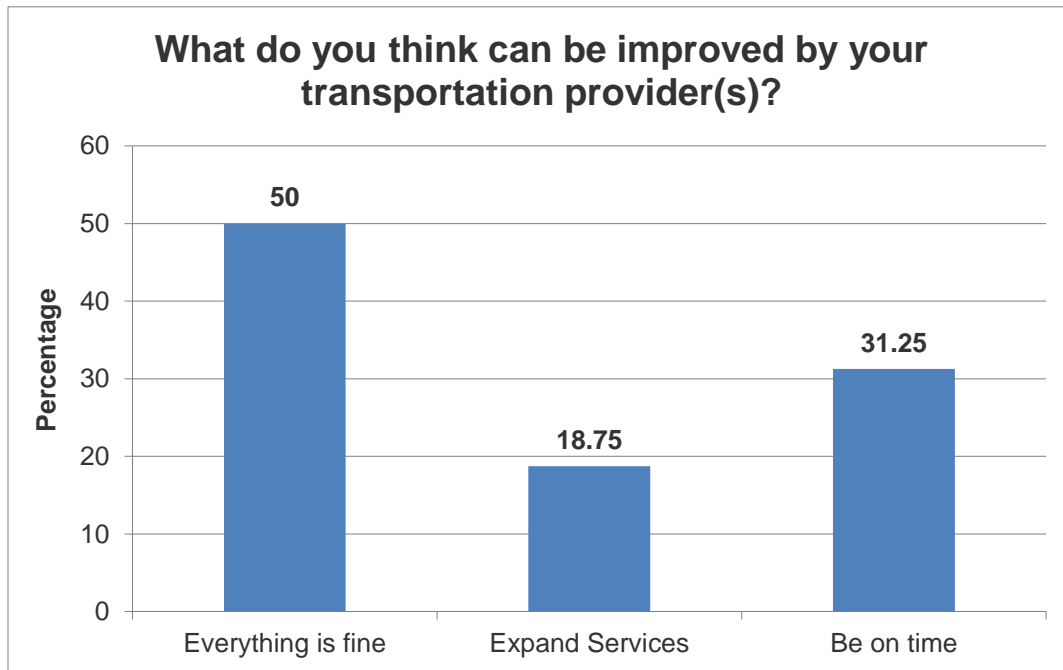
1. Who is filling out this survey?
2. Why do you use transportation services?
3. What kind of transportation service do you use?
4. What do you like best about your transportation provider(s) in terms of the overall experience?
5. What do you think can be improved by your transportation provider(s) in terms of the overall experience?
6. Why do you use multiple transportation providers?
7. How many time(s) do you use transportation services in a given week?
8. Whether or not the transportation provider's vehicles have adequate equipment to meet the user's needs (ramp, lift, straps, railings, etc.).
9. What is the best way to communicate information about these services?
10. What is your preferred way to make arrangements for transportation?
11. Whether or not arranging transportation meets the user's needs.
12. How would you rate your transportation reservation process?
13. In general, I feel safe when I use transportation services.
14. In general, transportation services are convenient and meet my needs.
15. In general, transportation drivers are professional.
16. In general, transportation vehicles are well maintained.
17. In general, transportation services allow me to make my destination on time.

The transportation user survey was made available on-line (Survey Monkey) and was handed out in person. The majority of the surveys were collected face to face. A total of 22 user surveys were collected for Shawano County. The transportation user survey can be found in **Appendix D**. The results are included below.

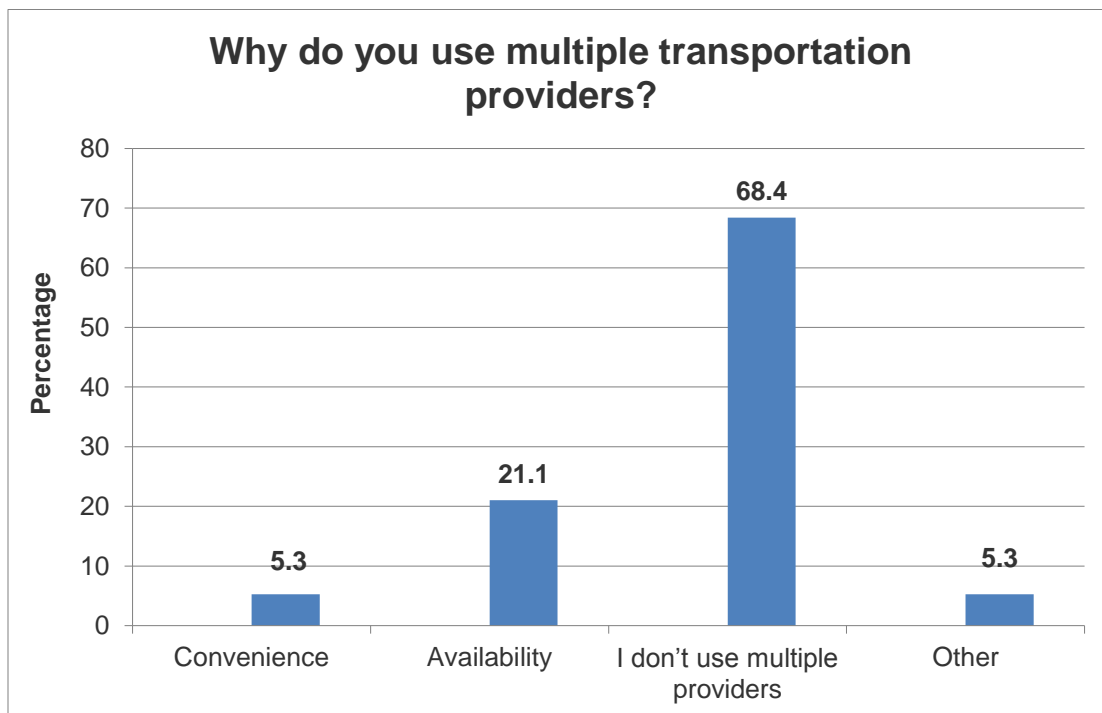
Question 1. Who is filling out this survey?**Question 2. Why do you use transportation services?**

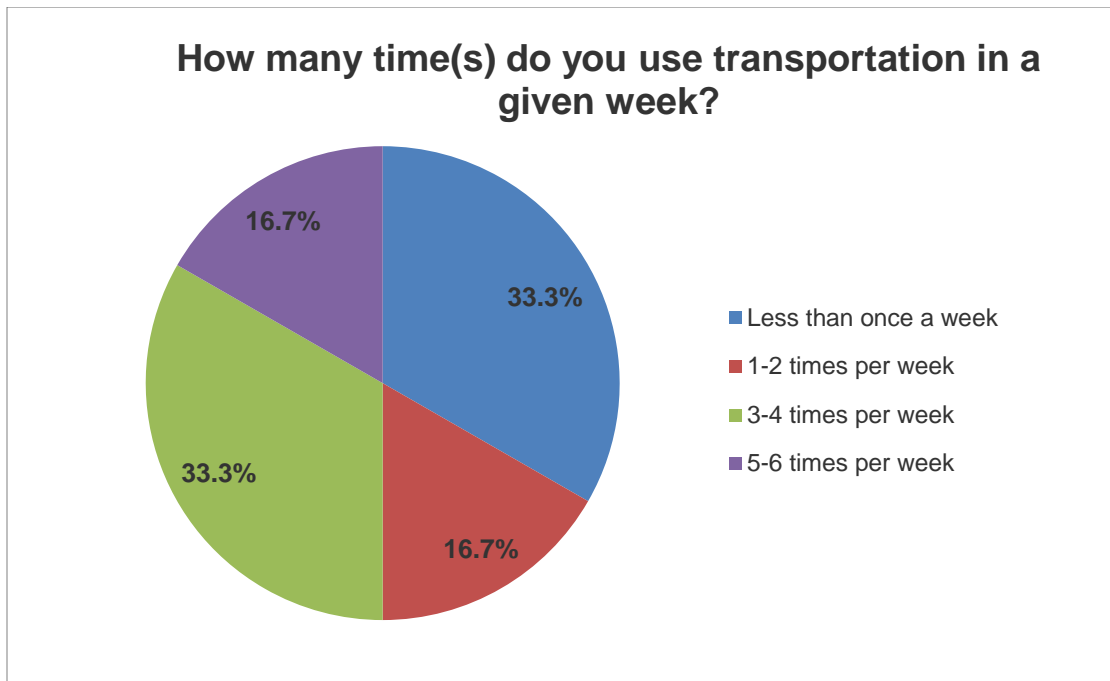
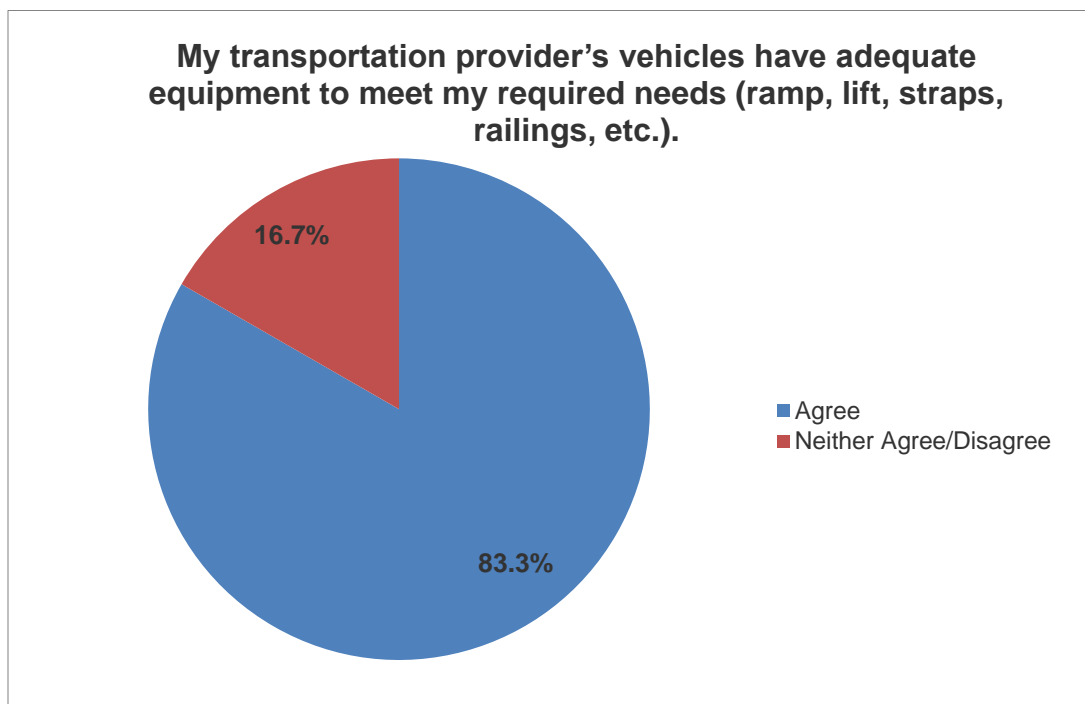
Question 3. What kind of transportation service do you utilize?**Question 4. What do you like best about your transportation provider(s) in terms of the overall experience?**

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

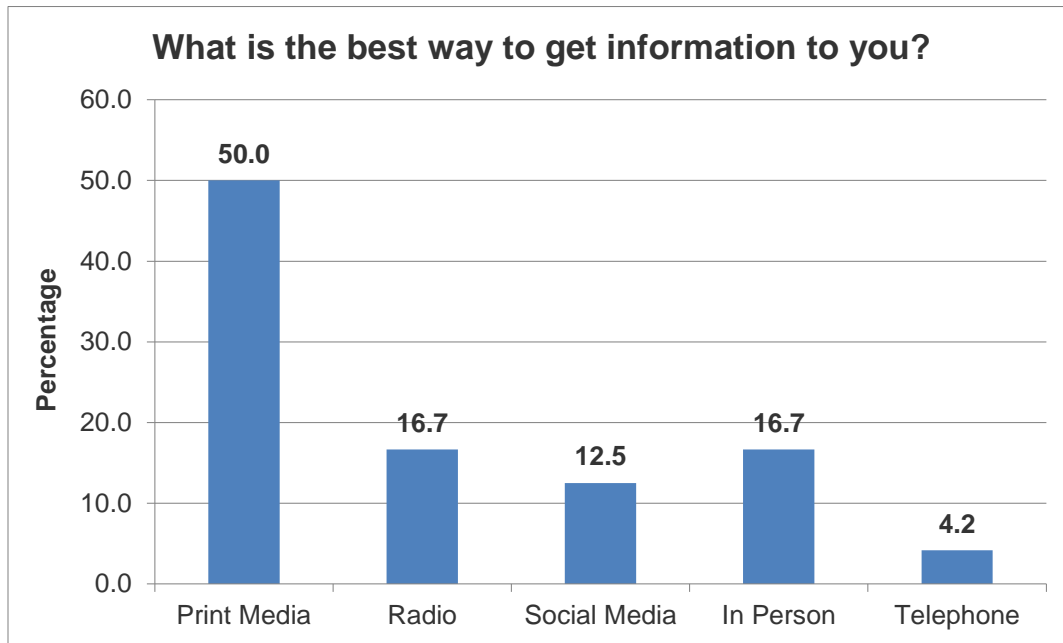


Question 6. Why do you use multiple transportation providers?

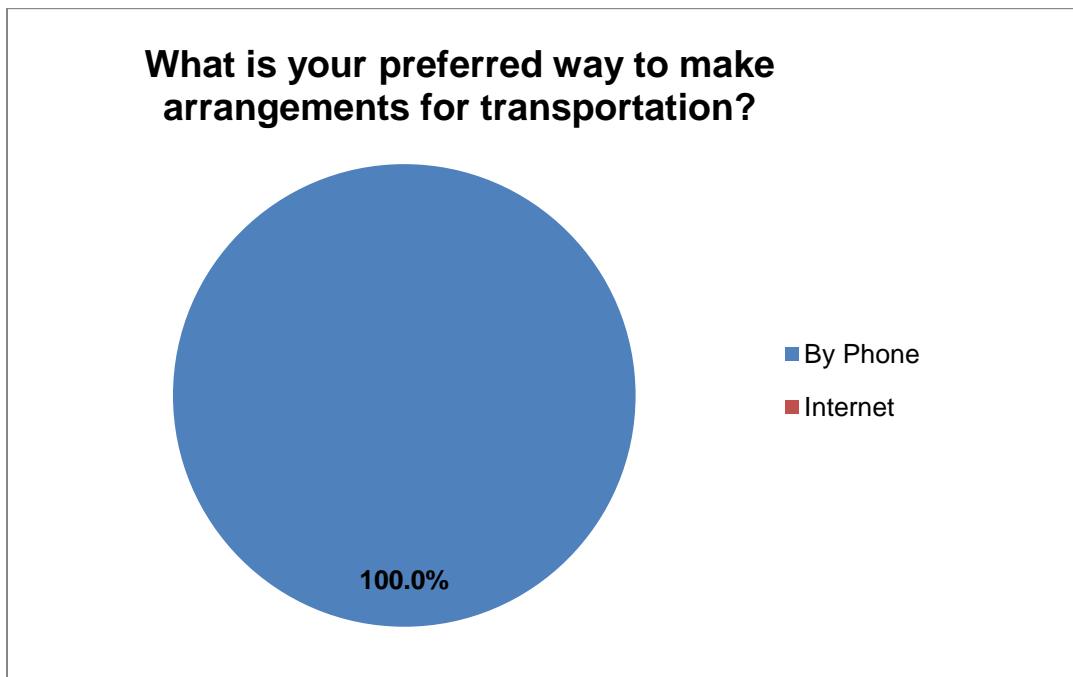


Question 7. How many time(s) do you use transportation in a given week?**Question 8. My transportation provider's vehicles have adequate equipment to meet my required needs (ramp, lift, straps, railings, etc.).**

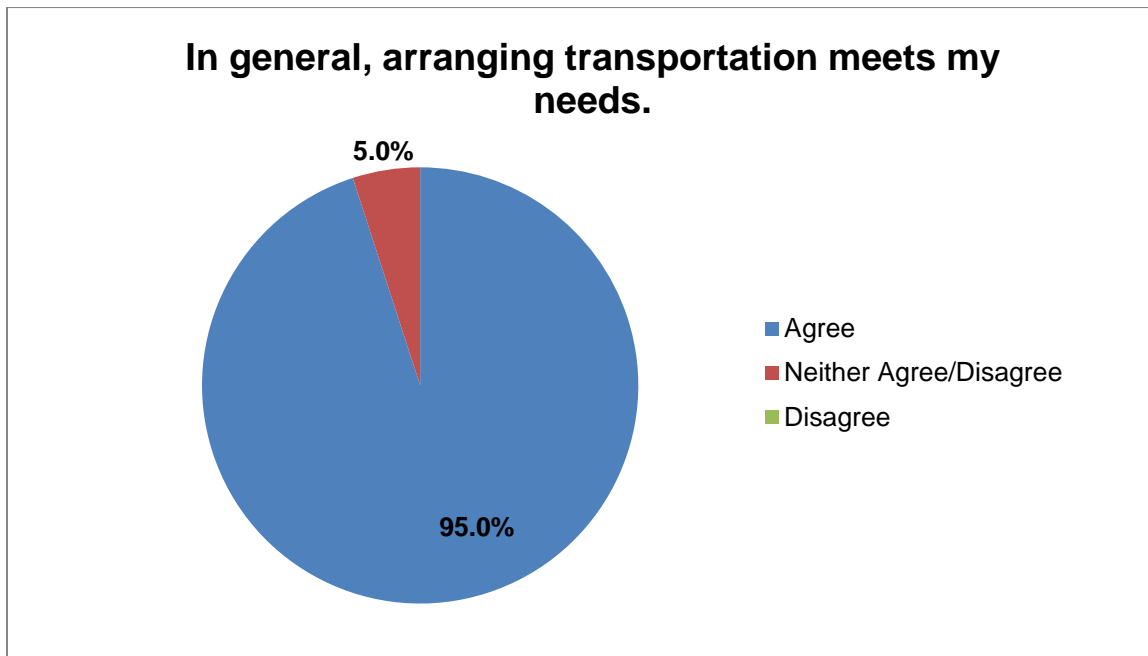
Question 9. Many times transportation services go unused because people do not know what options exist. In your opinion, what is the best way to communicate information about these services to you?



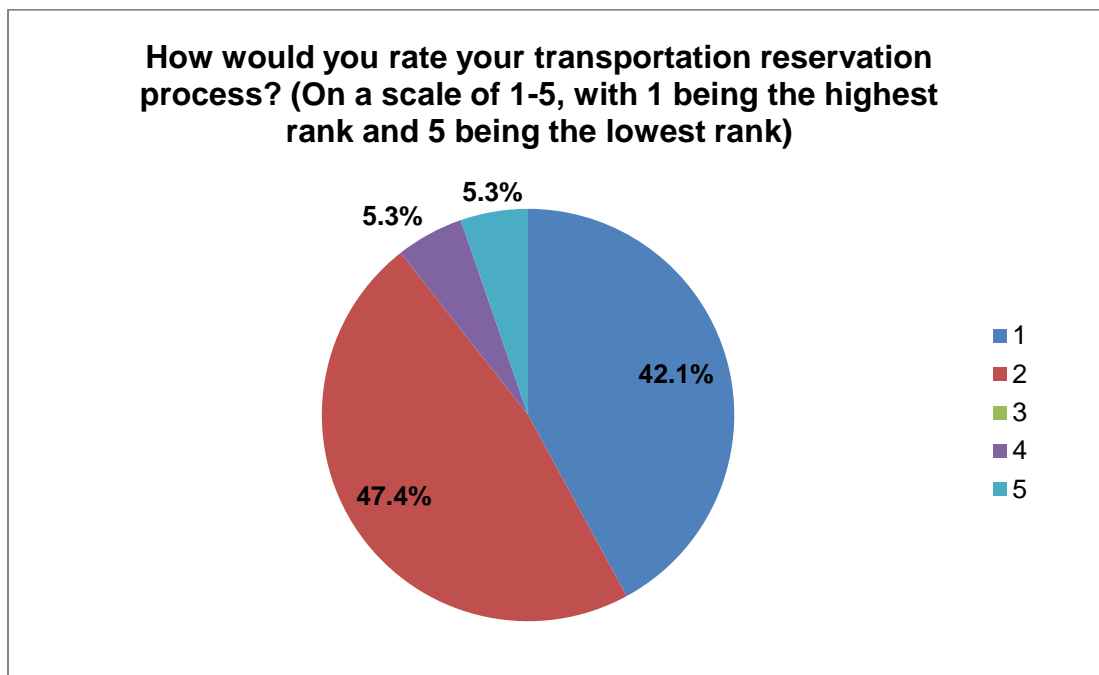
Question 10. What is your preferred way to make arrangements for transportation?



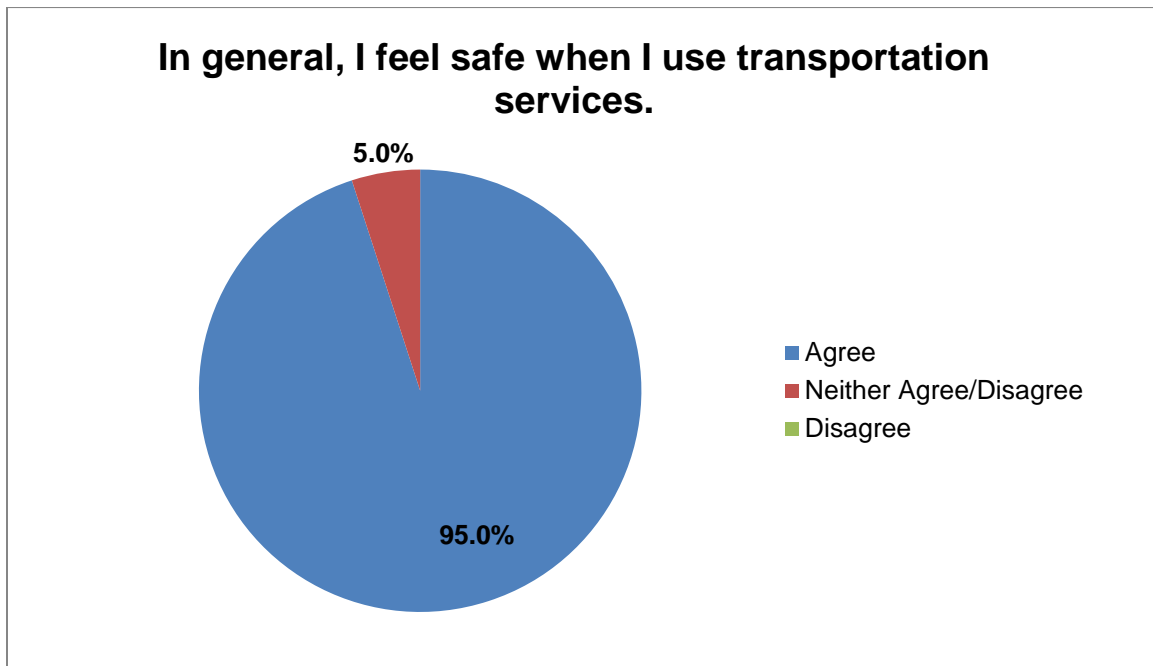
Question 11. In general, arranging transportation meets my needs.



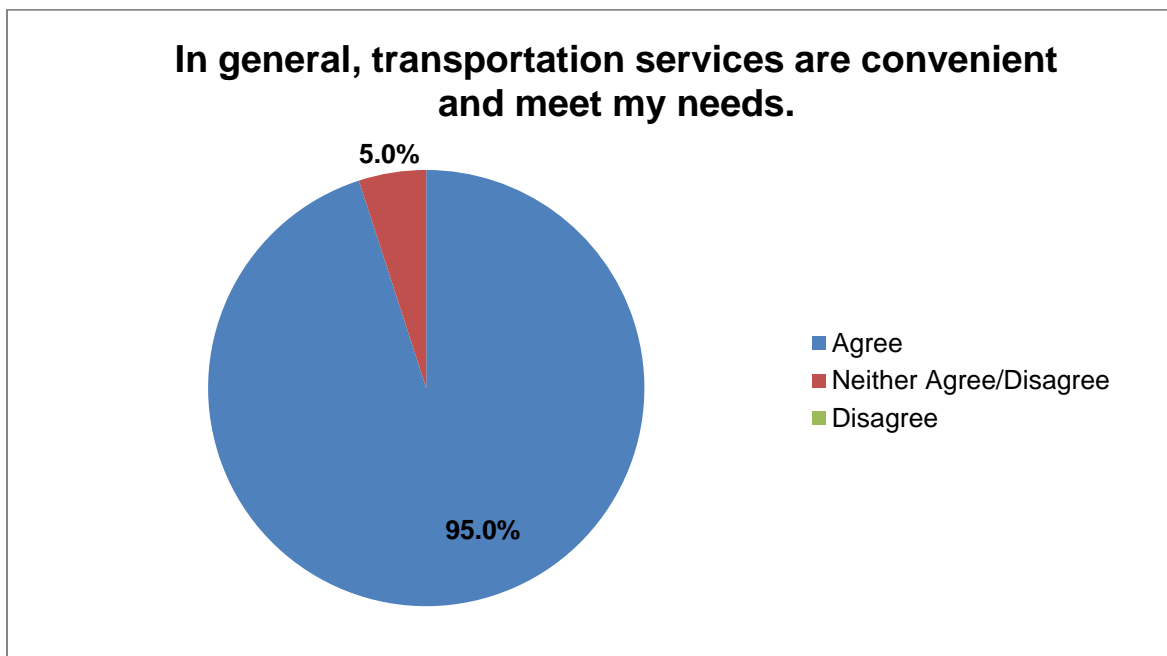
Question 12. How would you rate your transportation reservation process?



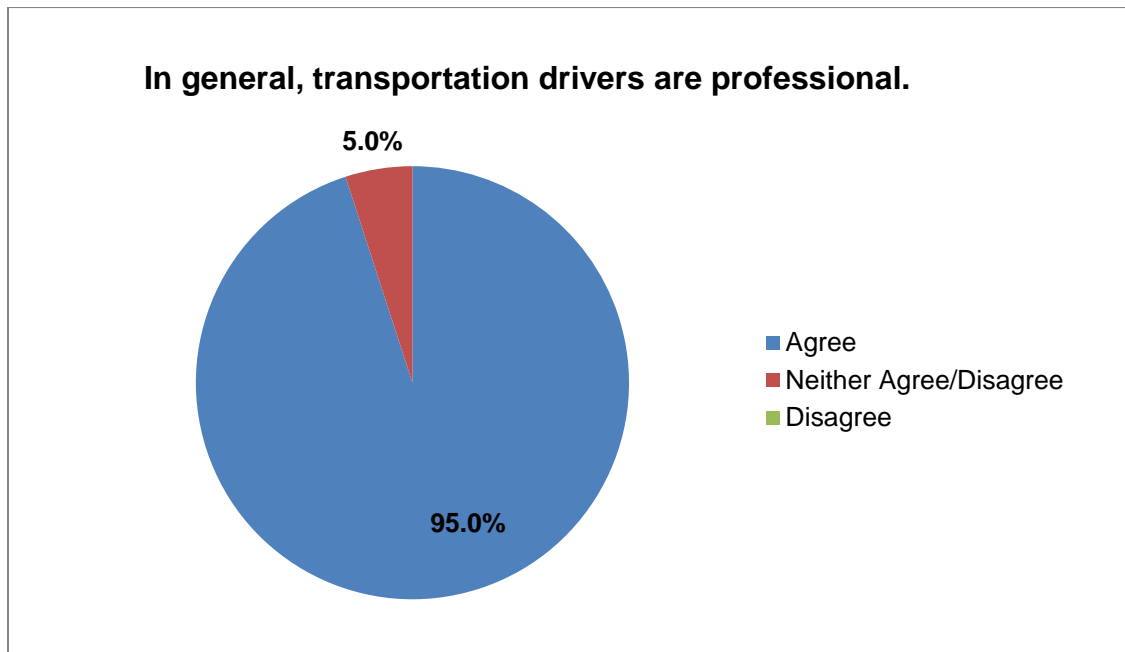
Question 13. In general, I feel safe when I use transportation services.



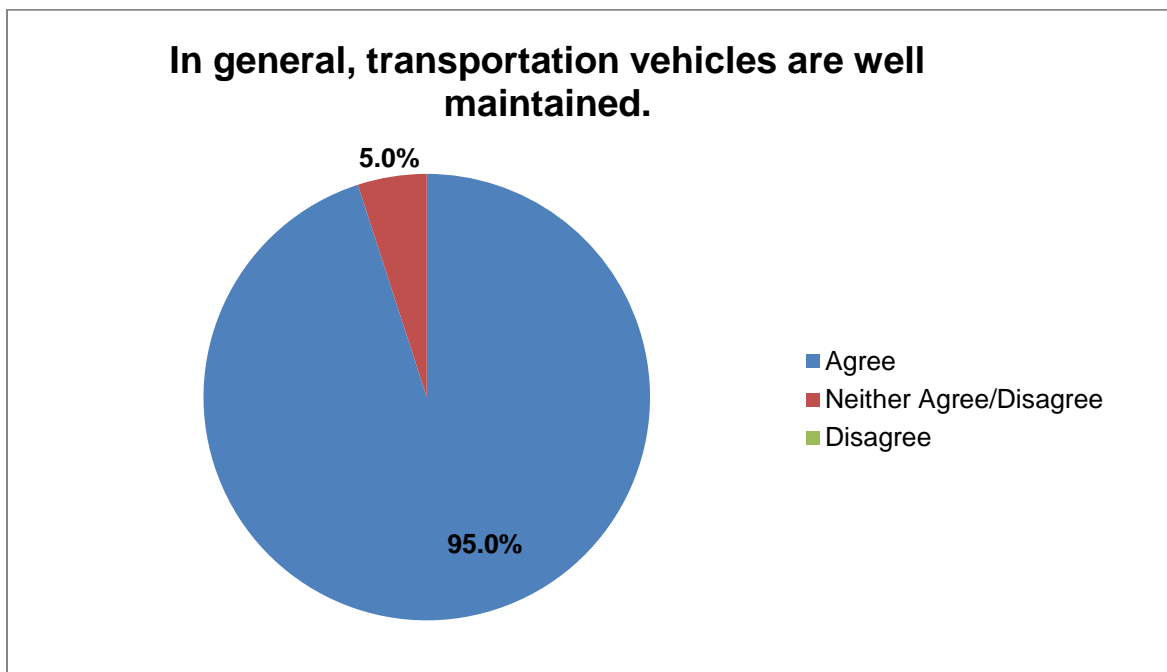
Question 14. In general, transportation services are convenient and meet my needs.



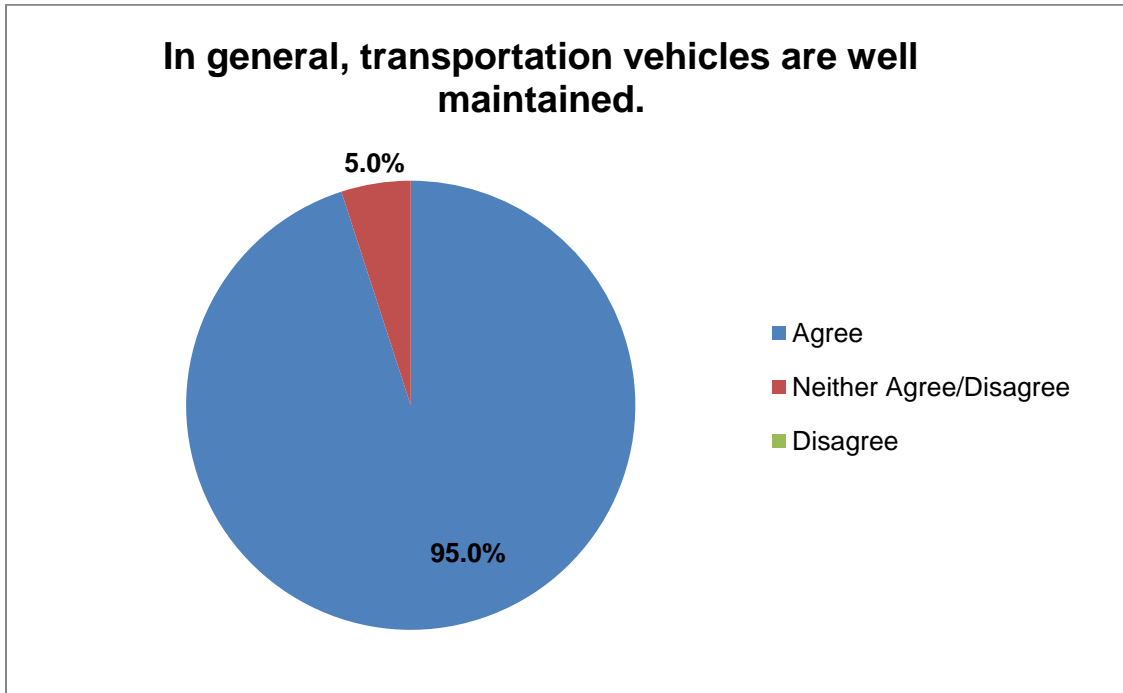
Question 15. In general, transportation drivers are professional.



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



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



SYSTEM SUMMARY ANALYSIS

Things Done Well

- Providing transportation to people with disabilities
- Partnering with Menominee Indian Tribe
- City of Shawano transportation- 2 taxi companies, mini bus on Friday's; mini bus to rural areas during the week; volunteer drivers to drive out of county to medical appointments.
- Emergency Medical Transportation
- Local taxi access
- Driver capabilities (knowledgeable and caring)
- Active Transportation Committee

Gaps or Needs within the system

- Expanded service (user perspective) - Need to provide transportation farther outside the city limits
- Rural transportation is only offered certain days for certain areas of the county, so would need to find more expensive transportation on the other days or weekends & nights.
- Specialized Medical Vehicles (SMVs - wheelchair vans)
- MA (Medical Assistance) appointment transportation
- On-time (user perspective)
- Provide stipend or reimbursement to volunteer drivers (gas cards, vouchers, etc.) (2008)
- possible competition between private providers and county volunteer drivers; Volunteer programs putting limitations on private providers (2008)
- Discharge times of patients in the hospitals, patients typically brought into the hospitals by ambulance, Medicare will not provide transportation home because not considered an emergency - cost of the trip hard for limited incomes (2008)
- Lack of knowledge of offered services (2008)
- Lower insurance and fuel costs
- Providing airport shuttle (taking to and picking) transportation; provide return trips from airport - there is a service in place for it (2008)
- Amount of subsidy (wheelchair bond - non medical) not enough, but at least it is a start; private providers limited on how much business they can bring in; can't always provide rides (2008)
- Specialized transportation private providers who have contacts with public providers can't use the grant vehicle or get a vehicle - not an issue right now, unless there would be another private provider (2008)
- No Greyhound bus service (2008)
- Coordinate with all agencies: public and private providers and the times of the transportation providers; times of fix routes (2008)
- Individuals not on MA who need medical transportation (2008)

Barriers that prevent individuals from having adequate transportation

- Not having more vehicles to be able to go farther out of city limits
- Lack of knowledge of offered services
- For some, financial; possibly not having enough volunteer drivers in their area of the county which would drive up the cost. Hear many issues with Medical Assistance transportation not getting picked up on time or even at all.
- State brokerage model
- State brokerage model for SMVs throughout entire state hinders access, quality.
- We are no longer able to use local transport company (Koeppens) to get people to medical appointments. Instead there have been 2 different transport services mandates (Logisticare, MTM) these are disorganized and not economically feasible in our rural area. Oftentimes drivers come from over an hour away. Persons with disabilities that have no other means of transportation to out of town medical appointments, miss numerous visits.

Weaknesses within the transportation system

- Scheduling routes
- For a few providers, I would say communication. If everyone attended or at least sent in reports for the meetings so everyone would stay up to date on what everyone is providing.
- Brokerage model relies on 'participating' providers; vehicles may travel 50+ miles to reach a patient that only needs to be transported a short distance.
- Very inefficient model relies on 'participating' providers, who may drive 50-75 miles to transport a SMV patient a short distance.

PUBLIC FACILITATION – STRATEGIES, RESPONSIBILITY AND PRIORITIZATION

The Shawano County Human Services-Public Transportation Coordinated Plan public facilitation took place on November 21, 2013 at Shawano City Hall, Shawano. The facilitation was designed to gather feedback from the public, transportation providers, agencies, businesses, and government officials on the following: **(Table 5.)**

- Gaps, needs and barriers with the transportation system;
- Strategies to counter gaps, needs and barriers;
- Responsible parties;
- Timeline and prioritization; and
- Identification of future projects

The public facilitation members will become the Planning Committee who will approve the plan. The public facilitation sign-in-sheet is located in **Appendix E.** and the Summary of Proceedings is located in **Appendix F. RESULTS OF THE COUNTY HUMAN SERVICES-PUBLIC TRANSPORTATION COORDINATED PLAN PUBLIC FACILITATION (TABLE 5.)**

Table 5. Shawano Action Plan			
Location: Shawano City Hall	Date: 11-21-13		
Gaps, Needs & Barriers	Strategies and or Actions to overcome gaps & needs	Responsible Parties	Priority
Expanded service (user perspective) - Need to provide transportation farther outside the city limits	More publicity or education of the transportation services that are provided in the county; advertisement for church bulletins, newsletters, (Free Paper) to get information out to customers, radio advertising (Shawano and Antigo radio stations), connecting with local groups/agencies (Chamber of Commerce), advocate for additional funds (drivers and vans), talk with legislators	County, transportation providers, legislators, Veterans Services	
Rural transportation is only offered certain days for certain areas of the county, so would need to find more expensive transportation on the other days or weekends & nights.	More publicity or education of the transportation services that are provided in the county; advertisement for church bulletins, newsletters, (Free Paper) to get information out to customers, radio advertising (Shawano and Antigo radio stations), connecting with local groups/agencies (Chamber of Commerce), advocate for additional funds (drivers and vans), talk with legislators	County, transportation providers, legislators, Veterans Services	4
Specialized Medical Vehicles (SMVs - wheelchair vans)	Look into larger capacity lifts for vehicles (1000 lbs. capacity)	Transportation providers, County, City	
MA medical appointment transportation	Communicate with legislators, call the hotline (MTM)	Everyone	
On-time (user perspective), non-emergency service (MTM)	Communicate with legislators, call the hotline (MTM)	Everyone	
Lack of incentives for volunteer drivers	Volunteer driver appreciation day, talk with legislators about reimbursement rates	Everyone	
Discharge times of patients in the hospitals, patients typically brought into the hospitals by ambulance, Medicare will not provide transportation home because not considered an emergency - cost of the trip hard for limited incomes (2008)	Coordination with County, City, County Nurses Office local/regional healthcare providers to identify issues and potential solutions, talk with legislators	County, Transportation Committee, transportation providers, legislators, Veterans Services, healthcare providers	1

Gaps, Needs & Barriers	Strategies and or Actions to overcome gaps & needs	Responsible Parties	Priority
Lack of knowledge of offered services (2008)	More publicity or education of the transportation services that are provided in the county; advertisement for church bulletins, newsletters, (Free Paper) to get information out to customers, radio advertising (Shawano and Antigo radio stations), connecting with local groups/agencies (Chamber of Commerce), advocate for additional funds (drivers and vans), talk with legislators	Everyone (agencies and users)	2
Lower insurance and fuel costs	Something regarding the insurance costs must be done at the state and federal level; if following strict guidelines maybe there could be some way that there would be a discount on those following the guidelines; better coordination between providers	Everyone (agencies and users)	
Amount of subsidy (wheelchair bond - non medical) not enough, but at least it is a start; private providers limited on how much business they can bring in; can't always provide rides (2008)	Priority in the budget process - user side subsidy; increase funding; budgets are tight, talk to legislators	County, users, transportation providers, legislators, Veterans Services	5
Coordinate with all agencies: public and private providers and the times of the transportation providers; times of fix routes (2008)	Better coordination with Menominee Regional Transportation fixed route services. Coordination with Lakeland, City, cab company on Lakeland services and search for user subsidies to offset cost, subsidies for increased hours of operation	County, City, transportation providers	3
Individuals not on MA who need medical transportation (2008)	Look at state and federal grants available; coordinate with local and regional transportation providers	County, City, transportation providers	

PROGRAMS/PROJECTS Table 6.

Table 6. Programs/Projects					
Program	FY 14	FY 15	FY 16	FY 17	FY 18
5310	Shawano County, Community Alternatives	Shawano County, Community Alternatives	Shawano County, Community Alternatives	Shawano County, Community Alternatives	Shawano County, Community Alternatives
85.21	Shawano County	Shawano County	Shawano County	Shawano County	Shawano County

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PLAN ADOPTION

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

1. Resolution from the Shawano County Commission on Aging approving the County Human Services-Public Transportation Coordinated Plan for the five year duration. (Resolution is located in **Appendix G.**)

AMENDMENT PROCEDURE

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

AMENDMENT PROCEDURE

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

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

SUMMARY OF MEETING EVALUATIONS

Table 7. Shawano Meeting Evaluation (9 respondents)							
	Strongly Agree		Agree		Strongly Disagree	Don't Know	Average
General Meeting Questions	1	2	3	4	5	6	#
The information covered in the group discussions, examples and explanations was understandable.	8	1	0	0	0	0	1.11
The meeting provided a good forum for communication about public/human services transportation coordination.	9	0	0	0	0	0	1.00
Participation at the meeting was from a broad stakeholder group.	7	0	2	0	0	0	1.44
The county/region's prioritized action plan is comprehensive and realistic.	6	1	2	0	0	0	1.56
The county/region has a working coordination team.	7	1	1	0	0	0	1.33
The 2008 coordination plan has been implemented.	4	1	3	0	0	0	1.88
Developing the prioritized action plan was meaningful and valuable.	7	1	0	0	0	0	1.13
I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	4	3	1	0	0	0	1.63
Facilitator Questions							
Facilitator was knowledgeable about the meeting process.	9	0	0	0	0	0	1.00
The information was presented in a clear, logical format.	9	0	0	0	0	0	1.00

Additional Meeting Evaluation Notes

- Eight of nine survey responses thought that the time allotted for the meeting was 'about right'.
- Valuable items/issues covered at the facilitation included: reviewing previous goals, learning facts about the aging population, prioritizing goals, learning about responsible parties/providers, general coordination, continual education, contacting legislators, coordination with medical entities regarding discharge times, coordination with Menominee Tribe bus service, lack of funding issues, increasing marketing and education efforts

Appendix A.

Inventory Worksheet

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Specialized Transportation Agency Information Worksheet

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

Introduction:

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

Transportation Study Background Information:

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

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

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

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

If leaving a message:

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

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

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

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

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

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

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

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

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

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Date: September 16, 2013

Dear Invitee,

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

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

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

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

Date: November 21, 2013

Time: 9 am to 12 pm

Location: Shawano City Hall

127 S. Sawyer Street

Shawano, WI 54166

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

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

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

Sincerely,

Nickolas Musson

Nickolas Musson, Transportation Planner, ECWRPC

2014-2018 COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

Shawano County

November 21, 2013

9 am to 12 pm

Shawano City Hall

127 S. Sawyer Street

Shawano, WI 54166

AGENDA

1. Welcome and Introductions
2. Overview and Purpose
3. County Transportation Assessment – Survey Results
4. Development of Action Plan
 - a. Strategies or goals
 - b. Actions
 - c. Responsible parties
 - d. Implementation schedule
 - e. Plan approval
5. Amendment Procedure
6. Evaluation
7. Adjourn

Meeting Notice:

2014-2018 Locally Developed Coordinated Public Transit-Human Services Transportation Plan

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

Shawano County



We Need Your Input!!!!

<u>Date:</u>	November 21, 2013 9 am to 12 pm
<u>Location:</u>	Shawano City Hall 127 S. Sawyer Street Shawano, WI 54166
<u>Purpose:</u>	To conduct a Locally Developed Coordinated Public Transit-Human Services Transportation Plan
<u>Contact Information:</u>	Nick Musson, Transportation Plan, ECWRPC at (920) 751-4770 or via email at nmusson@ecwrpc.org

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

Plan Area:		Shawano County				
Date of Meeting:		November 21, 2013				
Facilitators:		Nick Musson				
Coordination Plan Contact Names:		Holly Konitzer				
Name	Agency/Organization/Etc.	Street	P.O. Box/Su ite/Etc.	City	Stat e	Zip
Gerald Erdmann	County Board Chair	W15416 Fair-Morr Road		Tigerton	WI	54486
John Ainsworth	County Board Supervisor/City-Co Transp. Comm.	W6382 Waukechon Rd		Shawano	WI	54166
Tom Madsen	Administrative Coordinator/Dept. of Admin	311 N. Main St		Shawano	wi	54166
Rosemary Rueckert	County Clerk	311 N. Main St		Shawano	WI	54166
Nancy Schultz	UW-Extension	311 N. Main St		Shawano	WI	54166
Nick Benzinger	Veterans Services	311 N. Main St		Shawano	WI	54166
Leo Wojkiewicz	City-Co. Transp. Comm.	W2176 Cedar Dr.		Pulaski	wi	54166
Barbara Forry	City-Co. Transp. Comm.	1475 E Elizabeth St. Apt#310		Shawano	WI	54166
Frank J. Wozniak	COA & City-Co Transp. Comm.	711 3rd St.		Mattoon	WI	54450
Jim Peterson	City-Co. Transp. Comm.	1030 S. Park St.		Shawano	WI	54166
Barb Larson-Herber	Department of Community Programs	504 Lakeland Road		Shawano	WI	54166
Gene Stuber	Department of Community Programs	504 Lakeland Road		Shawano	WI	54166
Karla Duchac	Clerk/Treasurer	127 S. Sawyer St.		Shawano	WI	54166
Lesley Nemetz	Duputy Clerk/Treasurer	127 S. Sawyer St.		Shawano	WI	54166
Kristy Malone	Stockbridge-Munsee Elderly Services/ Elderly Center Manager	N8476 MohHeConNuck Rd		Bowler	WI	54416
Roger Malone	Stockbridge-Munsee Elderly Services/ Bus Driver	N8476 MohHeConNuck Rd		Bowler	WI	54416
Shawn Klemens	Menominee Indian Tribe/Dept. of Transit Services	W2727 Our Childrens Rd	PO Box 910	Keshena	WI	54135

Jamie Perez	Menominee Indian Tribe/Dept. of Transit Services	W2727 Our Childrens Rd	PO Box 910	Keshena	WI	54135
Keith Plantz	KAP Taxi	402 S. Sawyer St.		Shawano	WI	54166
Beverly Scott	TOP HAT Inc./ City Cab	226 Hood St		LaCrosse	WI	54601
Liz Folstad	TOP HAT Inc./ City Cab	226 Hood St		LaCrosse	WI	54601
Richard Kane	Dept. of Social Services	607 E. Elizabeth St.		Shawano	WI	54166
Lynnae Zahringer	Dept. of Social Services/Aging Unit	607 E. Elizabeth St.		Shawano	WI	54166
Holly Konitzer	Dept. of Social Services/Aging Unit	607 E. Elizabeth St.		Shawano	WI	54166
Meg Tauchen	Dept. of Social Services/Aging Unit	607 E. Elizabeth St.		Shawano	WI	54166
Kim Wolfmeyer	ADRC of the Wolf River Region	607 E. Elizabeth St.		Shawano	WI	54166
Nancy Prokash	Division of Vocational Rehabilitation	607 E. Elizabeth St.		Shawano	WI	54166
Courtney Windorski	Forward Service Corporation (Shawano Co. Job Center)	607 E. Elizabeth St.		Shawano	WI	54166
Robyn Schingler	Forward Service Corporation (Shawano Co. Job Center)	607 E. Elizabeth St.		Shawano	WI	54166
Richard Koeppen	Koeppen's Medical Transport	215 Industrial Av	PO Box 207	Clintonville	WI	54929
Scott Grosskopf	Grosskopf Bus	1208 E. Green Bay St.		Shawano	WI	54166
Julie Vanderbuilt	Community Alternatives	503 S. Main St.		Shawano	WI	54166
Pat Trinko	Shawano Amulance Service	220 N. Main St		Shawano	WI	54166

Matt Halada	WisDOT-DTSD-NE Region	944 Vanderperren Way		Green Bay	WI	54304
Judy Foss	WI Department of Transportation	4802 SHEBOYGAN AVE 951		Madison	WI	53705
Derek Weyer	WisDOT-DTSD-NE Region	944 Vanderperren Way		Green Bay	WI	54304
Jill Michaelson	WisDOT-DTSD-NE Region	944 Vanderperren Way		Green Bay	WI	54304
Alexis Kuklenski	FHWA Wisconsin Division	525 Junction Road, Suite 8000		Madison	WI	53717
Mary Robb	Wisconsin Department of Transportation	4802 Sheboygan Ave., Room 901		Madision	WI	53707
John Alley	Wisconsin Department of Transportation	4802 Sheboygan Ave., Room 951	PO Box 7913	Madision	WI	53707

Stephen Hirshfeld	Wisconsin Department of Transportation	4802 Sheboygan Ave.	P.O. Box 7913	Madison	WI	53707
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DAV	Veteran's Service Office	311 N Main St		Shawano	WI	54166
DCP	Community Alternatives	504 Lakeland Rd		Shawano	WI	54166
Driver Escort Program- Volunteers	Shawano County Aging Unit	607 E Elizabeth St		Shawano	WI	54166
	KAP Taxi	402 S Sawyer St		Shawano	WI	54166
Koeppens		217 Industrial Dr		Clintonville	WI	54929
	Menominee Regional Public Transit					
	Shawano City Taxi	607 E Elizabeth St #240		Shawano	WI	54166
	User Side Subsidy	127 S Sawyer St		Shawano	WI	54166
	Grosskopf Bus	1208 E Green Bay St		Shawano	WI	54166
	Shawano Amulance Service	220 N Main St		Shawano	WI	54166

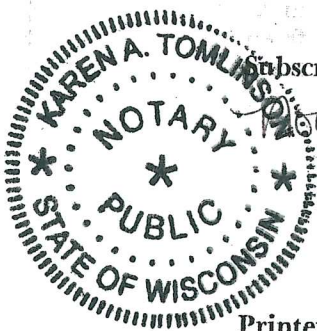
STATE OF WISCONSIN,
SHAWANO COUNTY

SS.

Miriam Nelson

being duly sworn,
says that ^{she} ~~he~~ is the editor and publisher of the WITTENBERG
ENTERPRISE, a weekly newspaper published in the village
of Wittenberg, Shawano County, Wisconsin, and that a notice,
of which the annexed is a printed copy taken from such paper,
has been published in said paper once in each week for 2
weeks successively; that the first publication thereof was on
the 7th day of November A. D., 2013; and the last
publication thereof was on the 14th day of November
2013.

Miriam K. Nelson



subscribed and sworn to before me this 19 day of
November A. D., 2013.

Karena A. Tomlinson

Notary Public, Shawano County.

Printer's fees \$ 100.00 My Commission expires 9-7-2014

November 7 and 14
Email from Nick Musson 9/16

Notice of Public Meeting

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

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

Date: November 21, 2013

Time: 9 am to 12 pm

Location: Shawano City Hall

127 S. Sawyer Street

Shawano, WI 54166

A County Coordinated Public Transit-Human Services Transportation Plan is a five year plan dedicated to sharing resources both intra- and inter-county to assist the transportation disadvantaged public in getting rides based on their individual mobility needs. The plan must be developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public. Coordination plans are required for Federal Section 5311 Enhanced Mobility of Seniors and Individuals with Disabilities program funding and State Section 85.21 Specialized Transportation Assistance program funding for counties.

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

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

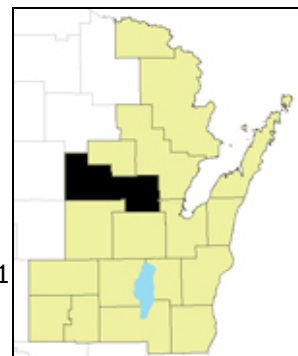
Feasible accommodations for individuals with disabilities will be made upon request by contacting Nick Musson at (920) 751-4770 or via e-mail at nickmusson@ecwrpc.org. WNAALP

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Appendix C.

Shawano County NEWRAT Webpage

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Northeast Wisconsin Regional Access to Transportation Committee**Shawano County**

Service/Information - [Services PDF](#)

2013 Coordinated Public/Human Service Transportation Planning Process

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

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

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

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

4 Required Elements of a Coordinated Plan:

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

To participate in the planning process, please fill out the appropriate survey.

Survey details will be included in the 2013 Coordinated Public/Human Service Transportation Plan.

TRANSPORTATION PROVIDER SURVEY

BUSINESS OR AGENCY SURVEY (Intended for those organizations that interact with either the disabled or elderly that access specialized transportation)

USER SURVEY

Thank you for your input!

Meeting Announcements

Coordinated Public Transit-Human Services Transportation Plan Public Facilitation Meeting
November 21, 2013 9am-12pm
Shawano City Hall
127 S. Sawyer Street
Shawano, WI 54166

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

Website administered by ECWRPC
Contact webmaster with comments/suggestions.

Appendix D. Surveys

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Specialized Transportation Provider Survey

Introduction

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

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- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiency in service delivery; and
- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

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

*1. County

Specialized Transportation Needs and Gaps

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

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

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

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

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

2008 Assessment of Needs and Gaps

Specialized Transportation Provider Survey

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

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

Specialized Transportation Provider Survey

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

County Transportation Rider Survey

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

Outagamie

Winnebago

Waupaca

Marquette

Shawano

Calumet

Waushara

Green Lake

Menominee

Fond du Lac

2. Who is filling out this survey?

a. The rider

b. Representative of the rider

3. Why do you use transportation services?

a. Not safe for me to drive

b. Don't like to drive

c. Don't have driver's license

d. Other _____

4. What kind of transportation service do you use?

a. Scheduled Bus Route

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

c. Other _____

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

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

7. List the transportation providers you currently use:

8. Which transportation provider do you prefer and why?

9. Why do you use multiple transportation providers?

a. Convenience

b. Safety

c. Availability

d. I don't use multiple providers

e. Other _____

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

a. Less than once a week

b. 1-2 times per week

c. 3-4 times per week

d. 5-6 times per week

e. More than 6 times per week

11. My transportation provider's vehicles have adequate equipment to meet my required needs (ramp, lift, straps, railings, etc.).
a. Agree **b.** Neither agree or disagree **c.** Disagree
If not **please specify** what services or equipment could better meet your needs. _____
-
12. Many times Specialized Transportation options are not used because people are unaware that these services exist. In your opinion, what is the best way to communicate information about these services to you?
a. Print Media **b.** Radio **c.** Social Media
d. E-Mail **e.** In Person
f. Other _____
-
13. What is your preferred way to make arrangements for transportation?
a. Phone
b. Internet
c. Scheduled Bus Route
d. Other _____
-
14. In general, arranging transportation meets my needs. (Please choose only one response):
a. Agree **b.** Neither agree or disagree **c.** Disagree
15. How would you rate your transportation reservation process? **(On a scale of 1-5, with 1 being the highest rank and 5 being the lowest rank)**
a. 1 **b.** 2 **c.** 3 **d.** 4 **e.** 5
16. In general, I feel safe when I use transportation services. (Please choose only one response):
a. Agree **b.** Neither agree or disagree **c.** Disagree
17. In general, transportation services are convenient and meet my needs. (Please choose only one response):
a. Agree **b.** Neither agree or disagree **c.** Disagree
18. In general, transportation drivers are professional. (Please choose only one response):
a. Agree **b.** Neither agree or disagree **c.** Disagree
19. In general, transportation vehicles are well maintained. (Please choose only one response):
a. Agree **b.** Neither agree or disagree **c.** Disagree
20. In general, transportation services allow me to make my destination on time. (Please choose only one response):
a. Agree **b.** Neither agree or disagree **c.** Disagree

Local Return Address
Name
Street
City, State Zip

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Appendix E.

Facilitation Sign-In-Sheet

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

Facilitator: Nick Musson, ECWRPC

Date: 11-21-13

Location: Shawano

Participant Name	Agency/Organization/ Municipality/Etc.	Mailing Address	E-Mail Address	Phone	County/Countries Representing
Holly Konitzer	Shawano Co. Dept. of Social Services Aging Unit	607 E. Elizabeth St Shawano WI 54166	Holly.Konitzer@co. shawano.wi.us	715-526-4687	Shawano
Joe Shybaevsky	Shawano City & County Transportation Advisory Committee	10217 E. Duluth Dr Pulaski WI	East County Committee	920-832-3667	Shawano
Nancy Schultz	Shawano Co UIC - Extension	311 N Main St. Shawano WI 54166	Nancy.Schultz@ co.shawano.wi.us	715-526-6136	Shawano
Karla Bucher	City of Shawano	171 S Sawyer St Shawano WI 54166	Clerk@ci. shawano.wi.us	715-526-4638	Shawano
Lesly Nemetz	City of Shawano	181 S Sawyer St Shawano WI 54166	lnemetz@ shawanonet.net	715-526-4638	Shawano
Julie Vanderbilt	Community Alternatives	503 S. Main St Shawano	jvanderbilt@ newcommunity alternatives.com	715-526-5570	Shawano
JIN PETERS	SHAWANO CO COUNTY ETC.	1030 S. PARK ST SHAWANO 54166	—	715-524-5885	SHAWANO

[illegible]

Location: Shawano

County/Countries Representing

Shantuo

5/4/98/98/8

Shawano

Appendix F.

Summary of Proceedings

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SUMMARY OF PROCEEDINGS

The Shawano County Coordinated Public Transit-Human Services Transportation Plan Public
Facilitation Meeting
Shawano County City Hall, Shawano
Thursday, November 21, 2013

Meeting Participants

Holly Konitzer.....	Shawano County Dept. of Social Services Aging Unit
Leo Wojkiewicz.....	Shawano County Transportation Advisory Committee
Nancy Schultz.....	Shawano County UW-Extension
Karla Duchac.....	City of Shawano
Lesley Nemetz.....	City of Shawano
Julie Vanderbilt.....	Community Alternatives
James Peterson	Shawano City/County Transportation Committee
Frank Wozniak	Shawano City/County Transportation Committee
Gene Stuber.....	Shawano County Dept. of Community Programs

Facilitators

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

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

Mr. Musson welcomed the group and began introductions.

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

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

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

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

- Expanded service (user perspective) - Need to provide transportation farther outside the city limits:
 - More publicity or education of the transportation services that are provided in the county; advertisement for church bulletins, newsletters, (Free Paper) to get information out to customers, radio advertising (Shawano and Antigo radio stations), connecting with local groups/agencies (Chamber of Commerce), advocate for additional funds (drivers and vans), talk with legislators
 - **Responsible parties:** County, transportation providers, legislators, Veterans Services
- Rural transportation is only offered certain days for certain areas of the county, so would need to find more expensive transportation on the other days or weekends & nights:
 - More publicity or education of the transportation services that are provided in the county; advertisement for church bulletins, newsletters, (Free Paper) to get information out to customers, radio advertising (Shawano and Antigo radio stations), connecting with local groups/agencies (Chamber of Commerce), advocate for additional funds (drivers and vans), talk with legislators
 - **Responsible parties:** nursing homes, transportation providers, MCO's, ADRC County, transportation providers, legislators, Veterans Services
- Specialized Medical Vehicles (SMVs - wheelchair vans):
 - Look into larger capacity lifts for vehicles (1000 lbs. capacity)
 - **Responsible parties:** transportation providers, County, City
- MA medical appointment transportation:
 - Communicate with legislators, call the complaint/fraud/abuse hotline (MTM)
 - **Responsible parties:** all responsible parties (users, providers, municipalities)
- On-time (user perspective), non-emergency service (MTM):
 - Communicate with legislators, call the complaint/fraud/abuse hotline (MTM)
 - **Responsible parties:** all responsible parties (users, providers, municipalities)

- Lack of incentives for volunteer drivers:
 - Volunteer driver appreciation day, talk with legislators about reimbursement rates
 - **Responsible parties:** all responsible parties (users, providers, municipalities)
- Discharge times of patients in the hospitals, patients typically brought into the hospitals by ambulance, Medicare will not provide transportation home because not considered an emergency - cost of the trip hard for limited incomes (2008):
 - Coordination with County, City, County Nurses Office local/regional healthcare providers to identify issues and potential solutions, talk with legislators
 - **Responsible parties:** County, Transportation Committee, transportation providers, legislators, Veterans Services, healthcare providers
- Lack of knowledge of offered services (2008):
 - More publicity or education of the transportation services that are provided in the county; advertisement for church bulletins, newsletters, (Free Paper) to get information out to customers, radio advertising (Shawano and Antigo radio stations), connecting with local groups/agencies (Chamber of Commerce), advocate for additional funds (drivers and vans), talk with legislators
 - **Responsible parties:** all responsible parties (users, providers, municipalities)
- Lower insurance and fuel costs:
 - Something regarding the insurance costs must be done at the state and federal level; if following strict guidelines maybe there could be some way that there would be a discount on those following the guidelines; better coordination between providers
 - **Responsible parties:** all responsible parties (users, providers, municipalities)
- Amount of subsidy (wheelchair bound - non medical) not enough, but at least it is a start; private providers limited on how much business they can bring in; can't always provide rides (2008):
 - Priority in the budget process - user side subsidy; increase funding; budgets are tight, talk to legislators
 - **Responsible parties:** Shawano County, Transportation Committee County, users, transportation providers, legislators, Veterans Services

- Coordinate with all agencies: public and private providers and the times of the transportation providers; times of fix routes (2008):
 - Better coordination with Menominee Regional Transportation fixed route services. Coordination with Lakeland, City, cab company on Lakeland services and search for user subsidies to offset cost, subsidies for increased hours of operation
 - **Responsible parties:** County, City, transportation providers
 - Individuals not on MA who need medical transportation (2008):
 - Look at state and federal grants available; coordinate with local and regional transportation providers
 - **Responsible parties:** County, City, transportation providers
4. Mr. Musson had the group members temporary adjourn to give the committee time to vote on their top three strategies to implement into the new plan using the three stickers that were included in their meeting materials. The group adjourned for 10 minutes and reconvened after the group had cast their three votes. Mr. Musson noted that all gaps, needs and barriers discussed in the facilitation would be included in the final document; however, the ones that received the majority of votes would be given higher priority within the planning document.

These are the five strategies the group decided to highlight (from high to low priority):

- Coordination with County, City, County Nurses Office local/regional healthcare providers to identify issues and potential solutions, talk with legislators
- More publicity or education of the transportation services that are provided in the county; advertisement for church bulletins, newsletters, (Free Paper) to get information out to customers, radio advertising (Shawano and Antigo radio stations), connecting with local groups/agencies (Chamber of Commerce), advocate for additional funds (drivers and vans), talk with legislators
- Better coordination with Menominee Regional Transportation fixed route services. Coordination with Lakeland, City, cab company on Lakeland services and search for user subsidies to offset cost, subsidies for increased hours of operation
- More publicity or education of the transportation services that are provided in the county; advertisement for church bulletins, newsletters, (Free Paper) to get information out to customers, radio advertising (Shawano and Antigo radio stations), connecting with local groups/agencies (Chamber of Commerce), advocate for additional funds (drivers and vans), talk with legislators
- Priority in the budget process - user side subsidy; increase funding; budgets are tight, talk to legislators

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

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

- Resolution from the Shawano Transportation Committee approving the County Human Services-Public Transportation Coordinated Plan for the five year duration (2014-2018). He also noted the amendment process is as follows:

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

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

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

The meeting adjourned at 11:30 AM.

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Appendix G.
Shawano County Commission on Aging
Summary of Proceedings

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MINUTES

COMMISSION ON AGING

December 10, 2013

Members present:

Bonnie Olson, Frank Wozniak, Gladys Stezenski, Holly Konitzer, Lynnae Zahringer, Marianne Phalen, Meg Tauchen, Pam Anderson, Rosetta Stern, Tom Brunner, Tom Grover

Members excused: John Ainsworth

Absent: Barbara Larson-Herber, Jamie Perez, Dr. Tom Thomas

Location and Time: Fellman Center - 9:00 a.m.
Lundmark Room, 607 E. Elizabeth St.
Shawano, WI 54166

1. **Group recited the Pledge of Allegiance.** Roll call was taken by Chairman Frank Wozniak and noted that the open meeting notice was properly posted.
2. Approval of October 22, 2013 minutes. Rosetta Stern made a motion to approve the October 22, 2013 minutes. Bonnie Olson seconded the motion. All aye, motion carried.
3. **Public Comment.** None.
4. **Adoption of Agenda.** Tom Grover made a motion to adopt today's agenda, seconded by Rosetta Stern. All aye, motion carried.
5. **Deviation from the Agenda.** Tom Grover made a motion to deviate from today's agenda, if necessary. Bonnie Olson seconded the motion. All aye, motion carried.
6. **Benefit Specialist Report.**

Pam Anderson discussed the Homestead Clinics schedule for 2014. She has ten clinics scheduled for persons age 60 and over to attend. She may have a volunteer to help her at these clinics. Postcards will be given to persons under 60 at Elizabeth Manor and Parkside with information on how they can get help with their Homestead taxes. Pam also discussed the Wisconsin Enrollment Directory where people can find help with Marketplace questions and information.

7. Nutrition.

- a. Nutrition Statistics.** The Nutrition Statistics were distributed to all persons present and reviewed by Holly Konitzer. Comparing 2012 to 2013, home delivered meals are up for 2013, but congregate meals are down. Average donation in 2012 was \$2.23 per meal and so far this year is \$2.45 per meal. At the next meeting, Holly will present numbers for all of 2013.
- b. Nutrition Program Survey Results.** Survey results were distributed to all persons present for the Nutrition Program by Holly Konitzer. There was discussion on the issues and comments received on the survey on how to improve the program.
- c. Request for Transfer of Funds** Lynnae Zahringer requested a transfer of funds from the Congregate to Home Delivered Meals. A motion to approve the transfer of \$60,754 from Congregate to Home Delivered Meals was made by Tom Brunner. Rosetta Stern seconded the motion. All aye, motion carried.

8. Transportation Report

- a. Driver Escort Report.** Meg Tauchen reported that in October volunteer drivers logged 94 trips for a total of 4,541 miles and 180.5 hours; and in November volunteer drivers logged 69 trips for a total of 3,019 miles and 106.5 hours.

Holly Konitzer discussed the training meeting that was held on December 3, 2013, for the volunteer drivers and the nutrition drivers. A video on bullying and sexual harassment in the workplace was presented. A video on winter driving tips was also presented. The volunteer drivers were presented with emergency kits to put in their vehicles.

Holly reported that 15,960 taxi tickets have been turned in so far this year. The need is definitely out there for the taxi program.

- b. Menominee Tribal Transit Report.** No one present at meeting.
- c. Transportation Contract Approval.**
Holly Konitzer reported that the contract for the mini-bus service for 2014 has been received. Motion to approve contract amount of \$34,740.29 for 2014 was made by Bonnie Olson. Tom Grover seconded the motion. All aye, motion carried.
- d. County Human Services Public Transportation Coordinated Five Year Plan**
A County Human Services Public Transportation Coordinated Plan is a five year plan dedicated to sharing resources to assist the public with transportation. Projects selected for 5310 and 85.21 funding must align with the plan, both of which Shawano County Aging Unit receives. Surveys were distributed to both providers and users. Discussed were things done well, gaps or needs within the system, barriers that prevent individuals from having

adequate transportation, and weaknesses within the transportation system. Discussed further were the top five priorities for future projects. A motion to approve the County Human Services Public Transportation Coordinated five year plan was made by Bonnie Olson. Tom Brunner seconded the motion. All aye, motion carried.

e. 85.21 Grant Public Hearing

The 2014 85.21 Transportation Grant application for \$116,378 was reviewed. This is a \$357 decrease from 2013. A 20% county match of \$23,276 is required in order to receive the funding. The grant will provide a volunteer driver escort service to medical appointments and non medical trips for the elderly and disabled. The second project is to continue the contract and lease with Menominee Indian Tribe's Transit Services to provide all mini bus rides using the Aging Unit's buses. The third project is the user-side subsidy toward the taxi service with City Cab and KAP taxi in the city of Shawano. There will be 16,000 tickets printed and a discount of \$1.25 per ride being offered. All projects are implemented to address the need to maintain and increase city and rural transportation mobility options and service for the elderly and disabled that were identified in the coordination plan. A motion to approval the 85.21 Transportation Grant in the amount of \$116,378 was made by Tom Grover. Rosetta Stern seconded the motion. All aye, motion carried.

9. Aging Unit Director Report.

- a. Budget Approval.** Lynnae Zahringer indicated this was presented and approved last month and should have been removed from agenda.
- b. GWAAR Updates.** Lynnae Zahringer discussed a conference to be held in Wisconsin Dells (Kalahari) on September 12-14, 2014, if anyone was interested in attending. Lynnae distributed to all persons present information from GWAAR regarding funding changes for Wisconsin's Aging Programs under the Older Americans Act for discussion.
- c. Advocacy.** Lynnae Zahringer distributed to all persons present information about a hearing held on November 6, 2013, regarding transportation challenges for the elderly and aging population. This included a website where testimony of the invited speakers could be found. Persons are encouraged to contact Senator Baldwin who sits on the Special Committee on Aging.
Lynnae distributed another handout to all persons present regarding MTM, Inc. which contains information on how to file a complaint regarding problems with transportation services provided by MTM. The Long-Term Support Committee has had discussion about the possibility of sending a letter to MTM outlining concerns/problems with their transportation services and copying Senator Baldwin on this letter.
- d. Annual Report.** Lynnae distributed to all persons present a copy of the Annual Report for 2013.

10. District Representatives and AARP Reports.

Western: Frank Wozniak discussed the closing of the Mattoon meal site. There are three Christmas parties scheduled for Tigerton, Wittenberg and Birnamwood.

Eastern: Tom Brunner

Nothing to report.

Central: Tom Grover

Tom reported "all is quiet" in his district.

AARP: Marianne Phalen

Marianne indicated the AARP is still going strong with 34 members this year, even though there were 54 members last year. The Christmas party is scheduled for December 7, 2013, at the Civic Center. Marianne read an article about "Being Green" and the differences between the young and old and their perceptions of what "being green" means.

Member at Large: Dr. Tom Thomas was not present at meeting. Nothing to report.

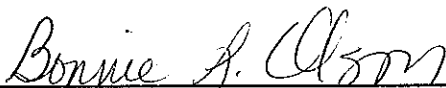
City: Gladys Stezenski

Gladys reported that Buck Bingo was held during the deer hunting season. They will be adding another Monday adult day service due to increased demand.

11. Per Diem Approval. Tom Brunner made a motion to approve today's COA Meeting per diem payments. Bonnie Olson seconded the motion. All aye, motion carried.

12. 2014 Meeting Dates. Meeting dates for 2014 are as follows: January 28, March 25, May 27 (Older American's Month Meeting), August 26, October 28, and December 9. The next Commission on Aging meeting will be held on Tuesday, January 28, 2014, at 9:00 a.m. at the Fellman Center.

13. Adjourn. Bonnie Olson made a motion to adjourn this meeting, seconded by Gladys Stezenski. All aye, motion carried. The meeting was adjourned.



Bonnie Olson, Secretary
Shawano County Commission on Aging

12-18-13

Date