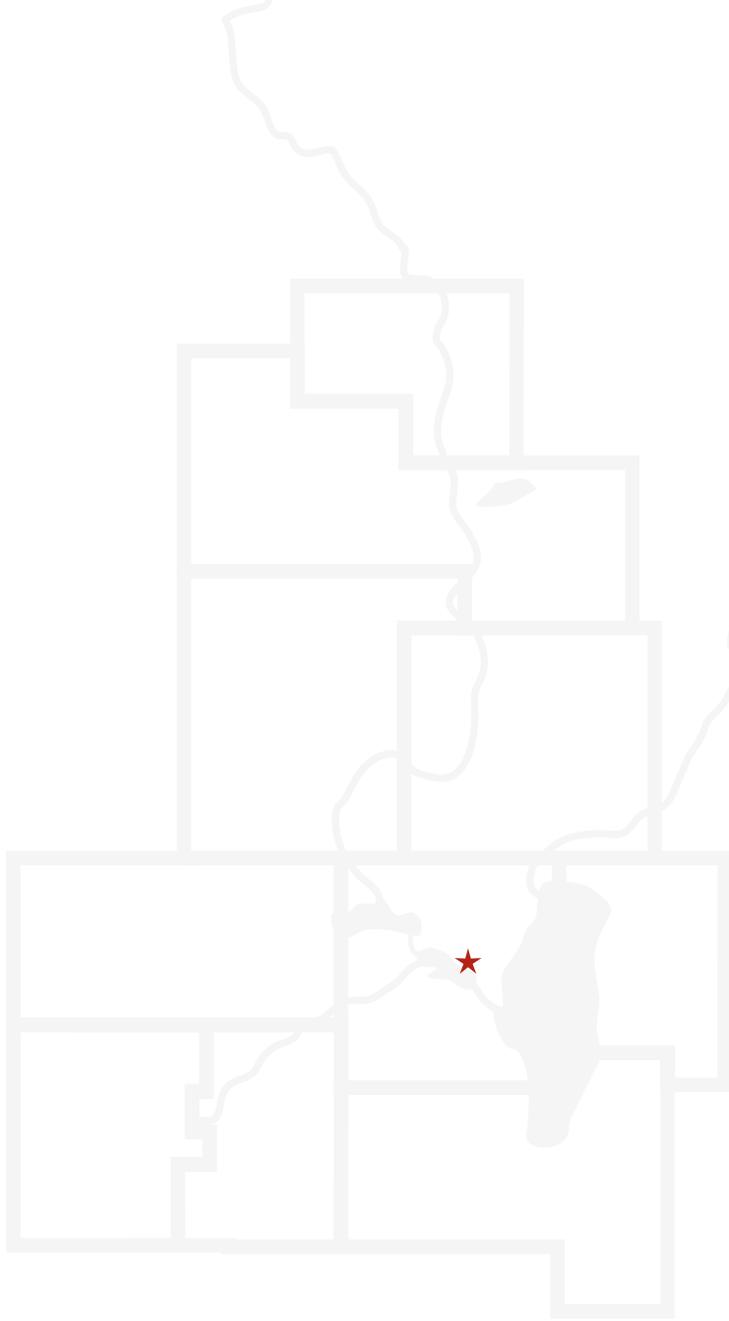


Winnebago County Specialized Transportation Study March, 2014



Winnebago County Specialized Transportation Study

Winnebago County

March 2014

Prepared by the
East Central Wisconsin Regional Planning Commission

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ABSTRACT

TITLE: Winnebago County Specialized Transportation Study - 2014

AUTHOR: Nick Musson, Associate Transportation Planner

SUBJECT: A study on specialized transportation gaps, barriers and needs within Winnebago County.

COMPLETED: March, 2014

PLANNING AGENCY: East Central Wisconsin Regional Planning Commission

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Winnebago County has a well-established specialized transportation network in place that currently meets many of the county residents' specialized transportation needs. This network is comprised of a large, diverse group of caring people including agencies, county/municipal governments, businesses, transportation providers, caretakers, medical organizations and volunteers. The county also has a robust fixed bus route system that is available for specialized transportation individuals when convenient. The existing specialized transportation framework includes options throughout the county for the elderly, disabled and low income individuals. Winnebago County recognizes that even though they are meeting the needs of many, there are still gaps, needs and barriers within the system that are preventing individuals from adequate transportation. This study was initiated to evaluate the existing specialized transportation system and identify the gaps, barriers and needs and to develop recommendations to remedy them.

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EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

Winnebago County has a well-established specialized transportation network in place that meets many of the needs of the specialized transportation target population's (elderly, disabled and low income). This network is comprised of a large, diverse group of caring people including agencies, county/municipal governments, businesses, transportation providers, caretakers, medical organizations and volunteers. The county also has a robust fixed bus route system that is available to meet the needs of some of the targeted population groups. The existing framework includes option for both urban and rural specialized transportation customers that the county can build upon. Winnebago County recognizes that especially in the rural portions of the county there are still gaps, needs and barriers that are preventing individuals from adequate transportation. This study was initiated to evaluate the existing specialized transportation system to identify the gaps, barriers and needs and to develop recommendations to remedy those issues.

The study utilized data from a wide range of stakeholders, including specialized transportation service providers within the county, residents that currently use those services, residents who potentially could use the services but are not currently using them, businesses/agencies/programs that support residents who need/use specialized transportation (to provide additional perspectives and insights into this issue), drivers of specialized transportation vehicles and individuals within the various municipalities throughout Winnebago County who have residents with specialized transportation needs to identify the gaps, barriers and needs that are preventing individuals from adequate transportation options. In order to systematically address the study goals and ensure that the insights gained could be generalized to the targeted population of service users (i.e., elderly, lower income and disabled), the study utilized the following four steps.

Step 1: Develop data collection protocols to evaluate targeted populations (survey instruments and questionnaires).

Step 2: Data collection via surveys and personal interviews

Step 3: Data analysis was conducted with all of the information received from the various stakeholder groups.

Step 4: Evaluation of the Winnebago County transportation system to identify system deficiencies and improvement options.

The Winnebago County Specialized Transportation Study recommendations were developed through a three phase process. Phase one used Dynamic Insights LLC. data collection and report analysis. Dynamic Insights LLC. utilized survey data and interview testimonies to identify areas of improvement and recommendations to enhance the system to better meet the needs of the users. The recommendations were insightful, but needed to be more comprehensive. Phase two took Dynamic Insights LLC. recommendations and refined them and added "real life models" and "best practices". This phase took the recommendations and brought them to life. Phase three introduced the recommendations to the steering committee to review and consider future steps or actions. This phase is critical as it will allow the steering committee to develop recommendations they can support.

The following is Winnebago County's vision to guide the county's specialized transportation system into the future.

VISION

Enhance the overall public transit/specialized transportation user experience, increase mobility in and around rural communities, create a more efficient transportation network, build public and private partnerships, increase mobility of all residents and visitors by helping people navigate the number of transportation services throughout the region.

The following are the short and long range recommendations to help Winnebago County achieve their vision for the future. Short range recommendations refer to those recommendations that should be addressed immediately or within one to five years. Long range recommendations refer to those recommendations that should be addressed within the next five to ten years. The recommendations are intended to be comprehensive to provide Winnebago County with a multitude of options to improve the efficiency and coordination of the specialized transportation system. The detail and examples provided with each recommendation is intended to provide the County with the resources to start implementation.

RECOMMENDATIONS

- **Recommendation 1:** Develop a Winnebago County coordinated transportation system and hire a transportation coordinator to manage it. (short range)
- **Recommendation 2:** Invest in a robust mobility management program to incorporate all users and increase overall mobility. (short range)
- **Recommendation 3:** Increase rural user transportation options through policy changes, public private partnerships and additional programs. (short range)
 - Establish a Voucher Program
 - Vehicle Loan/Maintenance Programs
 - Find-A-Ride Program
 - City/Private Taxi Partnership
 - Proposed Winnebago Rural Route
 - Increase number of GO Plus Winnebago Rural "Over 60" and "Under 60" trips per month
 - Purchase Vehicles with 1000 Pound Lift Capacity
 - Community Contribution to GO Plus Winnebago Rural "Over 60" and "Under 60"
 - Provide Incentives to ADA Customers to Ride Fixed Route Transit
 - Promote the Statewide RIDESHARE Program
 - Increased Awareness and Marketing of Transportation Services
- **Recommendation 4:** Establish a mobility advocacy coalition to provide a positive forum for citizens to voice their concerns and connect with transportation professionals. (short range)
- **Recommendation 5:** Incorporate Quality Assurance Measures. (short range)
- **Recommendation 6:** Advocate for Policy Changes. (short range)
- **Recommendation 7:** Provide Ongoing Driver Training and Feedback Loop. (short range)

- **Recommendation 8:** Modify the Qualifications for GO Transit's Access to Jobs Program. (short range)
- **Recommendation 9:** Develop a Regional Cooperative Transportation Network between Oshkosh's GO Transit, Fond du Lac Transit, Valley Transit and Green Bay Metro. (Long range)

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INTRODUCTION

INTRODUCTION

STUDY INITIATION

Rural communities within Winnebago County and across the country are at a disadvantage when comes to transportation and mobility compared to urban communities. In most cases individuals who do not own a vehicle do not have the same opportunities than those individuals who own their own vehicle. If you live in an urban environment there is most likely public transportation, but that is not the case for most rural communities. If you are disabled or elderly and cannot physically drive or you cannot afford a vehicle you have to look for other means to get to the grocery store, medical appointments, employment, education, daycare and social events, etc.

In 2012 the Winnebago County Aging Disability and Resource Center (ADRC) was presented with a request to increase the number of trips allotted to the “Rural 60 and Over and 60 and Under” program. The “Rural 60 and Over and 60 and Under” program is two programs with different focuses. The Rural 60 and Over Program provides sedan service to seniors (age 60 and over) in rural Winnebago County. The Rural 60 and Under Program provides sedan and lift-equipped van service to rural residents with a qualifying disability in Winnebago County. Both services can be used for any trips within the county and allow 10 one-way trips per month, which is equivalent to 5 round trips. The request was to increase round trips for both programs to allow individuals better access to the grocery store, appointments, social events etc. The “Rural 60 and Over and 60 and Under” programs are a few options under Winnebago County’s Specialized Transportation services. Specialized transportation is a form of “demand-response service” that responds to riders’ individual requests (or demands) for service (van, small bus, or taxi). For example, a trip in a Cabulance vehicle would fall into this category, as would a trip via Dial-A-Ride. For low income individuals who live in rural communities without public transit, specialized transportation refers to financial and technical assistance to purchase and maintain a vehicle to access employment. The ADRC and the county inquired on what other needs, gaps or barriers exist within the specialized transportation system that are preventing individuals from living an active quality life.

Winnebago County has a well-established specialized transportation network in place that currently meets many of the targeted population of county residents’ (elderly, disabled and low income) transportation needs. This network is comprised of a large, diverse group of caring people including agencies, county/municipal governments, businesses, transportation providers, caretakers, medical organizations and volunteers. The county also has a robust fixed bus route system that is available to meet the needs of some of the targeted population groups. The existing framework includes option for both urban and rural residents, and there are specialized options for each key special needs group in place for the county to build upon.

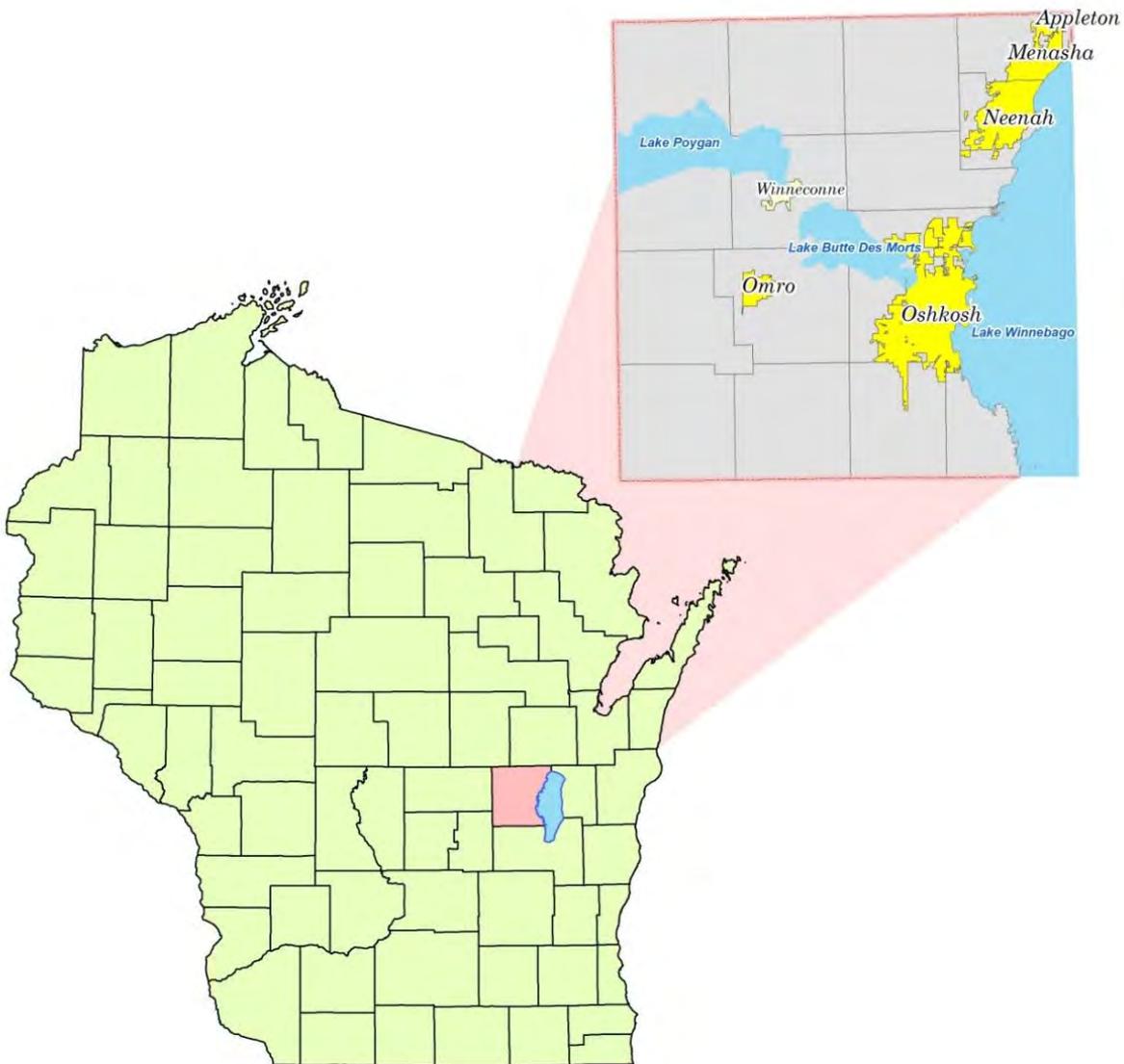
Winnebago County recognizes that there are still gaps, needs and barriers within the system that are preventing individuals from adequate transportation. This study was initiated to evaluate the existing specialized transportation system to identify the gaps, barriers and needs and to develop recommendations to remedy those issues.

In December of 2012, Winnebago County ADRC, GO Transit, in the City of Oshkosh, and the East Central Wisconsin Regional Planning Commission (ECWRPC) initiated a specialized transportation study through a grant from the Wisconsin Department of Transportation

(WisDOT) to examine specialized transportation gaps, needs and barriers throughout Winnebago County. For a number of Winnebago County residents, especially elderly, low income, and disabled individuals, access to transportation to get to medical appointments, employment, education, and social events etc. is a major issue.

The questions that need to be answered to ensure everyone has an equal opportunity for specialized transportation are:

- What options are available to these individuals?
- What barriers and gaps within the system are preventing these individuals from meeting their daily needs?
- How can specialized transportation better meet the needs of the users?



Winnebago County, Wisconsin

STEERING COMMITTEE

A steering committee was created as part of the Winnebago County Specialized Transportation Study. The Winnebago County Aging and Disability Resource Center (ADRC) selected agencies and organizations that best represent the elderly, disabled and low income population. The Winnebago County Specialized Transportation Steering Committee is unique because of the fact that it has grown over time to include additional agencies and individuals that are interested in the study and that can provide invaluable insight.

PURPOSE AND GOALS

Purpose

The purpose of the study was to examine specialized transportation gaps barriers and needs and to develop both short term and long term recommendations to improve coordination among transportation providers to enhance transportation service efficiency and increase mobility of Winnebago County residents.

Goal 1

Define the study target population.

Goal 2

Interview (face to face) and survey the target populations to get feedback on the specialized transportation system.

Goal 3

Compile feedback from target population and identify gaps, needs and barriers within the specialized transportation system.

Goal 4

Evaluate the Winnebago County specialized transportation system.

Goal 5

Research “best practice models”.

Goal 6

Develop short and long term recommendations to improve the specialized transportation system.

TARGET POPULATIONS

The target populations of this study consist of the elderly, disabled and low income. Definitions for the purpose of this study are listed below:

- Elderly – residents aged 60 years or older, or who have given up driving due to age related limitations that prevent the safe operation of a vehicle and for whom fixed-route public transportation is not a viable option (e.g., does not sufficiently satisfy all needs).
- Disabled – residents who have a physical or mental impairment that restricts/prohibits their ability to safely operate a vehicle and for whom fixed-route public transportation is not a viable option (e.g., does not sufficiently satisfy all needs).
- Low Income – residents whose discretionary income prohibits them from being able to afford the ownership and operation of a vehicle and for whom fixed-route public transportation is not a viable option (e.g., does not sufficiently satisfy all needs).



DEMOGRAPHIC ANALYSIS

DEMOGRAPHIC ANALYSIS

Why study specialized transportation? How many people need assistance? These are the questions that need to be answered to completely understand the demands of the Winnebago County's specialized transportation system.

The demographic analysis allows the county to determine the number of potential users in need of specialized transportation and the magnitude in which specialized transportation will be needed in the future. The following analysis utilizes U.S Census, American Community Survey and Wisconsin Department of Administration data to illustrate the current and future trends behind specialized transportation.

ELDERLY POPULATION

The Winnebago County Specialized Transportation Study defines "elderly" as any individual over the age of 60. **Exhibit 1** displays 2000 to 2010 U.S. Census data broken out by age cohort for Winnebago County. The Winnebago County U.S. Census data allow Winnebago County to evaluate the total population broken out by age cohort from 2000 to 2010. The total population from 2000 to 2010 grew by 6.5 percent; the 45 to 59 year old age cohort grew by 31.2 percent and the 60 plus grew by 22.0 percent.

According to the 2010 U.S. Census, there were 57.0 million total people in the U.S. who were 60 years and over, which is an increase of 24.6 percent over the 2000 U.S. Census, when this population numbered 45.8 million (**Exhibit 2**).

Winnebago County compared to the U.S. is right in line with elderly population growth. Both are experiencing significant elderly population growth as a result of the aging population.

Exhibit 1: Winnebago County Population by Age Cohort

Age Cohort	2000		2010		Percent Change 2000 to 2010
	Number	Percent	Number	Percent	
Median Age	35.4		37.9		
Total Population	156,763		166,994		6.5
Under 18 Years Old	37,343	23.8	36,132	21.6	-3.2
18 to 24 Years Old	18,493	11.8	19,870	11.9	7.4
25 to 44 Years Old	47,595	30	43,349	26.0	-8.9
45 to 59 Years Old	27,892	22	36,601	21.9	31.2
60 + Years Old	25,440	12.5	31,042	18.6	22.0

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

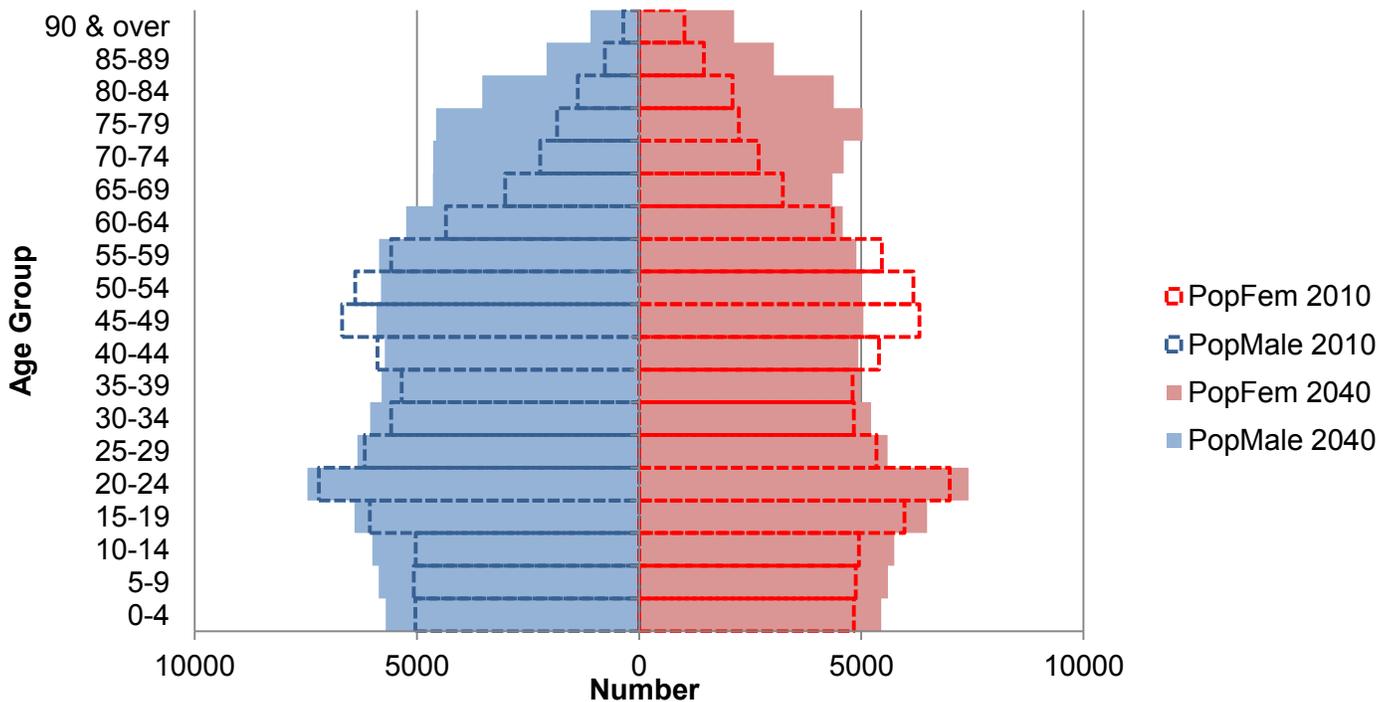
Exhibit 2: U.S. Total Population by Age Cohort

Age Cohort	2000		2010		Percent Change 2000 to 2010
	Number	Percent	Number	Percent	
Median Age	35.3		37.2		
Total Population	281,421,906		308,745,538		9.7
Under 18 Years Old	72,293,812	25.7	46,857,835	15.2	-35.2
18 to 24 Years Old	27,143,454	9.6	57,995,720	18.8	113.7
25 to 44 Years Old	85,040,251	30.2	82,134,554	26.6	-3.4
45 to 59 Years Old	51,147,189	18.2	64,671,521	20.9	26.4
60 + Years Old	45,797,200	16.3	57,085,908	18.5	24.6

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

Exhibit 3 depicts Winnebago County’s population projections broken out by sex and age cohort. It is clear by the shape of the figure that the 40 to 60 age cohorts are getting older and dramatically increasing the population of the 60 and older age cohort from 2010 to 2040.

**Exhibit 3: Winnebago County Age-Sex Pyramid by Cohort
 2010 and 2040 Final Projections**



Source: Demographic Services Center, DOA State of Wisconsin, Vintage 2013 projections

Exhibit 4 illustrates the projected total population change from 2010 to 2040 for the counties surrounding Winnebago County. This analysis is attended to give Winnebago County an idea on how it compares to its peers. Winnebago County’s projected growth is roughly in the middle of the surrounding counties. Calumet County is expected to grow by 31.1 percent and Outagamie by 21.8 percent compared to Winnebago’s 15.7 percent.

Exhibit 4: Actual and Projected Total Population Change, 2010-2040, Regional Counties

County Name	Pop All 2010	Pop All 2015	Pop All 2020	Pop All 2025	Pop All 2030	Pop All 2035	Pop All 2040	Numeric Change 2010 to 2040	% Change 2010 to 2040
Calumet	48,971	50,315	54,555	58,010	61,255	63,210	64,210	15,239	31.12%
Fond du Lac	101,633	102,885	105,755	108,485	110,590	111,040	110,250	8,617	8.48%
Green Lake	19,051	19,190	19,240	19,400	19,445	19,225	18,885	- 166	-0.87%
Outagamie	176,695	180,995	191,635	200,630	208,730	213,500	215,290	38,595	21.84%
Waupaca	52,410	53,400	54,475	56,220	57,460	57,120	55,670	3,260	6.22%
Waushara	24,496	24,705	25,860	27,180	28,230	28,385	27,990	3,494	14.26%
Winnebago	166,994	169,925	177,050	183,230	188,680	191,710	193,130	26,136	15.65%

Source: Demographic Services Center, DOA State of Wisconsin, Vintage 2013 projections

Exhibit 5 displays Winnebago County’s minor civil divisions and projects the population out to 2040. This allows Winnebago County to determine where the projected growth is going to take place over the next 26 years. The Towns of Algoma, Clayton, Neenah and the City of Appleton are all projected to have over 40 percent growth.

Exhibit 5: Winnebago County Minor Civil Division (MCD) Actual and Projected Population Totals, 2010-2040

MCD Type and Name	2010 Census	1/1/2013 Estimate	2015 Projection	2020 Projection	2025 Projection	2030 Projection	2035 Projection	2040 Projection	Percentage Change from 2010 to 2040
T Algoma	6,822	6,917	7,150	7,770	8,360	8,925	9,375	9,730	42.6
T Black Wolf	2,410	2,423	2,445	2,535	2,605	2,670	2,695	2,700	12.0
T Clayton	3,951	3,996	4,140	4,510	4,855	5,200	5,470	5,685	43.9
T Menasha	18,498	18,582	18,950	20,070	21,080	22,020	22,680	23,140	25.1
T Neenah	3,237	3,371	3,495	3,810	4,110	4,400	4,635	4,820	48.9
T Nekimi	1,429	1,423	1,425	1,445	1,460	1,470	1,460	1,435	0.4
T Nepeuskun	710	728	740	775	805	835	855	865	21.8
T Omro	2,116	2,134	2,175	2,300	2,415	2,520	2,595	2,645	25.0
T Oshkosh	2,475	2,473	2,470	2,475	2,475	2,465	2,415	2,355	-4.8
T Poygan	1,301	1,304	1,340	1,435	1,530	1,615	1,680	1,735	33.4
T Rushford	1,561	1,572	1,590	1,655	1,715	1,765	1,790	1,805	15.6
T Utica	1,299	1,308	1,330	1,400	1,460	1,515	1,550	1,575	21.2
T Vinland	1,765	1,748	1,740	1,755	1,755	1,750	1,720	1,680	-4.8
T Winchester	1,763	1,772	1,795	1,870	1,940	2,000	2,030	2,050	16.3
T Winneconne	2,350	2,365	2,405	2,540	2,650	2,760	2,830	2,875	22.3
T Wolf River	1,189	1,188	1,190	1,220	1,240	1,260	1,255	1,245	4.7
V Winneconne	2,383	2,394	2,410	2,495	2,550	2,600	2,620	2,615	9.7
C Appleton	1,490	1,485	1,540	1,680	1,820	1,950	2,055	2,145	44.0
C Menasha, In Multiple Counties	17,353	17,454	17,575	18,170	18,645	19,045	19,180	19,120	10.2
C Neenah	25,501	25,750	26,010	26,990	27,810	28,520	28,870	28,970	13.6
C Omro	3,517	3,521	3,575	3,740	3,885	4,020	4,100	4,140	17.7
C Oshkosh	66,083	66,300	66,900	69,250	71,250	72,900	73,650	73,800	11.7
Totals	169,203	170,208	172,390	179,890	186,415	192,205	195,510	197,130	16.5

Source: Demographic Services Center, DOA State of Wisconsin, Vintage 2013 projections

DISABLED

Disabled in reference to this study are residents who have a physical or mental impairment that restricts/prohibits their ability to safely operate a vehicle and for whom fixed-route public transportation is not a viable option (e.g., does not sufficiently satisfy all needs). According to the 2009 to 2011 American Community Survey there is a total of 17,512 disabled individuals within Winnebago County (**Exhibit 6**). This is not to say that all 17,512 individuals need specialized transportation, but is important to note the significant number of individuals who fall within this category.

Exhibit 6: Winnebago County Disability Characteristics, 2011

Characteristics	Estimate	MOE	Estimate	MOE
Total civilian noninstitutionalized population with disability	17,512	+/-1,233	10.8%	+/-0.8
Population under 5 years	54	+/-50	0.5%	+/-0.5
Population 5 to 17 years	1,496	+/-360	5.7%	+/-1.4
Population 18 to 64 years	9,114	+/-952	8.7%	+/-0.9
Population 65 years and over	6,848	+/-591	32.3%	+/-2.7
• With a hearing difficulty	3,337	+/-428	15.7%	+/-2.0
• With a vision difficulty	1,504	+/-389	7.1%	+/-1.8
• With a cognitive difficulty	1,656	+/-416	7.8%	+/-1.9
• With an ambulatory difficulty	4,202	+/-521	19.8%	+/-2.4
• With a self-care difficulty	1,765	+/-427	8.3%	+/-2.0
• With an independent living difficulty	2,725	+/-438	12.8%	+/-2.0

Source: U.S. Census Bureau, 2009-2011 American Community Survey, Table S1810

LOW INCOME

Low Income individuals are residents whose discretionary income prohibits them from being able to afford the ownership and operation of a vehicle and for whom fixed-route public transportation is not a viable option (e.g., does not sufficiently satisfy all needs). Low-income residents struggle with transportation issues and continue to suffer as a largely overlooked segment of the population. Through no assignable fault to providers or other advocating agencies, the population of residents on assistance and the working poor appear to be more likely to “suffer in silence” and are much harder to identify within the general population, than are elderly, physically and/or cognitively disabled residents. Further, while elderly and disabled residents have access to a large variety of highly promoted agencies and programs, lower income residents (especially the working poor) appear not to have as many options for assistance. Especially among the working poor, or those whose incomes is just above the official poverty level, the expenses associated with owning and maintaining an vehicle in our decidedly “mobile society” can present insurmountable challenges. According to the 2007 to 2011 American Community Survey there is a total of 17,460 low income individuals within Winnebago County (**Exhibit 7**).

Exhibit 7: Winnebago County Poverty Level, 2011

	Total		Below poverty level		Percent below poverty level	
	Estimate	MOE	Estimate	MOE	Estimate	MOE
Population for whom poverty status is determined	156,779	+/-977	17,460	+/-1,230	11.1%	+/-0.8
AGE						
Under 18 years	35,483	+/-203	4,785	+/-653	13.5%	+/-1.9
Related children under 18 years	35,295	+/-232	4,617	+/-664	13.1%	+/-1.9
18 to 64 years	100,327	+/-916	11,233	+/-807	11.2%	+/-0.8
65 years and over	20,969	+/-282	1,442	+/-226	6.9%	+/-1.1

Source: U.S. Census Bureau, 2007-2011 American Community Survey, Table S1701

To determine a person's poverty status, one compares the person's total family income in the last 12 months with the poverty threshold appropriate for that person's family size and composition. Poverty thresholds are determined by multiplying the 1982 poverty threshold (Poverty Thresholds in 1982, by Size of Family and Number of Related Children Under 18 Years Old (Dollars)) by the inflation factor.

CONCLUSION

The need for a broad range of coordinated specialized transportation services in Winnebago County are evidenced by the growing number of county residents (elderly, disabled and low income individuals) that currently use and/or will likely use such services in the future. It is important to note that each category is not independent and many individuals qualify for more than one category. There is no question that specialized transportation is needed now and will be needed even more as the population grows and ages.



**INVENTORY OF SPECIALIZED
TRANSPORTATION SERVICES**

INVENTORY OF SPECIALIZED TRANSPORTATION SERVICES

An inventory of the specialized transportation options within Winnebago County is an important step in understanding the system complexity and ultimately identifying the gaps. The inventory was put together with the help of the Winnebago County Specialized Transportation Study Steering Committee members and transportation programs/providers. **Exhibit 8** lists all the transportation programs and providers operating within Winnebago County. The exhibit contains the program or provider name and a description of service provided and geographic coverage area. See **Appendix A** for maps of all transportation providers and programs and their coverage area.



Exhibit 8: Winnebago County Transportation Providers and Programs

Provider or Program	Description
Salvation Army	The Salvation Army offers direct assistance to those in need with transportation to medical appointments, bus passes and Oshkosh to the Appleton VA Clinic.
Cerebral Palsy of Mideast Wisconsin	The Cerebral Palsy of Mideast Wisconsin provides on-demand trips for individuals with Autism and Asperger's, Cerebral Palsy, Down Syndrome, Muscular Dystrophy, Multiple Sclerosis and Traumatic Brain Injury.
Lakeside Packaging Plus	Lakeside Packaging Plus, Inc. is a private, not for profit corporation providing sheltered employment and day service activities to adults with developmental disabilities in Neenah and Oshkosh; Set pick-up and delivery route to and from Lakeside Packaging's facilities.
Park View Health Center	Park View Health Center provides on-demand trips to clients who need skilled nursing services for short-term and long-term care (specialized behavioral service).
Lutheran Homes of Oshkosh	Lutheran Homes of Oshkosh provides transportation to residents that are part of the Lutheran Homes of Oshkosh network to primarily the Oshkosh general area for grocery trips, medical appointments, hospital admission, outings, etc.

Provider or Program	Description
Bus Buddy	Lutheran Social Services of Wisconsin has a Bus Buddy Program which provides volunteer assistance for any older adult who would like a companion's help determining routes and getting comfortable riding the transit bus system (Valley Transit and Oshkosh Transit systems).
Medical Transportation Management (MTM)	MTM is a brokerage service that provides Non-Emergency Medical Transportation for eligible Medicaid and BadgerCare Plus members throughout Wisconsin.
Oshkosh City Cab	Oshkosh City Cab provides taxicabs, delivery service, airport shuttle and medical transport to individuals in the City of Oshkosh area.
Wisconsin Rideshare	Wisconsin Rideshare brings commuters together for carpooling and bicycle commuting. Rideshare is a free service provided by the State of Wisconsin and serves all of Wisconsin and bordering counties in neighboring states (IA, IL, MI, MN). RIDESHARE serves individual commuters who drive, ride, or bike, as well as employers to help improve air quality, reduce congestion, and provide 'green' alternative commuting options and programs.
Winnebago County Park and Ride Lots	Winnebago County Park and Ride Lots are ideal for van pools and rideshare transportation to job sites.
Valley VNA Senior Services	Valley VNA Senior Services provides transportation services to their senior clients as part of Companion Service and Homemaker Companion programs; both programs provide services in Butt des Morte, Larson, Menasha, Neenah, Omro, Oshkosh Winchester, and Winneconne.
Home Instead Senior Care Facility	Home Instead Senior Care Facilities provides incidental transportation services for their senior clients within Winnebago County.
Kobussen Bus Service (Oshkosh to Neenah route 10)	Kobussen Bus Ltd. operates the Oshkosh to Neenah route (part of GO Transit, route 10) to connect individuals to Appleton and Oshkosh.
Cabulance	Cabulance within Winnebago County is operated by Oshkosh City Cab and Cabulance. Go Transit contracts with Oshkosh City Cab and Cabulance to offer a demand response, reduced fare for paratransit and taxi service for individuals with qualifying disabilities within the City of Oshkosh, southern Winnebago County and rural Winnebago County.
Clarity Care Inc.	Clarity Care, Inc. is a private, nonprofit agency dedicated to providing care and services to individuals with acute, chronic or long-term conditions, including those with disabilities and special needs. From in-home healthcare, to senior living options, to employment services, enabling clients to feel in control of their lives and remain an active part of the community.
Department of Veteran Services	The Department of Veterans Services Transportation/ Disabled American Veterans (DAV) Van Program is a free transportation service for American Veterans offered from Monday thru Friday by appointment only to assist veterans who need help getting to VA medical appointments. Daily fixed pick-up and drop-off locations (e.g., Plane View Truck Stop and Perkins in Oshkosh) to and from VA medical center in Milwaukee
Evergreen Retirement Community	The Evergreen Retirement Community provides transportation to residents to/from Oshkosh medical facilities; Evergreen is a nonprofit continuing care retirement community (CCRC) serving older adults, ages 55 and older
Riverview Transportation	Riverview Transportation, LLC provides transportation primarily west of Oshkosh within Winnebago County, but will provide trips anywhere; Demand response and 24 hour advanced scheduling.
GO Plus Winnebago Rural "Over 60" and "Under 60"	The Rural Over 60 Program provides sedan service to seniors (age 60 and over) in rural Winnebago County. This service can be used for any trips within the county. Each participant is limited to 10 one-way per month (on-demand service). The Rural Under 60 Program provides sedan and lift-equipped van service to rural residents with a qualifying disability in Winnebago County. This service can be used for any trips within the county. Each participant is limited to 10 one-way rides per month.

Provider or Program	Description
GO Plus Senior Dial-A-Ride	The GO Plus Senior Dial-A-Ride is a shared-ride, demand response service provided through a contract with Oshkosh City Cab. The service is only available to residents of the City of Oshkosh age 60 and over. It is a curb-to-curb service that can be used for trips within the City of Oshkosh and is non-emergency only. "Shared-ride" means there could be other people in the vehicle with you.
Access to Jobs (ATJ)	ATJ is a demand response cab ride for the purpose of going to and from work only. It is intended to assist low-income individuals with transportation needs related to employment within the City of Oshkosh. Income is a qualifying factor. The program is designed to allow low-income individuals to access their employment site, when the bus is not in service or does not provide reasonable access (walking distance from bus stop is not reasonable).
Valley Transit Fixed Route	Valley Transit provides a public fixed bus route service in the Fox Valley area. Portions of Outagamie, Calumet and Winnebago County (Winnebago– Northern most part of the county, south to all of Neenah and west to Highway 76 (Fixed Route) – Anyone can use the system)
Valley II	Valley Transit II is specialized paratransit service for residents of the Fox Cities with special needs. This service is administered by Valley Transit, with service provided, under contract, by Running, Inc. Includes City Neenah, Menasha and the Town of Menasha – On-demand para-transit
The Connector	The Connector extends the regular bus routes beyond standard route boundaries and hours. It connects you from a location outside of the bus route to one of six bus transfer points. This service is administered by Valley Transit, with service provided, under contract, by Running, Inc.
Fox Valley Cab	Fox Valley Cab provides taxicabs, delivery service, airport shuttle and medical transport within the Fox Cities.
Make the Ride Happen	Making the Ride Happen is a centralized transportation call center for seniors in Outagamie, Calumet, and Winnebago Counties. Transportation coordinators specialize in helping older adults and disabled individuals navigate transportation program and service options. Transportation is provided to medical appointments, grocery shopping, TCC programs, hair salons, banks, and pharmacies.
ADVOCAP Work-N-Wheels Program	ADVOCAP Work-N-Wheels program assist participants with vehicle loans to purchase reliable, affordable transportation, which allows individuals to solve their transportation needs, build a better credit rating, access greater employment opportunities, retain employment and increase self-sufficiency – individuals who participate in the Work-N-Wheels program must be willing to carpool with other low income individuals. Regional (Calumet, Fond du Lac, Green Lake, and Winnebago Counties) – low income individuals who have a job and earn less than 200 percent of the federal poverty level
ADVOCAP Volunteer Driver Program	ADVOCAP Volunteer Transportation Program assists Winnebago County Health and Human Services Clients or individuals over the age of 65 within Winnebago County with transportation needs.
GO Transit	GO Transit provides a public fixed bus route service in the City of Oshkosh area.
Dial-A-Ride Northern Winnebago County	Dial-A-Ride Northern Winnebago provides Reduced fare transportation for residents of the Cities of Neenah and Menasha, Town of Menasha, aged 60 years and older; Neenah-Menasha origination to locations throughout the Fox Valley (County Road G to the south, Highway 76 to the west, Capital Drive in Appleton to the North, and Highway 441 to the east).

Provider or Program	Description
GO Plus ADA Paratransit Service	GO Plus ADA Paratransit Service Program provides service to individuals with disabilities within the City of Oshkosh whose condition prevents them from using the bus service. It is a shared-ride, demand response sedan or lift-equipped van service provided through a contract with Cabulance and Oshkosh City Cab. This service is designed to comply with the Americans with Disabilities Act (ADA).

Detailed provider/program coverage maps are located in **Appendix A**.



**SPECIALIZED TRANSPORTATION
FUNDING**

SPECIALIZED TRANSPORTATION FUNDING

The specialized transportation revenue flows through a number of entities prior to reaching the transportation provider. Each funding source has its own set of rules and restrictions on how the funds are to be spent.

FUNDING SOURCES:

Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program

The Elderly and Disabled Transportation Capital Assistance program utilizes federal and state funds to provide capital funding for specialized transit vehicles used to serve the elderly and persons with disabilities. Eligible applicants include private, non-profit organizations and local public bodies.¹

Eligible activities include the following.

- At least 55 percent of program funds must be used on capital projects that are:
 - Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- The remaining 45 percent may be used for operating or capital expenses associated with:
 - Public transportation projects that exceed the requirements of the ADA.
 - Public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit.
 - Alternatives to public transportation that assist seniors and individuals with disabilities

State Statute 85.21 Specialized Transportation Assistance Program for Counties

The Specialized Transportation Assistance Program for Counties, authorized by s. 85.21, Wisconsin Statutes, provides state financial aid to all 72 Wisconsin counties. This grant program operates on an annual, calendar-year basis. It is administered by the Public and Specialized Transit Section of the Wisconsin Department of Transportation. Wisconsin counties (or agencies thereof) are the only eligible applicants for funds available under s. 85.21, Wis. Stats. Private for-profit or private non-profit organizations may provide service for counties through contractual agreements. Each county may only submit one application per year. Specialized transportation services using s. 85.21 aid must serve the elderly and persons with disabilities. State statute permits counties to transport the general public via 85.21-funded service on a “space available” basis. If a county chooses to transport persons who are neither elderly nor disabled, it must ensure that the elderly and the disabled are not displaced or denied service as a result. Space may be made available to the public on a specialized service vehicle when, for instance:

- the vehicle is not scheduled for elderly or disabled transportation use;

¹ <http://www.dot.wisconsin.gov/localgov/transit/elderly.htm> - 3/17/14 2:38 pm

- the vehicle has remaining seating capacity after a minimum advance reservation time has passed;
- for fixed schedule service, space is available at the time a public rider wishes to board;
- the public rider is a family member accompanying an elderly or disabled rider.

For administrative purposes, an “elderly person” is defined as any individual age 65 or older. (This is the age that WisDOT uses to estimate elderly populations in calculating county allocations.) However, for the purpose of operating its specialized transportation program, a county may drop the elderly person age threshold as low as 55.

A “person with disabilities” is an individual who, because of any temporary or permanent physical or mental condition or institutional residence, is unable, without special facilities or special planning or design, to use available transportation facilities and services as effectively as persons who are not so affected. Counties may not limit services to persons with disabilities based on any age requirements, though they may require a responsible adult to accompany a disabled child during transport. The Department will not approve applications from counties that deny transportation service to disabled individuals. A group of projects, some or each of which serve different groups, may receive s. 85.21 aid if the projects collectively provide service for all elderly or disabled persons residing in the county.

Counties must ensure all services funded with s. 85.21 aids are accessible, or that service provided to persons with disabilities is equivalent to that provided to non-disabled individuals. A county’s specialized transportation project(s) should be accessible to persons who cannot walk or board a vehicle, or who do so with difficulty. Counties that do not offer equivalent accessible service may have their county allocation check held until they demonstrate such service is available.

Meals and equipment may be transported only as an incidental part of a service whose purpose is to carry passengers. The funding of vehicles or services that carry only meals or equipment is not allowable using s. 85.21 aid.² See **Appendix B** for complete details of the 85.21 Specialized Transportation Assistance Program for Counties

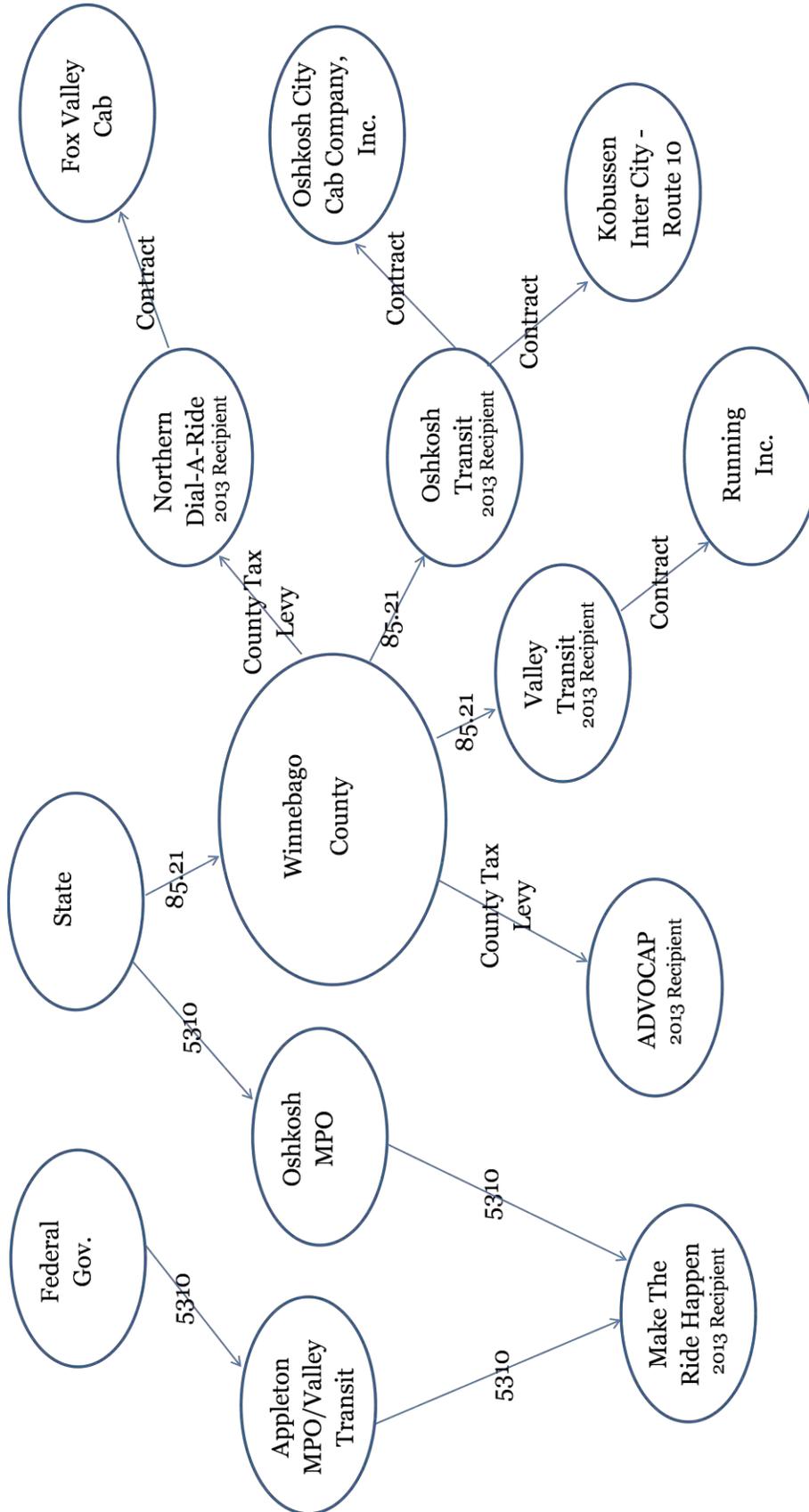
County Tax Levy

The county tax levy comes from Winnebago County property, sales and use taxes.

Exhibit 9 depicts a simplified flow chart of how specialized transportation funding moves through the system. 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program and State Statute 85.21 Specialized Transportation Assistance Program For Counties funds start out at either the state or federal government and flow to either a Metropolitan Planning Organization (MPO) or directly to the county. A MPO is an organization of primarily local elected officials who provide a forum for local decision-making on transportation issues of a regional nature. The federal government requires that an MPO be designated for each urbanized area with a population greater than 50,000. The MPOs and the county select a candidate to use the funds to serve the elderly, disabled and low income populations. The entities who receive funds from the county either provide the transportation service or contracts with another agency to provide the service. The flow chart is complex and difficult to navigate.

² <http://www.dot.wisconsin.gov/localgov/docs/countyelderly-application.pdf> 3/17/14 2:46 pm

Exhibit 9: Winnebago County Specialized Transportation Revenue Flow Chart



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**ASSESSMENT OF THE
CURRENT SYSTEM**

ASSESSMENT OF THE CURRENT SYSTEM

METHODOLOGY

This study involved data collection from a wide range of stakeholders, including specialized transportation service providers within the county, Winnebago County residents that currently use those services, residents who potentially could use the services but are not currently using them, businesses/agencies/programs that support residents who need/use specialized transportation (to provide additional perspectives and insights into this issue), drivers of specialized transportation vehicles and individuals within the various municipalities throughout Winnebago County who have residents with specialized transportation needs. In order to systematically address the project objectives and ensure that the insights gained could be generalized to the targeted population of service users (i.e., elderly, lower income and disabled), the project was completed using the following four steps.

Step 1: Develop data collection protocols to evaluate targeted populations (survey instruments and questionnaires). See **Appendix C** for user, non-user, driver, transportation provider and business/agency.

Step 2: Data collection via surveys and personal interviews. **Exhibit 10** lists the participation results of the personal interviews and surveys.

Step 3: Data analysis was conducted with all of the information received from the various stakeholder groups.

Step 4: Evaluation of the Winnebago County transportation system to identify system deficiencies and improvement options.

Exhibit 10: Winnebago County Specialized Transportation Study Total Participants

Subject Pool	Personal Interviews	Surveys
Agencies & Businesses	32	-
Transportation Providers	14	-
Municipalities	1	8
Drivers	-	7
Users/Riders	47	101
Non-Riders	-	49

A total of **259** participants took part in the Winnebago County Specialized Transportation Study (businesses/agencies, transportation providers, municipalities, drivers, users and non-users).

USER/RIDER FEEDBACK

Data were collected from 101 Winnebago County residents who reported that they currently or in past, have used some form of specialized transportation. From a demographic standpoint, the most respondents characterized as current riders tend to skew toward the older age ranges, are female, live in a city and are retired or work part-time (as can be seen from the following charts and tables). See **Exhibits 11-14**.

Exhibit 11: What is your age range?

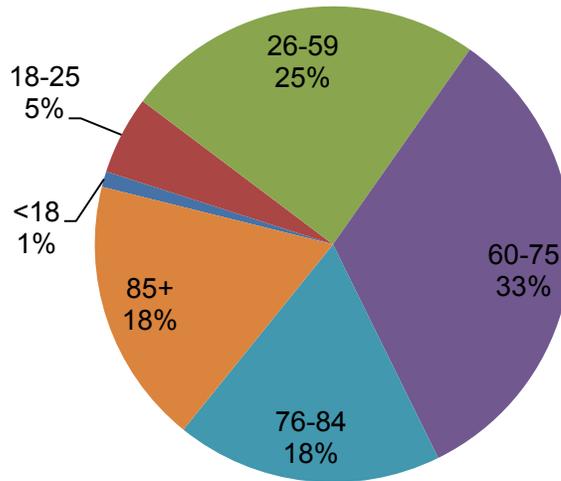


Exhibit 12: What is your gender?

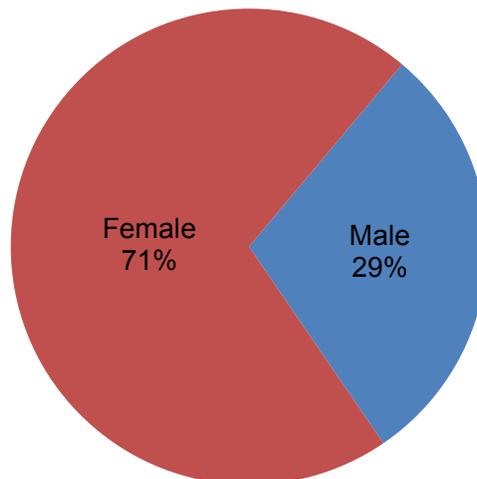


Exhibit 13: Which of the following most closely represents where your home is?

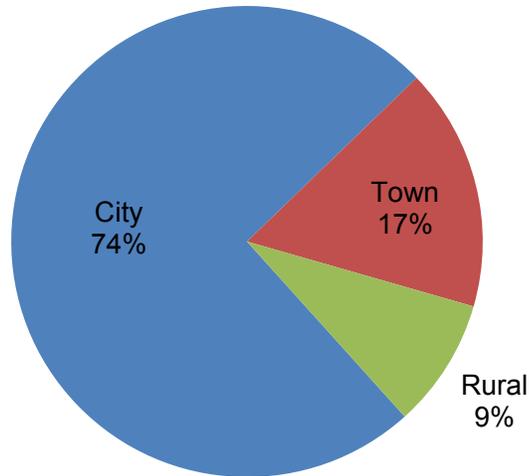
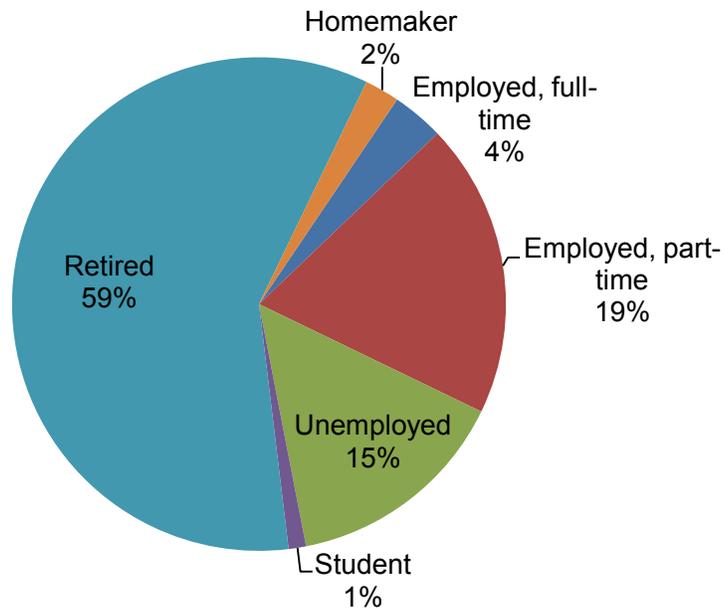


Exhibit 14: Which of the following describe your employment status?



In addition, while more than 50 percent of current specialized transportation users do have a valid driver's license, the majority do not own or have access to a private vehicle. Interestingly, such "zero vehicle households" continue to have the same basic transportation needs as any other segment of the population. Further, studies have shown that in our highly mobility-dependent society, the ability to remain mobile has been clearly shown to be related to the quality of life (especially among the elderly age ranges). See **Exhibits 15 and 16**.

Exhibit 15: Do you have a valid driver's license?

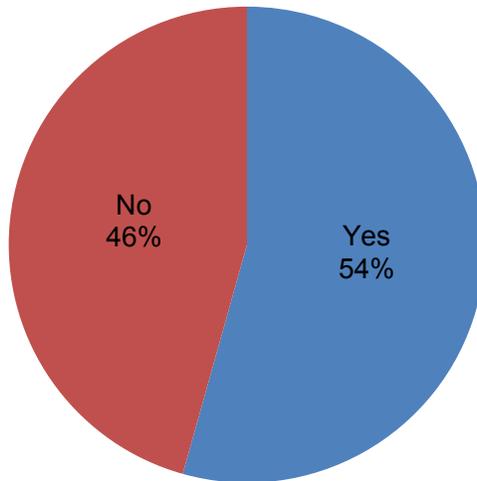
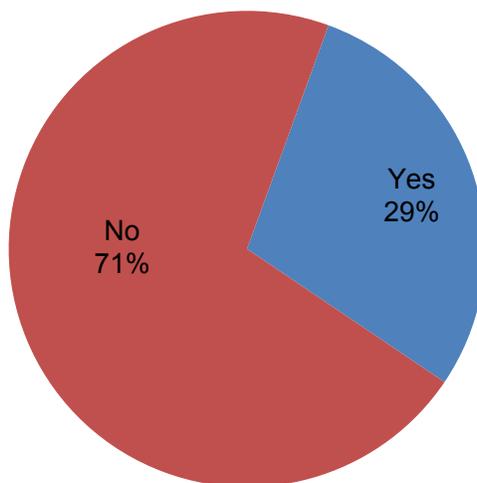


Exhibit 16: Do you own or have access to a private vehicle?



And finally, from a usage perspective, current riders report making, on a weekly basis, an average of 5.11 trips using fixed route transportation and 1.94 trips using on-demand transportation. Such trips tend to center around school and work obligations, as well as some social outings. Shopping and medical visits tend to occur less frequently. See **Exhibits 17 and 18**.

Exhibit 17: Approximate Number of Rides Per Week (Only for Respondents Who Reported Rides)

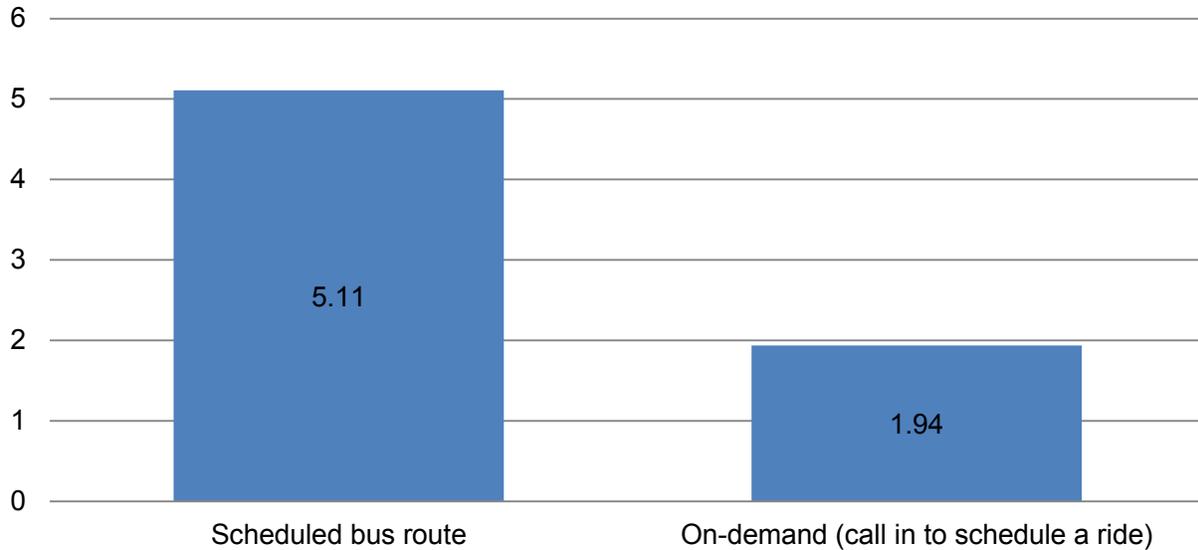
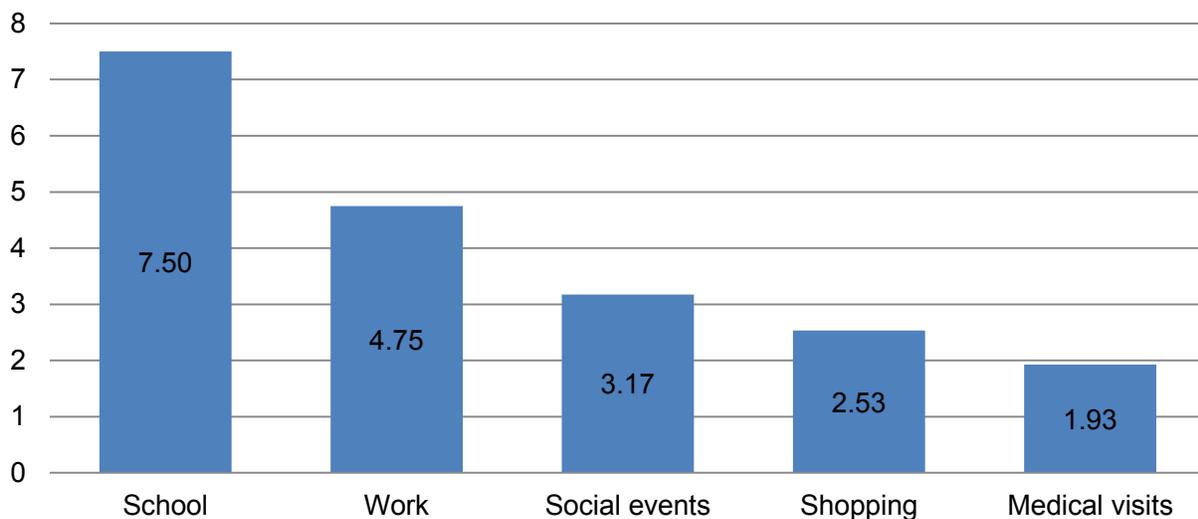


Exhibit 18: Average Number of Times Per Week Riders Use Specialized Transportation (Only for Respondents Who Reported Rides)

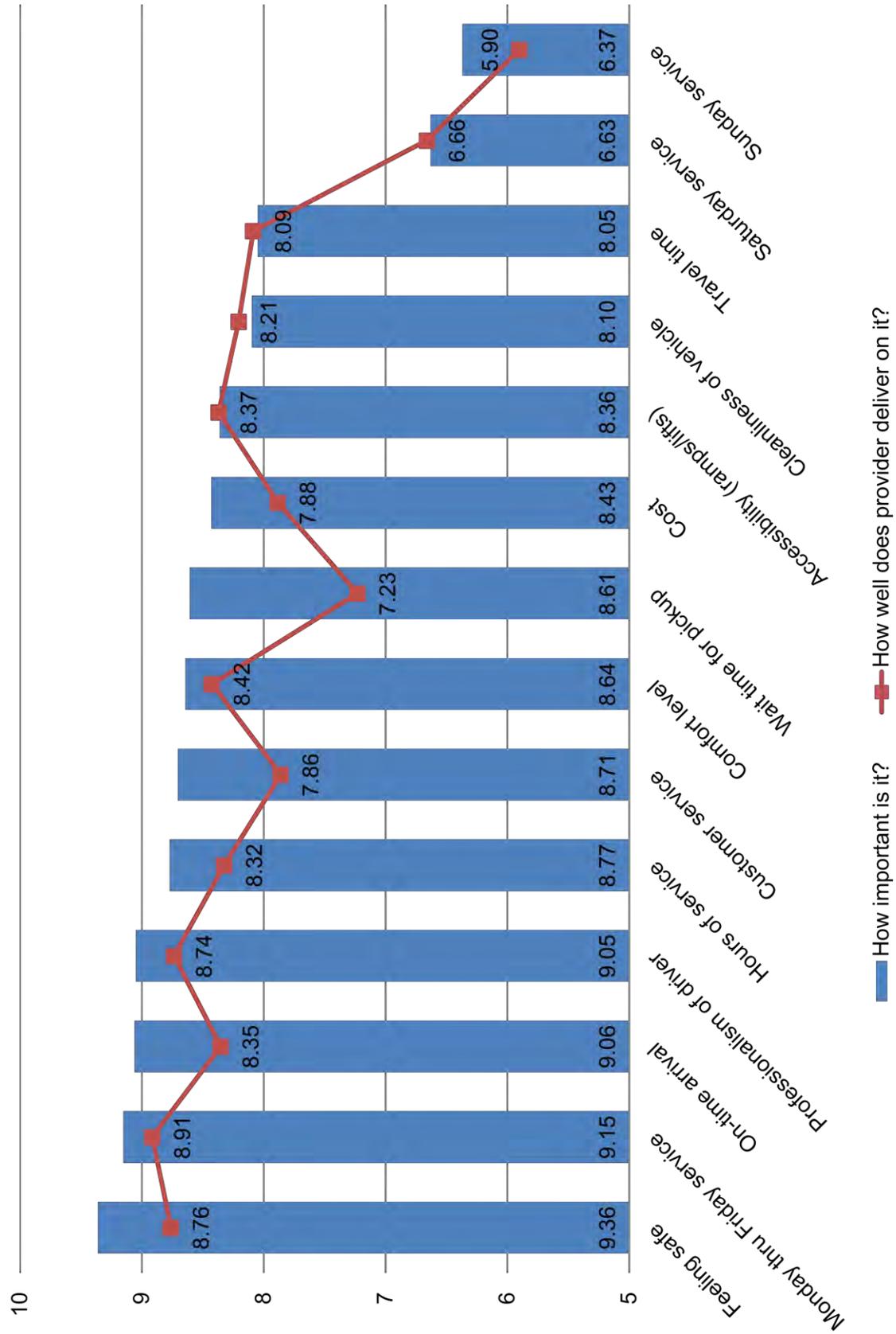


In terms of which aspects of specialized transportation are considered most important by current users, the following chart provides a number of interesting insights (the line portion of the chart also provides an indication of how well transportation providers are perceived to be delivering on the specific aspects). Not surprising, a feeling of safety is reported to be the most important factor. Given that many current users are female and can be characterized as elderly or dealing with some form of cognitive or physical disability, a feeling of vulnerability is not surprising. Such feelings most likely stem from the fact that in many cases, users are placed in the position of having to enter a vehicle (in many cases small buses or vans) driven by an unknown male driver. As such, the professionalism of drivers (number four on the importance list) becomes that much more important.

Other important factors concern the level and scope of services being offered. For example, transportation options that cover the business work day are extremely important since many users need to travel to medical appointments or attend to other scheduled obligations (e.g., work schedules, class schedules). Thus, on-time arrival is expected (both travelling to and from destinations). In terms of less important factors, services covering Saturday and Sunday travel appear to be much lower concerns for current users.

As for perceived delivery on the key factors, wait time for pickups seems to be the one area where specialized transportation providers can make significant improvements. This data-driven perspective can also be seen in next table containing open-ended qualitative feedback from current users. In fact, more than any other issue, wait time (especially on the return trip) appears to cause the greatest degree of angst among users. See **Exhibit 19**.

Exhibit 19: Key Factors Associated with Specialized Transportation and How Current Riders Perceive Delivery on Those Factors



Current Riders – Qualitative Feedback

What are the biggest problems that you face when using specialized transportation?
A walker, bad knee
Being qualified for the bus card
Cab - difficult sometimes to get in higher vans
Cab is late
Cabulance does not pick you up to bring you home in a timely manner
Cleanliness
Cold
Comfort with some drivers.
Cost, poor bus routes, rude and dirty people on bus, cab service always running late and unreliable
Cost. I don't have money to go where I would like to go.
Curb side pickup
extra charges for multiple destinations, limiting #packages and trips, return pick up wait time
Having Cabulance, taxi arriving for pick up on time
Having to transfer so much
Inability to see out windows unless using the big van with big windows; bumpy ride when using van with shock issues
Long wait time and not picking you up at times agreed upon. Not enough rides; I can only take 5 trips in and back to Omro each month with my rural transportation card.
Many times there is much too long a wait coming back from medical appointments. On 12-10-13 person answering phone could not give an ETA (estimated time of arrival)
N/A
No city bus service to the building
No foot stool to get in - No room for my feet in the back.
Not enough access for us; Late Cabulance, 1/2 hour waiting time
Not enough elderly-handicapped seating
Not here promptly
Not knowing how long chemo will take and unsure of getting rides when needed (medical)
Not on time
Other people taking space meant for us.
Pickup times
Return times
Safety
School kids over crowded stand room only, 3 people have fallen trying to walk on icy parking lots and sidewalks. One broke a hip. Before we got the bus outside our door. Now we have to walk 1/2 block. A lot of us can't walk that far. Can't walk from Witzel to Senior Center either; my kids helped me buy a car.
Sometimes I have to have a little assistance depending on how the 90 yr. old's work, 1 replacement, cannot have the other replaced as my heart won't take it.
Sometimes problems with getting in back seat
That darn ramp, because of the metal around it. It causes my wheels to spin and then throw me into the wall. If the metal could be replaced with hard rubber it would help.
The bus does not stop near stores and some clinics anymore. It is difficult to carry everything the distance back to the bus. Winter will be tons worse.
The wait for the drivers to pick me up
Time call they can come 15 min. before or 15 min. after. You must be on time sometimes.

Transportation being punctual on both ends
Unpredictable wait time
Wait time
Wait time
Wait time for pickup and trying to go to pharmacy after doctor's appointment
Wait time-I sometimes have to wait over an hour and half to get picked up to come home
Waiting, not knowing when coming; Upset with City Cab, they went to vans-hard to get into.
Walking to where the bus stop is
Weather
When I call they *** take to hospital when I have hard time walking
Will call long wait

When asked what current users would like to see changed with regard to their experience with specialized transportation, the following comments were reported. As with the biggest problems reported in the previous table, on-time pick and wait time continue to be of concern.

If you could only change one thing about your experience with using specialized transportation, what would that one thing be?
Adding a driver and a bus to pick up Rt. #9 excess stops so that stops in Question #4 could be maintained
Available Sundays
Be on time both coming and going
Being able to count on rides; Bad experience with ADVOCAP. Never got back to her-when she called back again, they had no driver
Being here when they say they will
Bus transportation should be available Saturdays and Sundays, plus evenings.
Cab coming faster
Drive should make sure rider is secured in seat belt.
Drivers need to be friendlier
Everything is good as is
Expand service to Appleton
Have the same driver
I would like the bus stops closer to our building. I cannot walk all the way to the bus stops to be picked up.
I would like to see that after 62 yr. old that you should be able to get as many rides as I want without cost.
If you could extend hours to at least 10:00 pm, and offer Sunday hours.
Lower fare
More drivers
Moving a bus stop closer to where I live (used to be one across the street, but they moved it four blocks away)
Needed Green Card
Price
Prompt service
Quicker returns
Reconsider some of the routes

Retire to a smaller town, people are cleaner and friendlier, senior prices too high
Safe drivers
Sometime your time call is appointment and they will have 4 to 5 others and most of the time they are dropped off first and you are late for your appointment.
Sunday or night service 9-10 pm
The buses are so inconvenient, basically dropping off in the middle of nowhere. It is extremely difficult for elderly and disabled-especially in winters. It hinders independence.
The wait time coming back from appointments. Many times it is much too long of a wait.
Wait after shopping
Wait time for taxi
Wait time to get back home

As for any type of cognitive and/or physical disability, current user respondents reported the following:

If you have some type of disability, how would you characterize it?
50% disabled, will increase with age
Amputee
Amputee
Arthritis in the knees, stiff leg, knees doesn't bend
Arthritis, have difficulty getting in and out of cars
Asthma, Spinal Disk Disease
Autism
By a walker or a cane
By walker
Cannot walk without walker.
Can't climb steps, only five ft. tall
Can't walk without a walker
Can't walk, need wheelchair
Cerebral Palsy
Cerebral Palsy
Cognitive disability
Cognitive disability
CP
Diabetes
Difficulty walking
Down Syndrome
Emotional
Getting old
I am totally disabled. Have heart and walking problems.
I have a broken ankle
I have many medical problems

I have two replace knees and one hip replace. I walk with a walker.
I'm on dialysis 3X a week
Knee issues
Knee problems, use a walker
Mental
Mild CP
Mobility issue, lots of pain
Mobility, power wheelchair bound
Moderate
Moderate to severe
My back hurts and my knees good and bad
Need assistance for all normal activities, wheelchair bound, need lift and 2 attendants for transfers
No walking, lack of mobility
None
OCD
Old age, arthritis
Old age, eyes bad, hard to walk
Osteoarthritis in both knees
Oxygen, walker
Parkinson's Disease
Physical
Severely retarded, autistic
Spinal stenosis, difficulty walking any distance
Unable to walk
Weak and very easily lose my balance and fall
Weakness, sick, chemo treatments (cancer)

When asked how current users typically paid for specialized transportation services, the responses ranged from out-of-pocket cash payments to no charge incurred, and thus no payment made for services. Other common responses related to payments stem from various programs such as Red Cross Rural Transit, green and yellow cards, and fixed route programs that allow elderly residents to ride for free or at significantly reduced fares. Not surprising, while many current users appear to view specialized transportation services as a “bargain,” some users point out that cost remains a barrier to the fuller utilization of such services.

How do you typically pay for your trips?
\$.50 senior discount
3 month bus pass
3 month pass
A senior bus to the parks
Before leaving
Bus pass (4 responses)

Cards
Cash (25 responses)
Cash or check
Cash Red Cross Rural Transit
Cash, out of pocket
Cash, reduced fare
Check
County pays
Exact cash
Free bus
Free ride to Oshkosh senior center
Funding
Green Card
I don't pay. I get rides for free from city.
I have a ticket
I pay \$6 per trip through Go Transit, (for medical appointments Lakeland pays)
IRIS
Lakeland Care pays for them
LCD
Medicaid
Money
Monthly Pass
Pass or cash
Passes (3 responses)
Red Cross (Yellow Card)
Tickets (3 responses)
Tickets provided by Medicaid or cash
When arriving at destination
With a ticket
Yellow tickets provided by Lakeland

NON-USER FEEDBACK

Data collected from non-users of specialized transportation services resulted in the following charts and tables. From a demographic standpoint, respondents characterized as non-users tend to be female and fall into slightly lower age ranges. See **Exhibits 20 and 21**.

Exhibit 20: What is your gender?

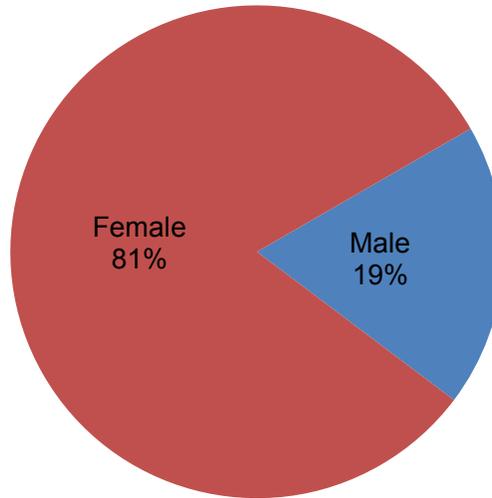
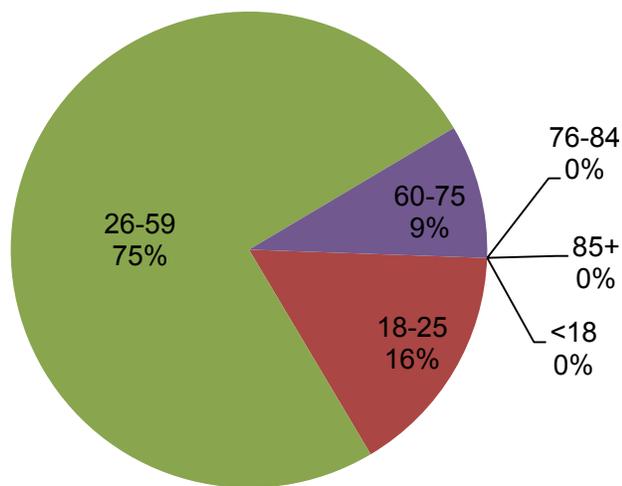


Exhibit 21: What is your age range?



As can be seen in the next two charts, the vast majority of non-users have a valid driver's license and own or have access to a private vehicle (which demonstrates a very different breakdown when compared to specialized transportation users and may provide a "flag" for gauging when specialized transportation usage may become relevant. See **Exhibits 22 and 23**.

Exhibit 22: Do you have a valid driver's license?

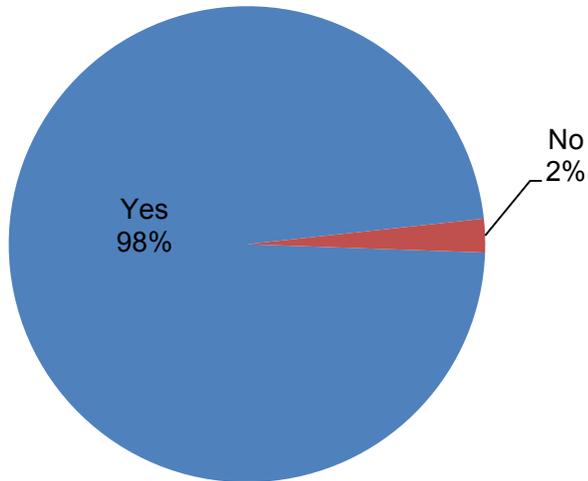
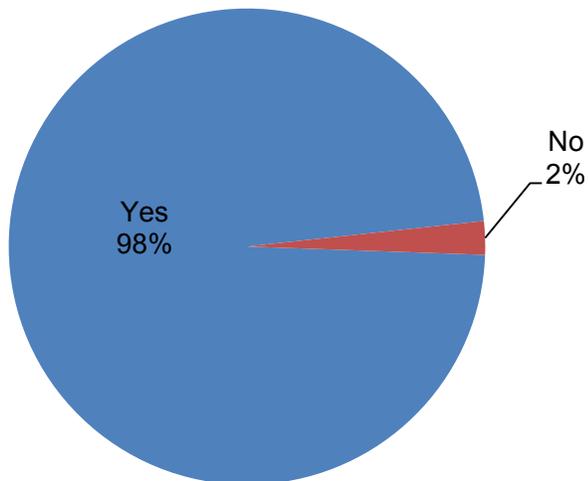


Exhibit 23: Do you own or have access to a private vehicle?



As with current users, non-user tend to live in cities with the majority holding full-time or part-time jobs, as can be seen in the next two charts. See **Exhibits 24 and 25**.

Exhibit 24: Which of the following most closely represents where your home is?

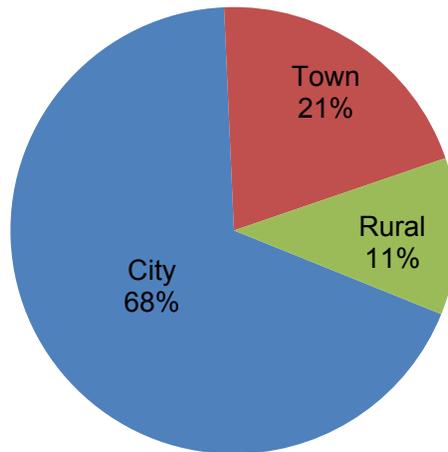
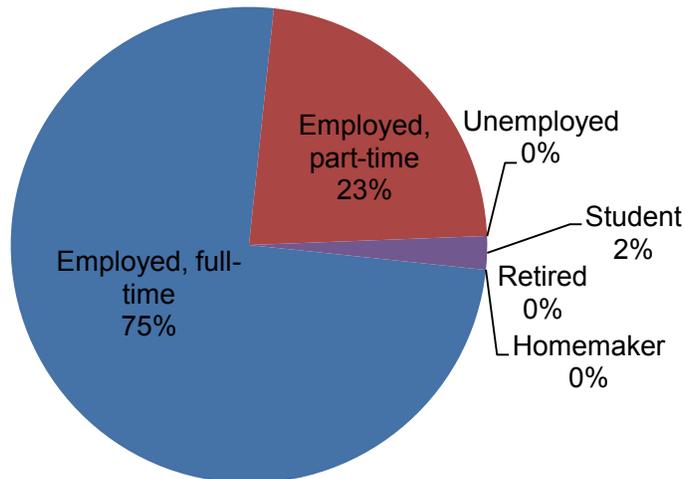
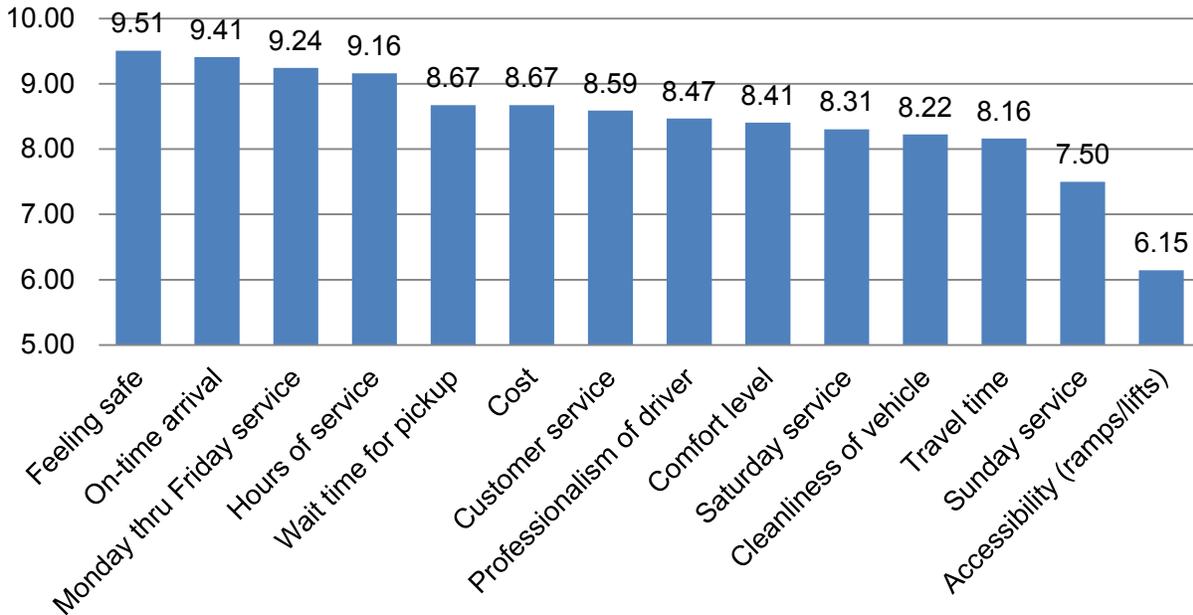


Exhibit 25: Which of the following describe your employment status?



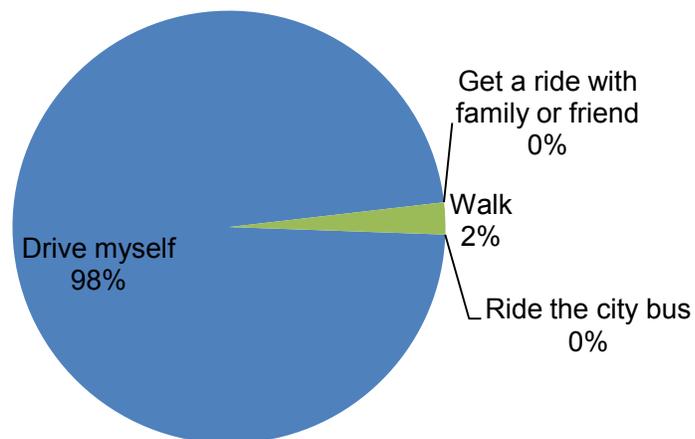
When asked which aspects of specialized transportation would be considered most important, the response pattern for non-users tended to be quite similar to that of current users. When non-users eventually do become users, they want to feel safe, be on-time to appointments and have access to services that span traditional business hours. See **Exhibit 26**.

Exhibit 26: Non-Riders' Perceptions of Key Factor Importance



Interestingly, accessibility falls way off in terms of importance among non-users – a clear indication that most non-users do not currently contend with any physical disabilities and are still mobility independent. See **Exhibit 27**.

Exhibit 27: How do you typically get to your destination?



Non-Users – Qualitative Feedback

When asked to describe factors that cause transportation difficulties, non-users reported the following. Not unexpectedly, factors such as parking, traffic issues related to other drivers and weather-related issues were most commonly reported.

What are the biggest problems that you face when travel to a local destination (e.g., doctor's office, grocery store, work)?
Bad drivers
Construction, road quality
Crazy drivers
Distance, cost of gas
Distance, live outside of the city.
Feeling unsafe walking to my vehicle late at night.
For people I work with, one problem is that the bus does not operate past a certain time, so they are restricted when they can go grocery shopping and to appointments. Also, there is very limited to the Fox Cities (Appleton) which restricts employment opportunities. The bus only runs every 1.5 hours.
Getting there on time
I don't really face too many problems besides finding places to park.
Nearby parking (do not have a handicap sticker, others are far worse off than I). Bus stops are not necessarily convenient. I live in town but the nearest bus stop (Valley Transit) is over one mile away and no sidewalks for most of the way.
Other drivers
Other drivers on the road.
Other drivers.
Parking
Parking availability
Personally, I don't have any problems with traveling, but since I walk and bike I do see barriers for those with disabilities who walk or bike as a means of transportation.
Round-a-bouts
Scheduling
Severe weather problems since I live in rural area.
Snow, weather conditions
The wait and convenience of bus stops and pick-up times.
Time
Traffic
Traffic
Traffic
Traffic/cost of gas
Trains
Transfer times don't align with needs. Takes a couple of hours to get to destinations when you include wait times.

USER TESTIMONY

User testimony was collected through personal interviews and at public forums. All names of the individuals have been changed to protect their identity. The goal of the personal testimony is to document the user's thoughts and concerns, but also to allow the reader to better understand the role specialized transportation plays for the users on a daily basis.

Make the Ride Happen

The Make the Ride Happen program is a grassroots effort that grew out of a Theda Care "Plunge" that focused on older adults. Their vision is to have one central location with comprehensive information, where an older adult or individual with disabilities can find a ride for their particular need, in a reasonable time. The program aims to aid those individuals who reside in Outagamie, Winnebago and Calumet counties. Make the Ride Happen utilizes existing transportation providers and volunteer drivers to get individuals where they need to be. They also have a "Bus Buddy Program" that works one-on-one with individuals to help them use public transportation to meet their needs. See **Appendix D** for more information.

Testimony 1: Dawn is 53 years old and lives in the City of Omro and needs transportation to get to and from the grocery store. She is low income and is in the process of applying for disability benefits. She contacted Make the Ride Happen for help getting to and from the grocery store. Dawn has been declined services from ADVOCAP because she falls below the 55 year old threshold.

Testimony 2: Tammy, a 51 year old living in Oshkosh recently had a stroke and needs therapy sessions twice a week at Mercy Hospital. She needs transportation to and from Mercy and was declined from ADVOCAP because she is younger than 55 years old threshold. What options does she have to access her therapy sessions?

Testimony 3: Donald is 53 years old and lives in Omro in a trailer park and is considered low income. He had three heart attacks and needs cardiac rehab weekly at Aurora Medical and has no transportation. Donald has Medicaid – core plan, which is not covered by ADVOCAP. How does he get to his rehab appointments?

Testimony 4: Sheila was recently diagnosed with cancer and needs to get to Green Bay for treatment but has no transportation. She has a few family members around, but doesn't want to inconvenience them by asking them to take off of work to provider transportation. She feels helpless and doesn't know what to do. What options does she have to get treatment?

Testimony 5: Cheryl who is in her 50s lives in rural Winnebago County on the lake and has some serious medical issues. She needs rides to the behavior health center and to Appleton Medical Center almost every day. She lives so close to Mercy Medical Center, but because she lives in rural Winnebago County she can only get a ride to Appleton. Cheryl was well off and independent until her medical issues robbed her of all her resources. Now she is at the mercy of others and doesn't know what to do.

Testimony 6: A 66 year old veteran who lives in the Oshkosh area, who doesn't have Medicaid needs to go to weekly counseling sessions at the VA clinic in Appleton and doesn't have consistent transportation. The Salvation Army has taken him with their volunteer drivers, but can't be there on a regular basis. This gentlemen contacted Make the Ride Happen for help.

The goal in this situation is to find consistent transportation for this gentleman to get to his counseling appointments. There are two options available depending exactly where he lives. If he lives outside of the City of Oshkosh, he qualifies for the GO Plus Winnebago Rural "Over 60" and "Under 60" program, which provides ten one-way trips per month, but would only get him to the county line where he would have to access Valley Transit to get the rest of the way. If he lives in the City of Oshkosh he could access GO Transit and take Route 10 north to Neenah, where he could access Valley Transit to get the rest of the way. In either case it would take him a considerable amount of time to get to and from his counseling appoints. None of the solutions are ideal.

Oshkosh/Winnebago County Housing Authority

Mainview, Foxview and Riverside apartment residents were interviewed at resident hall meetings to understand their transportation needs. All three apartment complexes are part of the Oshkosh/Winnebago County Housing Authority and have specific requirements for applicants. Foxview and Riverside apartments are dedicated to the elderly and disabled and Mainview is available for low income individuals.

Mainview Apartments

Mainview apartments are located at 530 North Main Street, Oshkosh. The testimony was collected on January 13, 2014 at the resident hall meeting. Fourteen participants attended the meeting and provided feedback on their transportation options. Out of the 14 participants, none of them owned a vehicle.

The following comments were collected as part of the testimony:

- Fixed route service needs shelter with heat in the cold months.
- Unhappy with the changes GO Transit made to the routes and stop locations. Some residents refuse to use the bus because they would have to walk three blocks after the stop, which is difficult with a walker. It was noted that some bus stops have steep declines and difficult to manage with a motorized wheelchair.
- Need to do a better job at snow removal at stops and shelters.
- Wheelchairs in some case are too wide for bus ramps.
- City Cab – complaint with long wait times, customer service, three bag grocery limit, monopoly, 24 hour advance notice an issue, lack of competition, not reliable
- It was noted that we need a consolidation of services. Some residents do not care for specialized transportation services and would rather use the bus.
- Getting across municipal boundaries is an issue.
- An individual schedule a ride with City Cab and they were a half an hour late and as a result he missed a bus to a special event he won on the radio.
- It was noted that City Cab drivers tell riders that Moose Cab wont honor cabulance rides. They all wondered why Moose Cab does not have a license within the City.
- There was a general disconnect or lack of knowledge about the services. It would be beneficial to have one phone number to call to get information about services.
- Get stranded at appointments; long wait times for return trips
- Would like to get rides to local museums.
- General issues with MTM

Foxview Manor Apartments

Foxview Manor apartments are located at 330 West Main Street, Omro. The testimony was collected on January 15, 2014 at the resident hall meeting. Fourteen participants attended the meeting and provided feedback on their transportation options.

The following comments were collected as part of the testimony:

- Should not limit/restrict the number of rides for customers, especially after a certain age threshold is met (i.e. 60+).
- Numerous residents had an issue with the 10 one-way rides a month limit because in reality that equals 5 round trips a month.
- Suggested making Omro a transit service district of Oshkosh, especially as the western part of Oshkosh expands in the future towards Omro
- Complaints about wait times on return trips from doctor appointments, shopping, etc. due to not knowing how long their trips will be and cab drivers cannot wait for an indefinite amount of time.
- Problems with the 3 bag grocery limit for cab rides.
- Residents note that they cannot depend/don't want to inconvenience their family members for rides all the time, so these services are necessary.
- Hardships for younger people to qualify for an affordable ride because they do not meet certain age and/or disability requirements of many of the ride programs.
- One resident complained that the taxi would not take him to an appointment within Omro city limits because the distance was considered "too short of a distance" to warrant a trip.
- ARC had a voucher ride program in the past for Foxview Manor residents to use; does it still exist or could it be started up again?
- One resident remarked that having a car is necessary for transportation, especially living in rural Winnebago County where there are less transportation options for residents

Riverside Apartments

Riverside apartments are located at 101 North 2nd Street, Winneconne. The testimony was collected on January 15, 2014 at the resident hall meeting. Twelve participants attended the meeting and provided feedback on their transportation options.

The following comments were collected as part of the testimony:

- General complaints about long wait times on return trips and missed appointments (sometimes even with a 48 hour advanced reservation).
- One resident noted that Cabulance went to the wrong city to pick up for a ride to their appointment; when the cab got to the apartment, it was not prepared to handle a wheelchair and the resident consequently missed appointment.
- Numerous residents had an issue with the 10 one-way rides a month limit because in reality that equals 5 round trips a month.
- Some residents noted that they could volunteer to drive if the demand was great enough to warrant the service
- General issues with MTM; have problems with Medicaid.
- Hardships for younger people to qualify for an affordable ride because they do not meet certain age and/or disability requirements/thresholds of many of the ride programs

Care Transitions Committee

The Care Transition Committee met on February 13, 2014 to discuss transportation and how impacts the care transitions for people. There were 55 people that attended the meeting. The Care Transition Committee meets on average once a month to discuss people transitioning from hospitals to rehabilitation and nursing homes and to home. The following are the comments noted in relation to transportation during the meeting.

Areas of improvement:

- Lack of transportation providers and options
- Cannot afford the cost of transportation and insurance does not pay

Opportunities:

- Medications are accessible through transportation options
- Timing of rides is reasonable
- Rides are affordable and/or covered by insurance
- Accessible for all types of needs (wheelchairs, weight issues, etc.)
- Rides can be scheduled with a short turnaround time (less than 24 hours)

Other Stories Received

Testimony 1: Frequently "lead time" is not a luxury that the elderly and disabled have. People receiving calls from their physicians telling them that they require outpatient transfusions, IV antibiotic infusions, or other urgent outpatient therapies at a hospital setting, are unable to meet the "lead time" requirement. Additionally, physicians expect you to be able to transport your loved one to their office for first available or same day appointments when an individual is being monitored for signs and symptoms. While an ambulance should be a last resort particularly for hospital based outpatient therapies, on at least two occasions it was the only mode of transportation available to my mom.

Both urgent hospital based outpatient therapies, and same day office appointments were the norm for my mom, and I'm sure that others too have a similar need for on demand services without the necessity of meeting a "lead time" requirement.

Winnebago County Housing Authority - Social Service Coordinator – Typical Situation

Person 1: A 57 year old woman who lives in Omro with multiple physical and mental health problems is unable to work due to her multiple disabilities. She is in the process of working for disability with the Social Security Administration but has yet to receive benefits. Due to this, she has no income. Given this fact, she is working with multiple agencies to receive public assistance, mental health treatment, and physical health treatment in Oshkosh. She does not own a car as she had to sell hers to make ends meet as her small savings account dwindled away when she no longer was able to work. She also could not afford the maintenance and registration for her car any longer. She is only able to walk short distances. Besides needing to go to medical appointments, she also needs a ride to the food pantries and grocery stores for food. Given some mental health issues, she has alienated her friends who used to give her rides into Oshkosh when she needed so this is no longer an option. She does not have any family. She is able to receive a rural transportation discount card for cab rides; however, she

does not have the funds to pay the \$6 each way to Oshkosh. Volunteer driver programs have been some benefit to her but given her age has not always been able to help her. She has no interest in moving into Oshkosh as she prefers the rural community of Omro.

Person 2: A 72 year old man who lives in Winneconne lives on a very limited income. He has several medical problems and does some doctoring in Winneconne as well as Oshkosh. He is only able to walk short distances so he is unable to walk to his bank or grocery store. Due to his limited income, he is unable to use the rural transportation card for discounted rates with City Cab. He often has to rely on a friend in the apartment complex he lives with for a ride then the friend is available.

Specialized Transportation “Ride-Along” Experience

As part of the overall research, observations were gathered by participating in the realities of transportation experiences of the targeted population segments. The purpose of these ride-along sessions was to experience the sensory realities and the actual experience of the riders as they participated in specialized transportation from the rider’s perspective. Some of the specific observations and input received from riders include the following:

- In each experience, the drivers encountered were accommodating and trained in assisting as needed with the riders. Some were more friendly or engaging than others, but in no case were any drivers rude or unhelpful.
- Not all vehicles were equally passenger-friendly for riders. As an example, one of the wheelchair-accessible vans from a private cab company was equipped to handle the passenger in the very back of the van (the lift and space for the wheelchair was located behind the backseat of the van). While the passenger was safely buckled while in the wheelchair, the experience was quite isolating for the rider with no easy conversation or proximity to the driver or other riders.
- One wheelchair accessible van had a difficult time strapping the wheelchair in place. Since there is no standardization of wheelchair equipment, each experience for the driver is somewhat unique, and not all are easy.
- One driver encouraged an elderly wheelchair bound passenger (who was not completely physically limited) to sit on the van bench seats rather than the wheelchair. The reason that this driver encouraged this was that he felt the rider would be more comfortable for the 45-minute ride. As it turned out, the seat was more comfortable, but the rider tended to slip down in the seat during the ride, making it quite uncomfortable for much of the trip. On the return trip, the driver did learn from this experience and took the time and effort to strap the rider in place in his wheelchair versus transferring to the van bench seat.
- None of the wheelchair accessible vehicles had significant issues handling the rider’s chairs from a capacity or size perspective.
- On the fixed bus system, when a wheelchair bound rider was waiting for a ride at one of the stops, the driver very effectively and pleasantly got out to help the rider board and get safely buckled into the wheelchair spot. While the driver was very accommodating and efficient, other riders displayed (non-verbal) signs of having less patience during this experience.

Overall, the experiences gained from riding along with elderly/disabled riders showed that the transportation system is accommodating for these specific circumstances, but it is not always an easy process for drivers or riders.

TRANSPORTATION PROVIDER FEEDBACK

Qualitative personal interviews were held with a large variety of representatives from a variety of specialized transportation providers for the elderly, disabled and/or low-income in Winnebago County. These interviews included private/for-profit companies, municipal transportation employees and specific agencies/businesses that support one of the special transportation target audiences. A summary of key input from this group include the following:

- The municipal transportation providers manage many of the specialized transportation programs/options in the community, including funding mechanisms.
 - Many of these programs contract with private/for-profit companies such as Oshkosh City Cab Co. and Fox Valley Cab Co.
 - Examples of these programs include:
 - Valley Transit (Appleton)
 - Valley Transit II
 - The Connector
 - Dial-A-Ride
 - Go Transit (Oshkosh)
 - Cabulance
 - Seniors Dial-A-Ride service
 - Rural Over 60 program
 - Rural Under 60 program
 - Neenah to Oshkosh service (Kobussen – Route 10)
- Funding mechanisms are acknowledged as complex, somewhat confusing and very time consuming.
- Fixed route services have reduced fares for the elderly and those with disabilities, but not for the low-income.
 - All of the fixed route equipment is wheelchair accessible.
- Transportation for county residents in the rural and more remote parts of the county is problematic (timeliness issues, reliability issues, costs, etc.).
- Large, heavy, custom wheelchair equipment is problematic for many vehicles and specialized transportation providers.
- Geographic limitations, ride frequency allowances, advance scheduling requirements and costs are all issues with many of the specialized transportation options available in Winnebago County.
 - Cost to serve and operating losses are also problems for the private/for-profit providers of some of these programs (funding does not cover all of the costs in some instances).
- Several agencies provide on-demand transportation services using staff vehicles (this service usually comes at a cost to the riders) including:
 - Home Instead Senior Care;
 - Valley VNA Senior Services; and
 - Cerebral Palsy of Mideast Wisconsin.
- The Make-the-Ride-Happen program from Lutheran Social Services of Wisconsin was the primary fully volunteer program (ADVOCAP also has a volunteer transportation program but less information was obtained on this) in the county that was interviewed.
 - This program relies on federal/state and county funding.
 - United Way also helps fund the program.
 - Rider donations all go to the program for funding (none are kept by the drivers).

- Several agencies own their own vehicles for client transportation.
 - Cerebral Palsy of Mideast Wisconsin
 - Lutheran Homes of Oshkosh
- There is an opportunity for improved coordination and better utilization of available capacity, although challenges are significant (drivers, liability/insurance, cost sharing, etc.).
- A summary of “available” vehicles for specialized transportation from the agencies interviewed is shown in the following **Exhibit 28**. (This table does not include the “fixed route” vehicles.)

Exhibit 28: Specialized Transportation Vehicles Available from Agencies/Businesses Interviewed

Company/Agency	Vans - Wheelchair Accessible	Vans – Non Wheelchair Accessible	Buses	Cars
Fox Valley Cab	3	17	0	2
Oshkosh City Cab	12	0	0	12
Cerebral Palsy	4	0	2	Staff
Make the Ride Happen	0	0	0	Volunteer
Valley VNA	0	0	0	Staff
Home Instead	0	0	0	Staff
Lutheran Homes of Oshkosh	2	0	2 small	0
Valley Transit II and The Connector	16	10	0	0
Northern Winnebago Dial-A-Ride (see note 1)	0	0	0	0
GO Plus Winnebago Rural “Over 60” and “Under 60” program (see note 2)	0	0	0	0
Lakeside Packaging (see note 3)	0	5	5	0

Note 1: The Northern Winnebago Dial-A-Ride utilizes Fox Valley Cab vehicles.

Note 2: The GO Plus Winnebago Rural “Over 60” and “Under 60” programs utilize Oshkosh City Cab vehicles.

Note 3: Lakeside Packaging contracts for the 5 buses from Kobussen. Three of the five buses are wheelchair accessible.

Exhibit 29 lists the total number of transportation provider and business/agency participants that took part of the Winnebago County Specialized Transportation Study.

**Exhibit 29: Winnebago County Specialized Transportation Study
Transportation Provider and Business/Agency Participants**

Type	Name
Agency	Office for the Blind and Visually Impaired
Agency	Emergency Shelter of Fox Valley
Agency	Lutheran Homes
Agency	Simeanna Apartments
Agency	Carmel Residence
Agency	Lutheran Homes
Agency	Green House Homes
Agency	Eden Meadows Campus
Agency	Adult Services - Oshkosh
Agency	Educational Support Services
Agency	ADRC
Agency	Park View Health Center
Agency	Oshkosh Senior Center
Agency	Valley VNA
Agency	Pickett Community Center
Agency	Care Partners Winneconne I
Agency	Home Instead Senior Care - Appleton
Agency	Lutheran Social Services of WI and Upper Michigan
Agency	Omro Care Center
Agency	World Relief Fox Valley
Agency	Forward Services Corporation
Provider	Oshkosh City Cab Company, Inc.
Program	Department of Veterans Serv Trans
Program	Northern Winnebago Dial-a-Ride
Program	Valley Transit II
Program	The Connector Service
Program	Lutheran Social Services of Wisconsin
Program	Medical Transport (Fox Valley Cab Inc.)
Program	Elderly Transportation (Senior Dial-A-Ride)
Program	Cab-U-Lance Program
Provider	Valley Transit Fixed Route Bus
Provider	Valley Transit II
Provider	GO Transit Buses
Provider	Cerebral Palsy of Mideast Wisconsin
Provider	Kobussen Inter City - Route 10
Provider	ADVOCAP
Provider	Make the Ride Happen
Provider	Fox Valley Cab

AGENCY, BUSINESS AND PROGRAM FEEDBACK

Qualitative personal interviews were held with a large variety of stakeholders who represent the elderly, disabled and/or low-income in Winnebago County, and deal with transportation issues among their constituents at some level. A summary of key input from this group include the following:

- The majority of agencies, businesses and programs (not including the private and municipality transportation providers) that were interviewed supported/represented either the elderly or the disabled target populations.
 - Only the Emergency Shelter of the Fox Valley (which serves Calumet, Outagamie and Winnebago Counties) was solely focused on the low-income population.
 - ADVOCAP also has a significant focus on low-income, while also supporting the elderly and other needs in their communities.
- There are several agencies/businesses that also provide some or all of the transportation needs of their constituents, including:
 - Lutheran Homes of Oshkosh;
 - Valley VNA Senior Services;
 - Home Instead Senior Care;
 - Lakeside Packaging;
 - Cerebral Palsy of Mideast Wisconsin; and
 - ADVOCAP.
- This group of stakeholders is very aware of transportation options available to their constituents.
- They are also very aware of the challenges, issues and opportunities associated with specialized transportation in Winnebago County.
- Agencies/Programs that are focused on transportation needs (Senior Dial-A-Ride and Make-the-Ride Happen) are keenly aware of specialized transportation issues and needs:
 - Having enough vehicles and drivers (particularly the volunteer programs).
 - Geographic limitations of the programs.
 - Limited number of rides allowed per week/month with some programs.
 - Special needs vehicles (wheelchair accessibility, extra assistance needed for some passengers, etc).
- There is clearly an opportunity for this group of key stakeholders (the agencies and programs in particular) to continue to collaborate and cooperate with each other and the specialized transportation providers to improve the overall specialized transportation for the county.

MUNICIPALITY FEEDBACK

Feedback from municipalities was sought from local governmental officials about issues related to the availability and quality of specialized transportation services currently being offered in the county. The following exhibits (**Exhibits 30-37**) provide a summary of the main insights gained from municipal respondents.

Exhibit 30: Key Factors that Make Utilizing Specialized Transportation Problematic for Elderly Residents



Exhibit 31: Key Factors that Make Serving Elderly Residents Problematic for Specialized Transportation Providers



Exhibit 32: Key Factors that Make Utilizing Specialized Transportation Problematic for Physically Disabled Residents

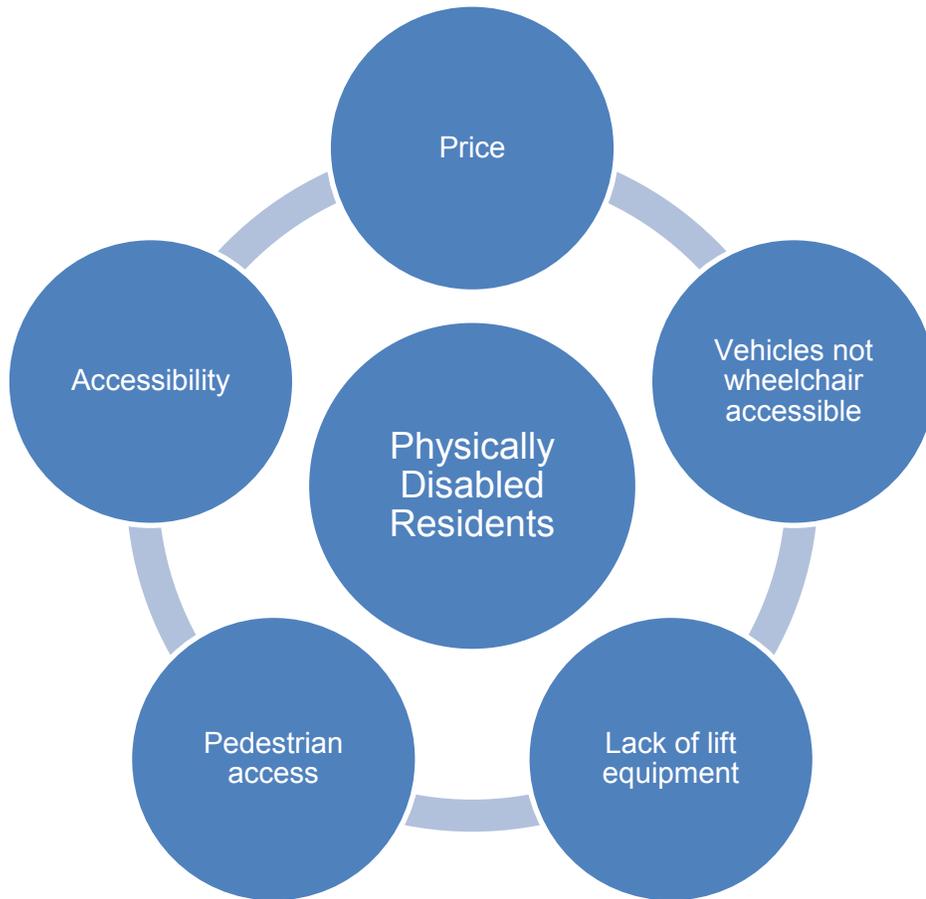


Exhibit 33: Key Factors that Make Serving Physically Disabled Residents Problematic for Specialized Transportation Providers

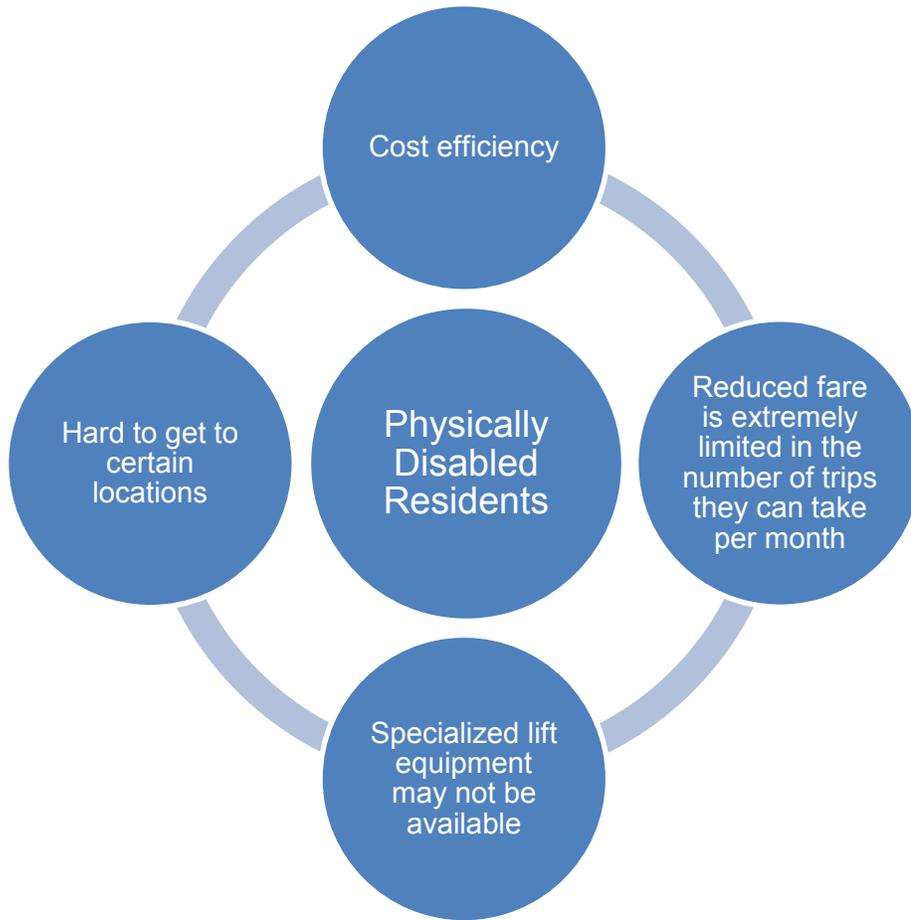


Exhibit 34: Key Factors that Make Utilizing Specialized Transportation Problematic for Intellectually Challenged Residents



Exhibit 35: Key Factors that Make Serving Intellectually Challenged Residents Problematic for Specialized Transportation Providers

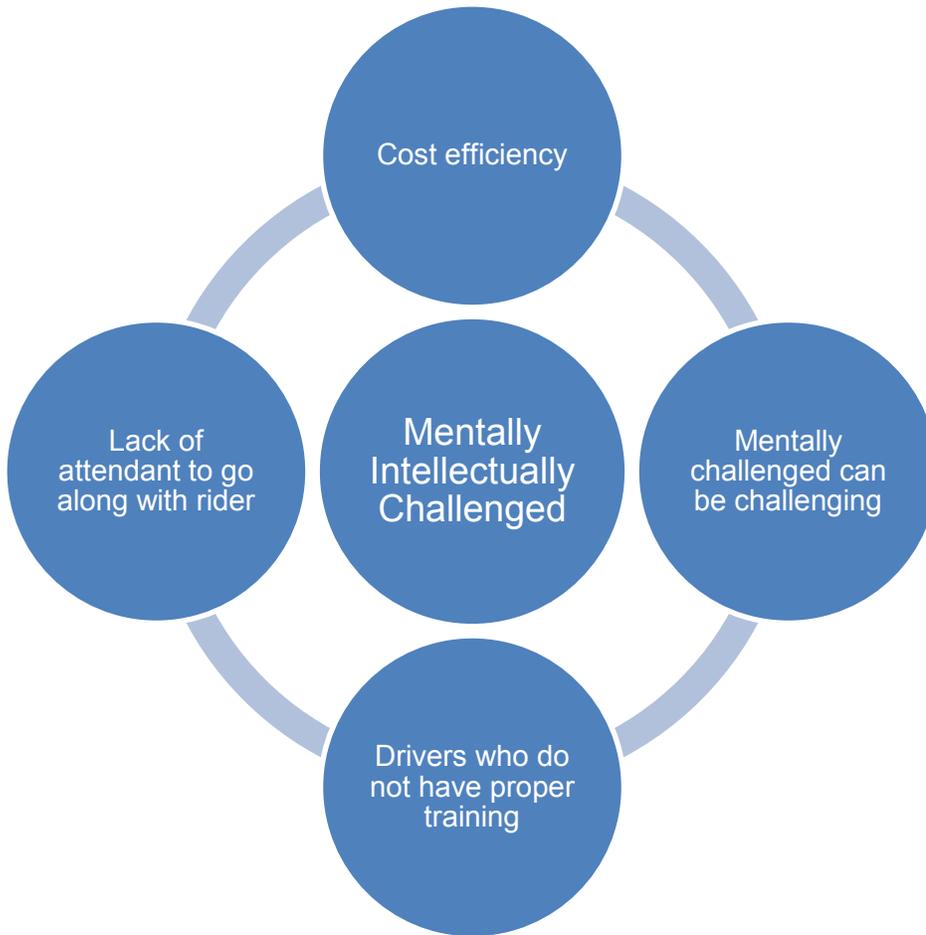


Exhibit 36: Key Factors that Make Utilizing Specialized Transportation Problematic for Low Income Residents

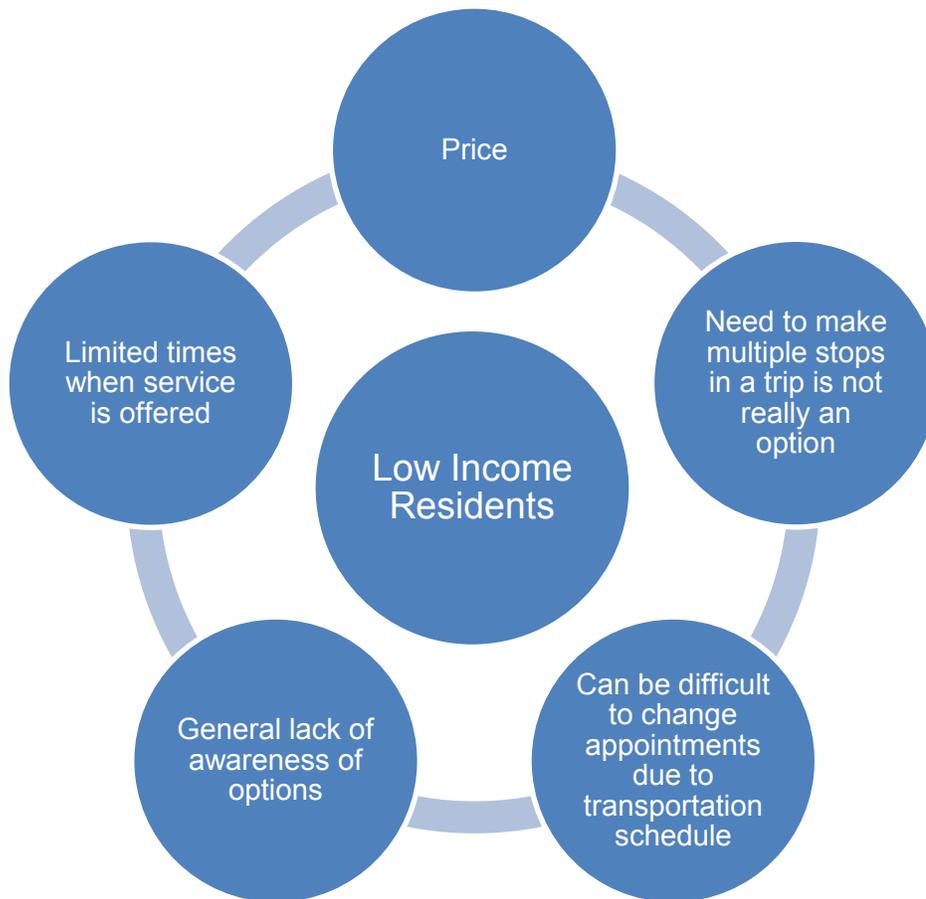
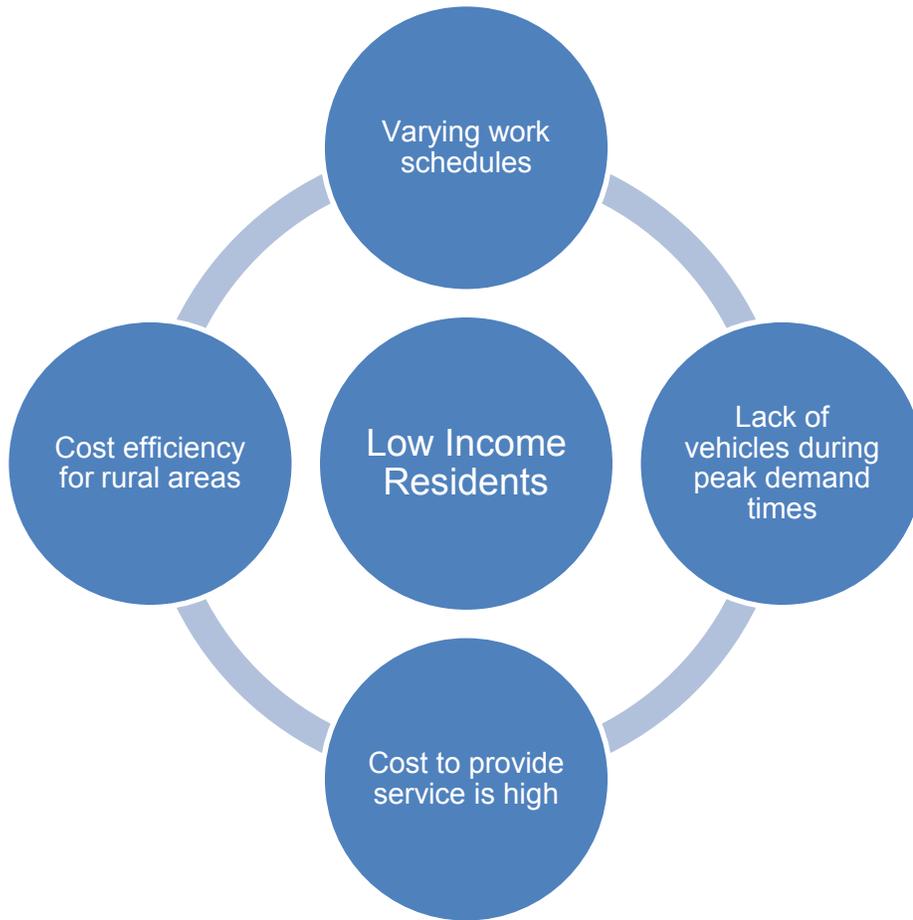


Exhibit 37: Key Factors that Make Serving Low Income Residents Problematic for Specialized Transportation Providers



Local Municipality – Qualitative Feedback

Where do you perceive transportation gaps to exist for elderly/disabled/low income residents?
Everywhere
Rural communities in county and outside city of Oshkosh limits. Ability to move between Fox Cities and Oshkosh or rural community and Oshkosh.
Small towns around our larger cities
Small towns around our larger cities
Getting to certain locations, cost
Not enough competition so quality isn't always a driving factor
Evening and weekend service and extra assistance to the door
Out of town transportation to needed medical appointments is almost non-existent. High cost for current services. Minimal rural transportation services.

Where do you perceive elderly/disabled/low income residents to be over-served (i.e., too many overlapping transportation services are being provided)?
Nowhere I know of.
NEMT MA Transportation MTM Broker
Many in town transportation options for elderly between assisted living/nursing homes/ADA/Dial A ride.

How might specialized transportation in your county be better coordinated in order to close gaps and/or address the overlap in service?
It might be useful for the county to look at diversification of the 85.21 funding to look at expansion of services. Incentives to coordinate with other agency and increased focus on mobility management.
Private business subsidized by public and private funds
Private business subsidized by public and private funds
Better coordination
We need to be allowed to use more than 1 provider per area.
Leverage state and federal funds for in town and rural rides, similar to Eau Claire County and their city transit
Offer weekly or monthly transportation options for rural residents.

What barriers prevent elderly/disabled/low income residents from fully utilizing specialized transportation?
Price/availability
Sometimes lack of knowledge of services already existing.
Identified above
Identified above
Understanding the system
Too few transportation companies
Expense, fear of being left behind, doesn't go when and where they want, don't understand or know about the system
Wait of return transport, day of week, weather, cost

What are the most common complaints/concerns that you hear from elderly/disabled/low income residents who use specialized transportation services?
Long wait times for return rides. Long wait times while dropping off other riders.
Not available, or not available when they need it
Not available, or not available when they need it
Cost, Lack of understanding the system, where it goes
They wait too long to be picked up for the return trip
Long wait times. Too costly to use for out of town transports.

How do/did elderly/disabled/low income residents become aware of specialized transportation services as an option?
Literature/word of mouth
ADRC, Making The ride Happen, Red cross, United Way, word of mouth, churches, Senior Center
Newspaper, adds at public buildings, word of mouth from local care givers and clergy
Newspaper, adds at public buildings, word of mouth from local care givers and clergy
Contacting Go Transit
As the administrator, I obtain the paratransit authorization for all appropriate residents.
Word of mouth
Referrals

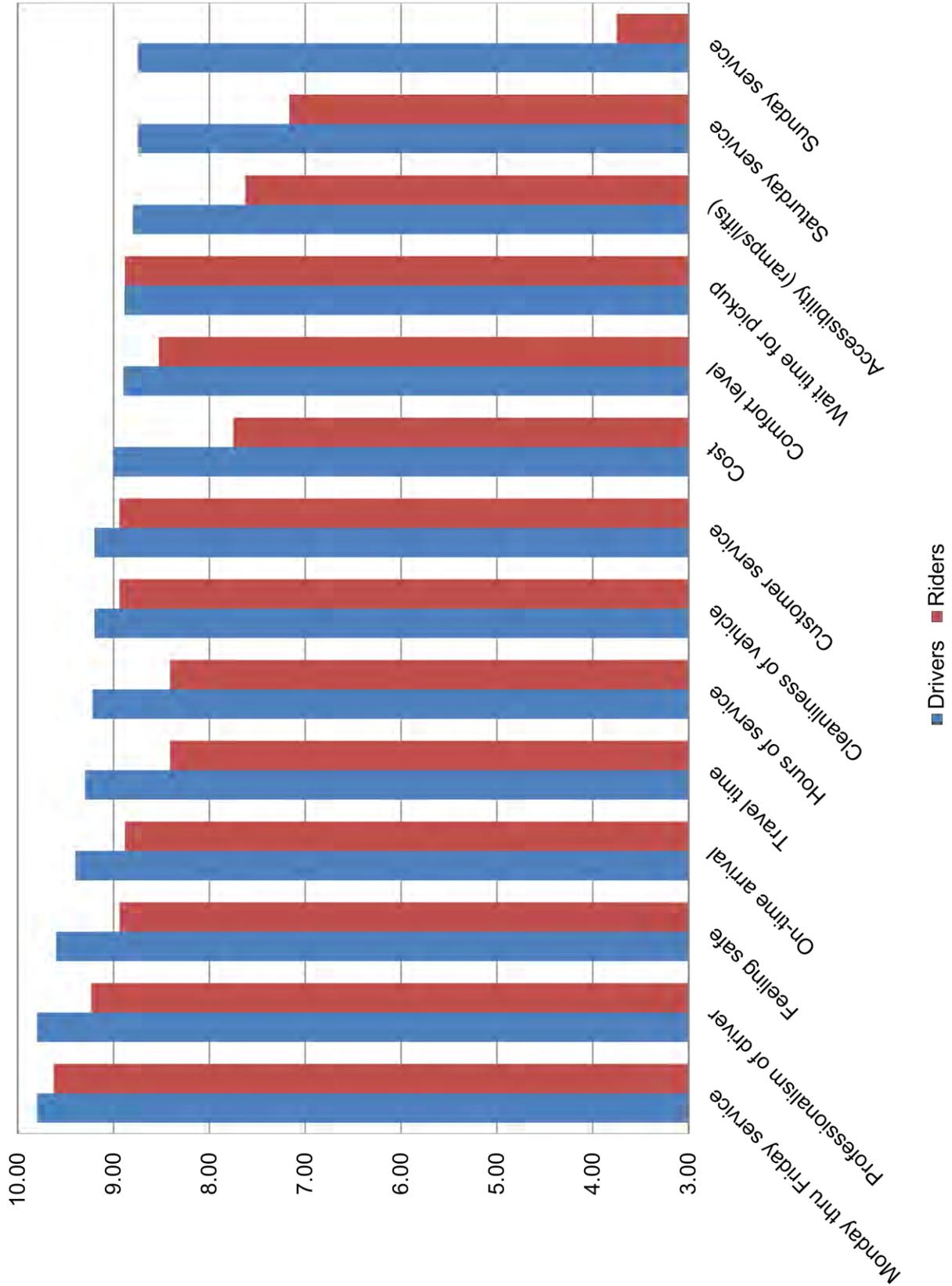
How might specialized transportation services be better advertised and/or promoted to elderly/disabled/low income residents as a viable transportation option?
TV/radio
Increased marketing, posters in clinics, social media, development of relationships in the rural communities
Commercials on radio and TV, internet for those who are savvy
Using media
The ADRCs usually do a good job of letting people know of the existence of these services.
Need to get in with the medical facilities and dialysis clinics

DRIVER FEEDBACK

In order to gain feedback from as broad a perspective as possible, data was also collected from drivers who provide specialized transportation services to Winnebago County residents.

When asked to project how current users might rank-order factors in terms of delivery, driver responses resulted in the following **Exhibit 38**. As can be seen, drivers report that the delivery across all of the factors is relatively high. However, in some cases, delivery scores are slightly different when compared to current user responses. For example, cost and accessibility appear to diverge some when comparing driver perspective and user perspective.

Exhibit 38: Driver Versus Rider Perception of Delivery of Key Factors



Specialized Transportation Driver – Qualitative Feedback

When asked what characteristics associated with current users made providing transportation service more problematic, drivers reported a number of issues. As can be seen in the next several tables, drivers, who would seem to be ideally situated and able to respond from a position of knowledgeable insight, report that while some problems and issues stem from the users themselves, other are often beyond anyone’s control. For example, users who are not on-time for a scheduled pick-up, users who change plans without notice and users who act out inappropriately can have a negative impact on the level and quality of services across the entire system. Other issues, for example those related to inclement weather, can also have a negative effect on service delivery and appear to cause angst for both drivers and users.

What special needs or characteristics associated with the targeted population segments make servicing these riders problematic?
Difficulty climbing up into the van
Mobility, behaviors, medical conditions, age size of rider
Size of rider
Riders who are not on-time
If client is running a little late to make sure I take my time as safety is the number one priority. I have a client with some vision problems and just need to help out and remind the client to take their time.
They are mentally challenged, they repeat.
Having to load walkers into a small vehicle
Often they change their location.
Not very ambulatory, heavy walkers, bad hearing, dementia, unsteady
Size of vehicle needed. Height of passenger seat from the ground.

What are the biggest problems that you face when serving riders from the targeted population segments?
Redirecting distractive attitudes/thought patterns
Mobility, behavior, size of rider
Occasional challenging behaviors
Weather, roads not plowed or salted
That everyone is in the correct seat before leaving and problems that encounter from clients getting upset with each other while on the van.
Getting along with each other.
Getting in and out of a vehicle that is so low to the ground and trying to load 2 or more passengers with walkers into a small vehicle.
Not being ready.
Their inability to hear well and sometimes due to memory loss they do not even remember where we are supposed to take them.
Demands by passengers for immediate service.
What changes would make it easier to service riders from the targeted population segments?
Our service is kept to a high standard. Any changes needed are promptly addressed.
Don't feel that there are any significant problems

Plow roads/salt roads
To make sure that everyone is out to the van on time so the route can get going.
If there was another person to keep the peace.
Bigger vehicles and more handles for the passengers to get in and out of the vehicle.
Ceiling handles for rear seats.
None really.

What changes would likely lead to a higher satisfaction level among riders from the targeted population segments?
Vehicle easier to get into/out of. This would offset the vehicles capabilities in rural routes driving in heavy snow.
No changes in the route at this time
Leave earlier when weather is bad
Have some sort of penalty if they are not listening or are misbehaving in the back or pull-off to the side until they decide to listen.
With the mentally challenged there really isn't anything that would change - it is the way they are.
The seats being a bit higher off of the ground.
More tickets (many worry about running out)
Lower cost.

If you could only change one thing about your experience in dealing with riders from the targeted population segment, what would that one thing be?
Have everyone be happy all the time.
Understanding safety driver is responsible for.
That everyone is pretty quiet for the most-part and would all get along with each other.
I really don't know what I would change.
Having a vehicle a little higher off the ground with more space for storage.
Don't have a problem at all - 95% of the people really enjoy service.
Charge more for riders that are from one city to another as the charges are not enough to cover the time and gas involved.
That they all be patient with drivers and schedules.

What destinations would your regular riders like to see added?
Oshkosh
They want to extend hours on Saturday and Sunday.
We go almost everywhere they want to go.
Oshkosh Medical offices

What, if anything, could the transportation provider do to make your job easier/better?
Garaged vehicles during winter.
At LPP if it is pretty bad weather they usually send another staff to help clients get on/off the van which helps me out as I don't have to worry about leaving the van unattended.
Not really anything

Get Nextel 2 ways instead of the radios we have now.
Improve the radio in Neenah; provide a written list of scheduled appointments.

What could the riders do to make your job easier/better?
Positive mood/attitude
The riders with their various special needs have done excellent on my route.
Positive attitude
Be on time for departure
If everyone could all get along so I just have to focus on driving and don't have to worry about what everyone is doing in the back.
Have a little more consideration for the other riders.
Being ready at their scheduled time.
Have the correct change and call in advance.
Dial-a-ride passengers could use pre-paid envelopes with a ticket and \$3.50 inside and their name and destination address on the outside.
More patient and clean.

In terms of the training provided to drivers, the limited feedback appears to indicate a wide range of options and levels of thoroughness.

What kind of training did you receive as part of your employment as a driver?
Agency provided training. Safety, emergency.
Driver safety, First aid, CPI training
Driver training, how to operate vans and safety of riders
1 on 1 drive along, computer course
That I had a ride along before I started the van route, so that I knew where everyone lived.
Total training through employer
Day of ride along with trainer who explained the checklist of responsibilities.
Paperwork
Verbal and hands-on
Filling out paperwork, have been in public transportation for over 30 years.

REGIONAL SURVEYS - COUNTY HUMAN SERVICES-PUBLIC TRANSPORTATION COORDINATED PLAN

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.”

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.

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.

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

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

ECWRPC recently surveyed 474 specialized transportation users and 30 providers in the region as part of the update to the 2008 County Human Services-Public Transportation Coordinated Plan for Winnebago, Outagamie, Calumet, Waupaca, Waushara, Green Lake, Menominee, Marquette and Shawano Counties. Below are the combined results of the update to the 2008 County Human Services-Public Transportation Coordinated Plan. The results will provide a regional perspective and possibly lead to some regional partnerships in the future to address the specialized transportation needs, gaps and barriers at a regional level.

Transportation Providers

Not all transportation providers answered all the questions. Below are three questions that stood out the most. **Exhibits 39 – 41** illustrate the gaps, barriers, needs and weaknesses identified by the transportation providers.

Exhibit 39: What specialized transportation gaps or needs exist?

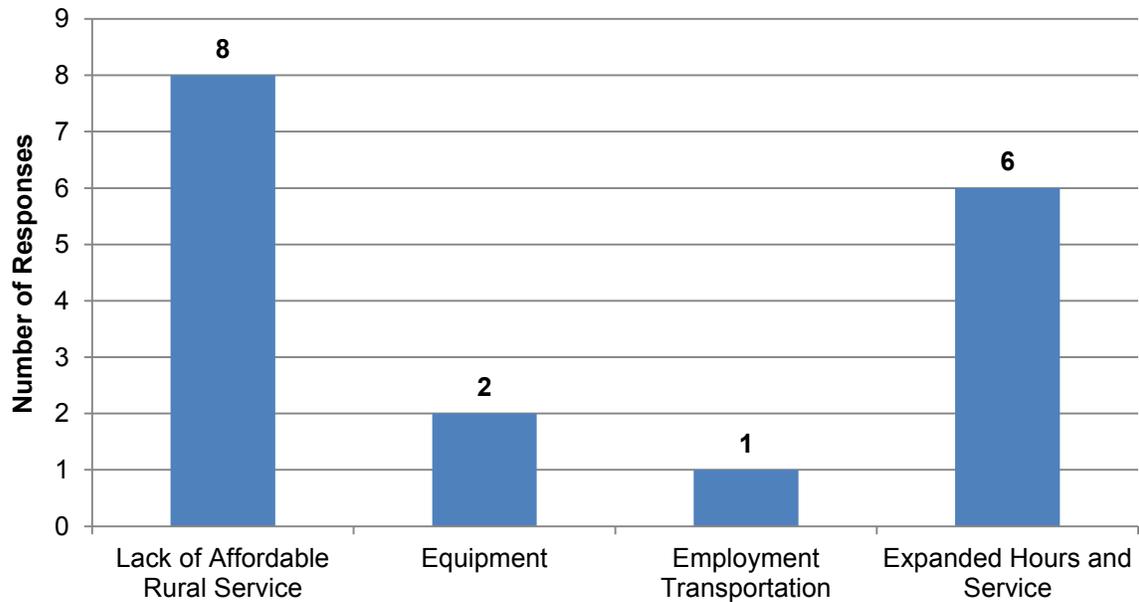


Exhibit 40: What are barriers that prevent individuals from having adequate specialized transportation options?

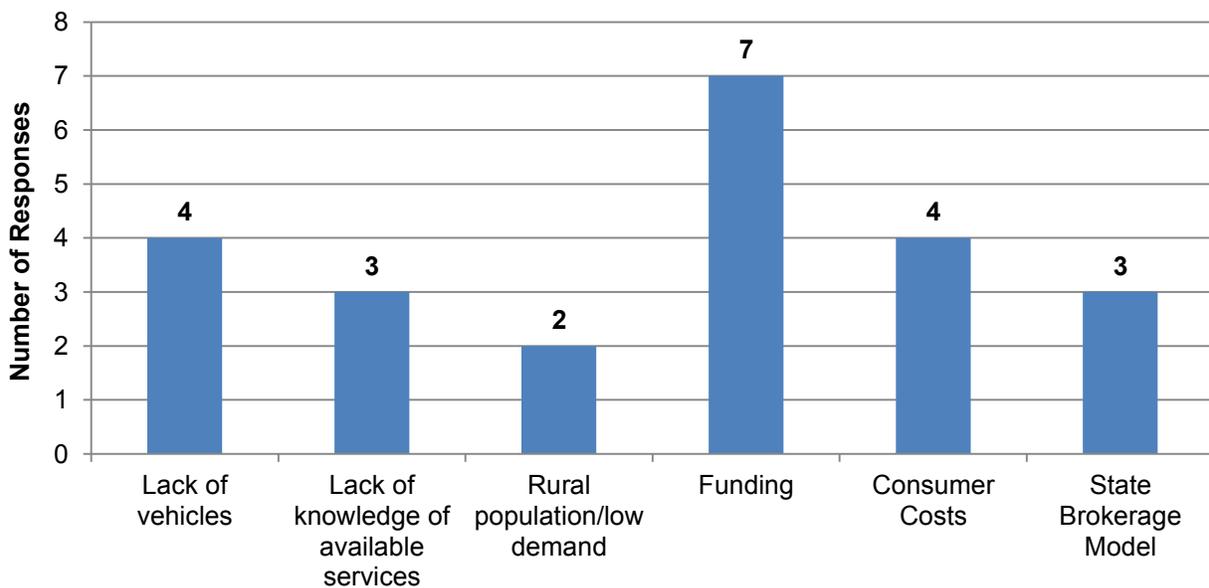
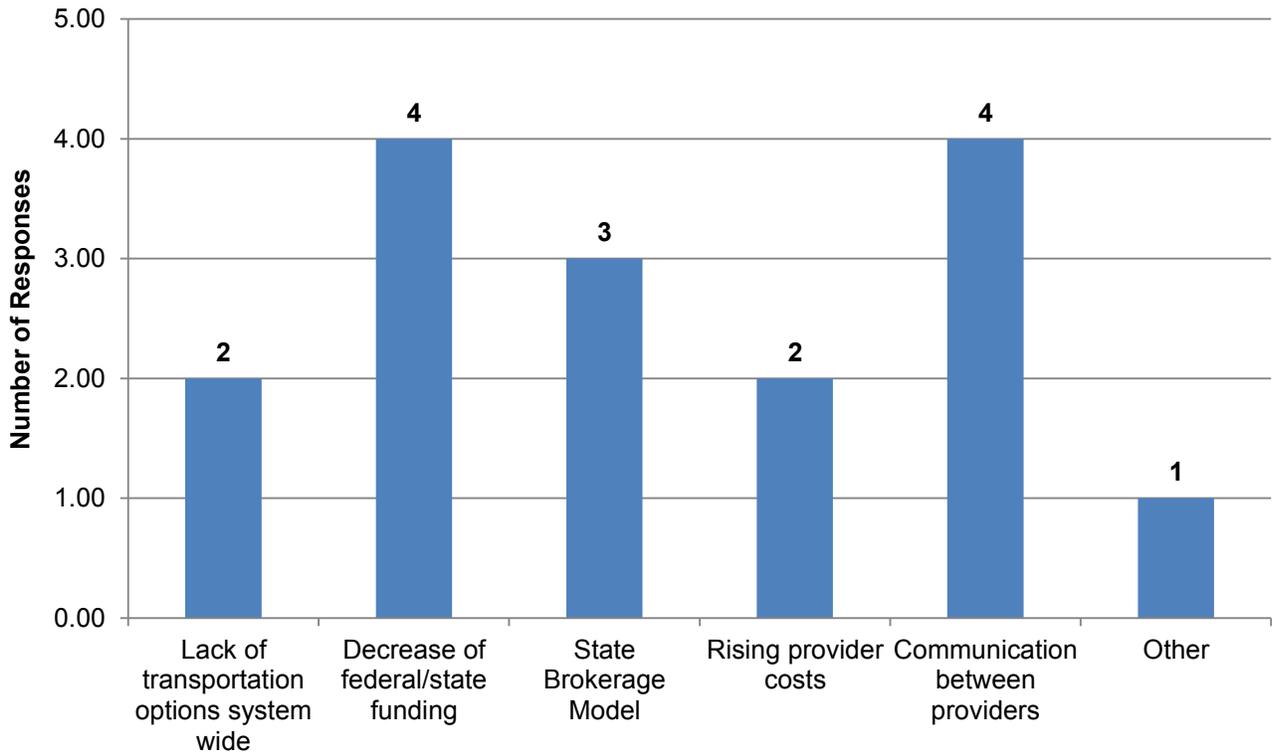


Exhibit 41: What weaknesses do you see within the current system?



Transportation Users

Exhibit 42 illustrates why “users” use the specialized transportation system.

Exhibit 42: Why do you use transportation services?

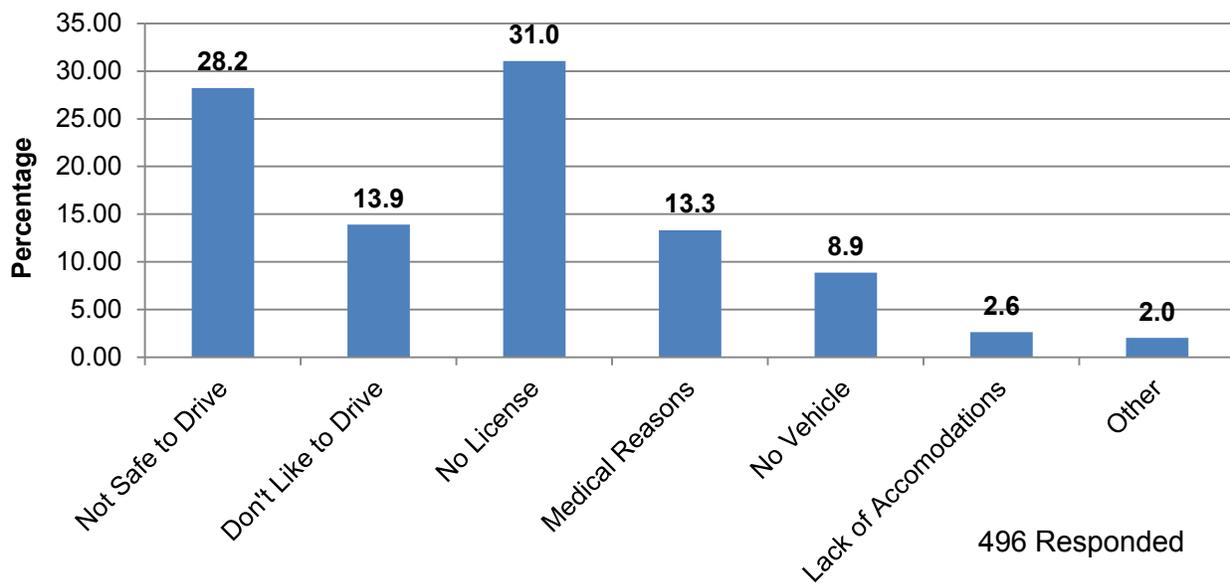


Exhibit 43 illustrates what “users” think can be improved by the transportation providers.

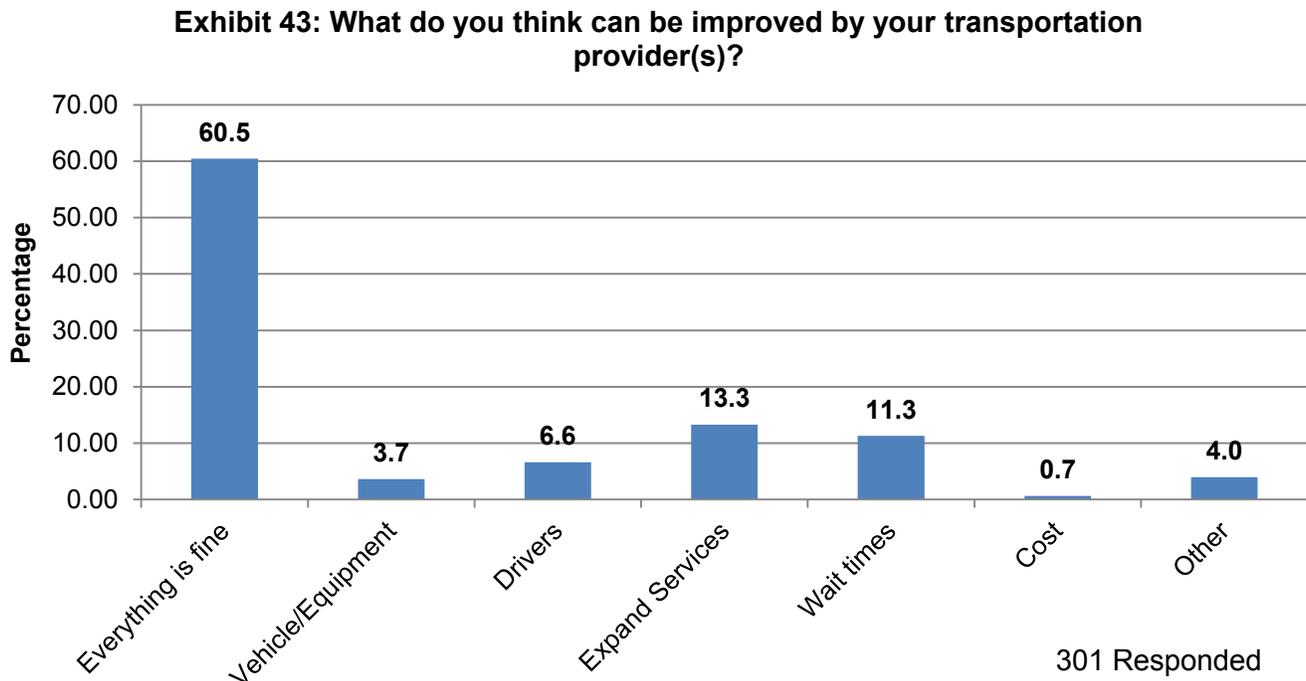
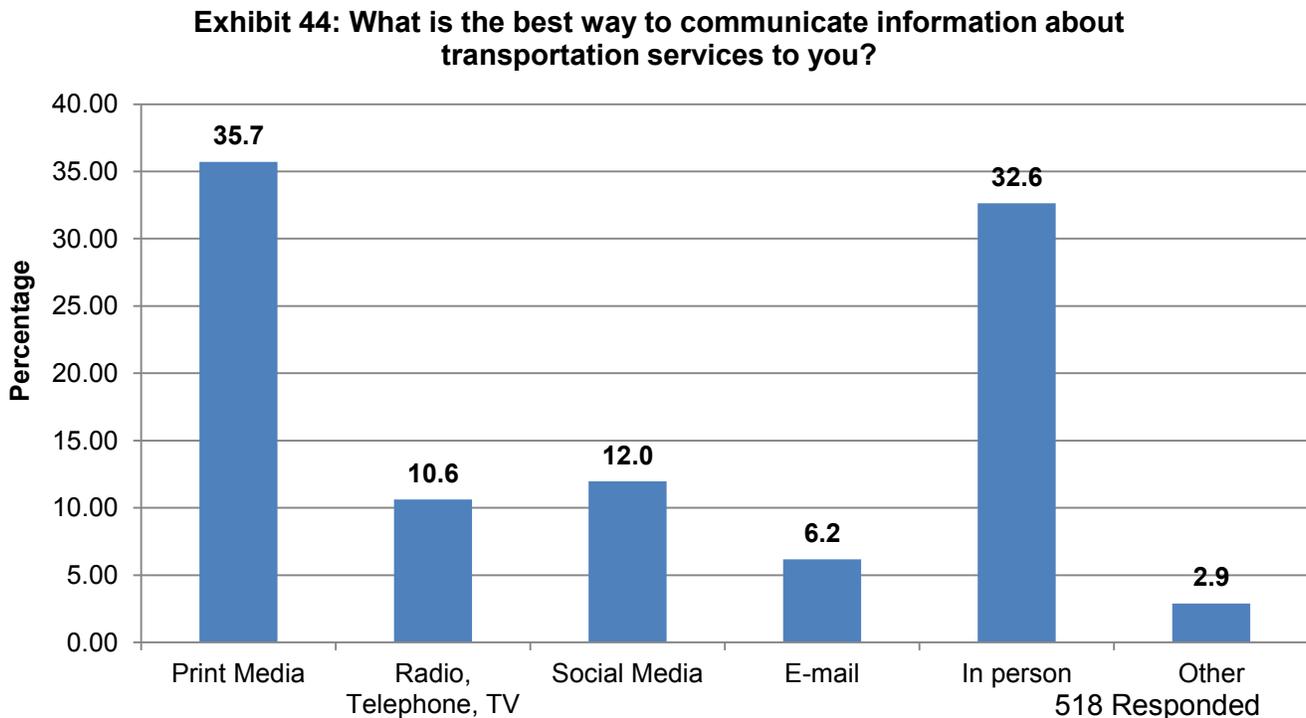


Exhibit 44 illustrates what “users” think is the best way to communicate information about transportation services to them.



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OPPORTUNITIES AND ISSUES

OPPORTUNITIES AND ISSUES

Currently, specialized transportation options are available for the targeted population of county residents, and some vehicles within the system with excess capacity so additional needs can be met within the current network. The county also has a robust fixed bus route system that is available to meet the needs of some of the targeted population groups, and current riders of the overall system tend to view the existing system favorably overall. The existing framework includes option for both urban and rural residents, and there are specialized options for each key special needs group in place for the county to build upon.

While there are many positives with the current specialized transportation system in the county, there are also significant opportunities for improvement.

LOW INCOME

The low-income population presents unique challenges, and as a group in its entirety, has some specific gaps/needs in regards to transportation options.

Both the elderly and disabled population segments include a subset of low-income individuals and have all of the transportation options available to them that all elderly and disabled residents have. The options are fewer for the low-income who do not also fit as either elderly and/or disabled. There are minimal opportunities/options specifically focused on this low-income group:

- ADVOCAP has several programs (Work-N-Wheels, bus passes and the HUB) for the low income that help with transportation needs in rural and urban Winnebago County.
- The Emergency Shelter of the Fox Valley provides bus tickets and Connector tickets for residents to help them find a job and/or to get to a job or job training, but this only serves approximately 75 clients at any point in time who are residents of the shelter, and who may come from Calumet, Outagamie or Winnebago counties.
- The Make the Ride Happen program purchases transportation vouchers to give to low income individuals to purchase transportation upon request.
- Many low-income residents use the fixed route bus services, but routes and timing of the bus services are not always optimal. In addition, the ongoing cost can be problematic for many of these individuals/families.
- There are no reduced fare programs provided by the fixed route bus systems for the low-income population like there are for the elderly and disabled. This provides another challenge for many of these county residents.
- While The Connector program from Valley Transit is available to low income residents for rides to/from work that are outside of the fixed bus system routes or timings, the cost can be significant for many of these riders.

AGENCIES AND BUSINESSES

From the agencies and businesses, key areas identified for improvement included the following:

- Reliability and wait time (timeliness of pick-ups and drop-offs)

- Awareness of options, eligibility requirements and “rules”
- Geographic boundary issues
 - Many riders need destinations that cross county lines
 - Availability of many programs limited to specific geographies
- Serving remote/rural locations
 - Availability of options, limitations, timing and costs
- Lead time requirements for on-demand options
- “Fear” factor for unknowns with various options
- Price/cost
- Rider issues
 - Extra time needed; custom wheelchair equipment; lack of knowledge or understanding of options; planning abilities; reliability of riders

TRANSPORTATION PROVIDERS AND DRIVERS

From the transportation providers and drivers, the key areas for improvement included:

- Geographic limitations/boundaries
- Funding complexities
- Rider issues
 - Physical limitations; reliability; timeliness; fear of using
- Lack of awareness of transportation options
- Wait time for riders
- Cost (especially for low-income riders)
- Serving rural areas
- Handling large wheelchairs/equipment
- Profitability of some programs for providers

WINNEBAGO COUNTY MUNICIPALITIES

From representatives of Winnebago County and its municipalities, the key areas for improvement included:

- Cost/price for many riders
- Accessibility to remote/rural residents
- Wait time for riders
- Lack of awareness/knowledge
- Rider issues
 - Fear; physical limitations; reliability; planning skills
- Geographic limitations/boundaries
- Hospital discharge options

RIDERS/USERS

From the riders/users of specialized transportation in Winnebago County, the following areas were identified as improvement opportunities:

- Wait time for riders
- Cleanliness, comfort, safety and “friendliness” of transportation options
- Pick-up and drop-off at preferred sites (bus stops, destinations)
- Cost
- Desire for multiple stops per trip
- Drivers could be friendlier
- Geographic limitations
- Sunday and/or night service options

NON-USERS

Current non-users of the specialized transportation system that fit into the targeted population groups provided input on areas for improvement to the system. This included:

- Cost
- Loss of control of personal transportation
- Inconvenient timing for transportation options
- Other drivers
- Wait time
- Traffic
- Parking options

GENERAL THEMES

The feedback from all of these various stakeholder groups provided some general themes for areas of opportunity when evaluating the entire system of specialized transportation that is currently in place within Winnebago County. These themes included the following areas (more detail for each theme will follow):

- Awareness of options that are available for specialized transportation needs
- System complexity issues
- Emotional barriers of users/potential users
- Operational complexities/issues
- Efficiency issues/opportunities
- Cost/pricing issues

Lack of Awareness

The lack of awareness of the various options that are available to Winnebago County residents is a significant issue regarding the utilization of the overall system of specialized transportation. Many potential users are not aware of options that are available to them, and it often takes a “crisis” situation that leads users to potential options. When awareness is generated, it tends to be with a specific transportation option rather than awareness of the full network of options. Word of mouth via family members, friends, medical personnel or agency team members is often the first exposure that potential users have to available transportation options.

System Complexity

From a system complexity perspective, the following issues were identified from all stakeholders interviewed or surveyed during this study:

- General awareness of the numerous options that are available
- Rules, eligibility and availability of the various options are issues for many
- Overall, specialized transportation users/potential users are a very diverse group with some similar, and some very different needs from a transportation perspective
- The funding mechanism is very complex for transportation providers, program coordinators and caretakers/users
- Geographic boundaries and different rules between counties and programs and transportation options adds a level of difficulty for users/potential users

Emotional Barriers

Emotional barriers that specialized transportation users (and non-users) have that represent opportunities for improving the system include the following:

- Fear of the unknown
 - How to use the various transportation options
 - How to pay, and how much it costs to use
 - Where to go for help
 - Concerns with trust with drivers and/or other passengers who are unknown to the riders
- The loss of independence associated with using specialized transportation
- Not knowing what options are available to use, where they will or will not go, and what types of rides are permissible (medical appointments versus shopping/errands versus social trips)
- The desire for riders to stop at multiple locations on a single ride
- Cleanliness, comfort and safety issues associated with unknown transportation providers and their vehicles

Operational Issues

Operational issues that can be addressed to improve the overall system include:

- Reliability of transportation coming when promised (esp. rural)
- Wait time for riders (esp. at the back-end of the trip)
- Options available for rural/remote areas
- Weight and size of some equipment and riders
- Geographic and county-line boundary rules
- Wait time for the drivers at both ends of a trip
- Awareness of the various transportation options, rules associate with each, eligibility requirements to use specific options, etc.
- Hospital discharge issues
- Lack of Sunday and evening services
- Bus stop locations, condition and accessibility

Efficiency Issues

System efficiency issues were also a theme of opportunities to improve the overall specialized transportation system, including:

- Idle equipment does exist in the system
- Covering non-urban and more remote areas
- Rider inefficiencies
 - Slow moving
 - Late at pick-up
 - Forgetfulness and lack of planning skills
 - Physical limitations
- Staying on schedule (esp. fixed route buses)
- Use of “on-demand” options when fixed route could work
- Inefficient schedules for some routes (in particular, the Neenah to Oshkosh route was mentioned)

Cost and Pricing Issues

Finally, issues to address in the area of cost and/or pricing that could make the overall system more effective include:

- Variability in costs for riders
- Lack of awareness of how to pay
 - Is cash needed? Will a credit/debit card work? How much is expected?
- Profitability issues with various programs, riders, destinations and/or pick-up locations
- Rural/remote area coverage
- Use of on-demand option when fixed route transportation could work

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RECOMMENDATIONS

RECOMMENDATIONS

The Winnebago County Specialized Transportation Study recommendations were developed through a three phase process. The first phase used Dynamic Insights LLC. data collection and report analysis. Dynamic Insights LLC. utilized survey data, interview testimony to identify areas of improvement and recommendations to enhance the system to better meet the needs for the users. The recommendations were insightful, but needed to be more explanatory and comprehensive. The second phase took Dynamic Insights LLC. recommendations and refined them and added “real life models” and “best practices”. This phase took the recommendations and brought them to life. The third phase introduced the recommendations to the steering committee to review and consider future steps or actions. This phase is critical as it will allow the steering committee to develop recommendations they can support.

The following is Winnebago County’s vision to guide Winnebago County into the future.

VISION FOR THE FUTURE

Enhance the overall public transit/specialized transportation user experience, increase mobility in and around rural communities, create a more efficient transportation network, build public and private partnerships, increase mobility of all residents and visitors by helping people navigate the number of transportation services throughout the region.

The following are the short and long range recommendations to help Winnebago County achieve their vision for the future. Short range recommendations refer to those recommendations that should be addressed immediately or within one to five years. Long range recommendations refer to those recommendations that should be addressed within the next five to ten years. The recommendations are intended to be comprehensive to provide Winnebago County with a multitude of options to improve the efficiency and coordination of the specialized transportation system. The detail and examples provided with each recommendation is intended to provide the County with the resources to start implementation.

RECOMMENDATIONS

- **Recommendation 1:** Develop a Winnebago County coordinated transportation system and hire a transportation coordinator to manage it. (short range)
- **Recommendation 2:** Invest in a robust mobility management program to incorporate all users and increase overall mobility. (short range)
- **Recommendation 3:** Increase rural user transportation options through policy changes, public private partnerships and additional programs. (short range)
- **Recommendation 4:** Establish a mobility advocacy coalition group to provide a positive forum for citizens to voice their concerns and connect with transportation professionals. (short range)
- **Recommendation 5:** Incorporate quality assurance measures. (short range)

- **Recommendation 6:** Advocate for policy changes. (short range)
- **Recommendation 7:** Provide ongoing driver training and feedback loop. (short range)
- **Recommendation 8:** Modify the qualifications for GO Transit's Access to Jobs program. (short range)
- **Recommendation 9:** Develop a regional cooperative transportation network between Oshkosh's GO Transit, Fond du Lac Transit, Valley Transit and Green Bay Metro to allow users to access jobs, healthcare and shopping throughout the region. (Long range)

RECOMMENDATION 1: DEVELOP A WINNEBAGO COUNTY COORDINATED TRANSPORTATION SYSTEM AND HIRE A TRANSPORTATION COORDINATOR TO MANAGE IT

Coordinated Winnebago County Transportation System

A coordinated transportation system allocates resources among public providers, non-profit transportation providers, private transportation companies and public or non-profit human service agencies to provide better mobility with the existing system. Coordination can increase services and efficiency by clustering passengers, scheduling fewer one-way trips and reducing costs through shared use of personnel, equipment and facilities. Most providers look at coordination as a process of scheduling and routing vehicles to serve the maximum number of passengers in the fewest number of trips rather than establishing cooperative arrangements with other providers and sharing resources across programs to meet common goals.³

Typical coordination activities may include:

- reciprocal customer information and referral;
- cooperative grant applications, staff and driver training, maintenance and vehicle storage;
- coordinated procurement of vehicles, insurance, maintenance, fuel, training, hardware/software;
- coordinated procurement of contract service providers;
- inter-agency purchase of supplementary service; and
- consolidation of programs, including the establishment of a regional paratransit brokerage or Mobility Manager.⁴

One of the challenges to coordination is determining how to share resources or allocate cost among partnering agencies. State and federal programs funding transportation provide specific services to specific groups with unique regulations and reporting requirements. In order to coordinate, groups must work together to ensure the target populations needs are being met equally.

³ Department of Health and Human Services, Office of Inspector General, Coordination of Specialized Transportation Services – September 1995

⁴ Transportation Services for People with Disabilities in Rural and Small Urban Communities Summary Report, Easter Seals Project Action – August 2006

A coordinated transportation system can take either two forms:

- The merger – all of the transportation providers merge into one provider for the entire county.
- The coalition – all transportation providers (for profit and non-for profit), health and human service agencies, Wisconsin Department of Transportation and Federal Highway Administration come together to form a coalition with common goals to server the transportation needs of Winnebago County

Example 1: Medina County, Ohio (Merger example) - <http://www.medinaco.org/transit/>

Medina County is 421 square miles, located in the State of Ohio (north central) with a 2010 total population of 172,332. In 1994, Medina County was dealing with the same problem many counties are dealing with today. There were a number of transportation providers and human service agencies providing transportation in the same area. A lot of these providers and or agencies had their own vehicles that were not being used to their full potential. The system was uncoordinated and difficult to use for the customers. A meeting took place with all of Medina County's transportation providers and human service agencies and they decided to come together and form their own unified transit system called Medina County Public Transit's (MCPT). MCPT system was structured around contracts from all transportation providers and human service agencies to provide transportation to their clients. MCPT lost operating assistance funding because they went from a rural system (5311) to an urban (5307) and had to cut services, but MCPT is still operating a county wide rural transit service.⁵

MCPT's mission is to provide safe, reliable, quality public transportation services to all residents of Medina County. MCPT is a demand response, curb to curb, advanced reservation, shared ride transportation service that serves all of Medina County. MCPT is open to the general public including individuals with disabilities.

Example 2: Door-Tran, Door County, WI (Coalition example) <http://door-tran.com/>

Door-Tran is a creative community network dedicated to connecting to transportation services that are affordable, available, and accessible within and out of the county. Not only does Door-Tran provide transportation, but other services such as vehicle loans, gas vouchers etc.

Door County is 490 square miles with a 2010 total population of 27,785 (U.S. Census) and a heavy summer (seasonal employment and visitors/residents) population.

A needs assessment in 1998 and 2005 indicated that transportation was the most significant need within the county. In 2006 Door-Tran began as a transportation steering committee made up of nonprofits, for-profits, and government agencies and later became the Door County Transportation Consortium, which is now an advisory board. Door-Tran's Board of Director or Governing council was formed in 2007 and consists of 12 members who meet bi-monthly.

The impetus for starting the Door County Transportation Consortium began later in 2007 when the Door County Community Foundation instituted its Community Impact Grant program. The Foundation sent out requests for applications from community nonprofits, seeking projects which would have a significant and positive impact on those who live in and visit Door County.

⁵ Salamone, Mike – Director Medina County Public Transit (personal communication, February 19, 2014)

The projects were to be beyond the usual scope of the applying nonprofit, collaborative with other community organizations, be creative, and cross disciplinary. To date, over 43 members have joined the Consortium and are made up of nonprofit and for-profit providers, nonprofits, businesses, and government agencies.⁶ In 2008 Door-Tran utilized New Freedom funds to help run the program. From 2009 to 2014 Door-Tran took advantage of other various funding sources to continue the program. Surveys are used to make sure unmet needs are brought forward to remain current on resident's transportation needs.

Door-Tran is successful because of the partnerships and the people involved. Important partners to include are the county and local municipalities, providers (for profit and not for profit), community members and the Wisconsin Department of Transportation. It is important that the county and local municipalities have buy in and they have access additional funding sources or are candidate for state and federal funds. The consortium participates in conferences, trainings, webinars and teleconferences to get new ideas and connect with new partners. Door-Tran is also a member of regional, state and national groups to get active and expand their boarders. It's all about partnerships and working together for a common goal.⁷

Example 3: Tompkins Consolidated Area Transit, Ithaca, NY (Merger example)

Tompkins Consolidated Area Transit, Inc. (TCAT) is an atypical not-for-profit corporation that provides public transportation throughout Ithaca and Tompkins County in upstate New York State. In 1978, 24 departments and human service agencies agreed to create a non-profit to be a paratransit provider for seniors and people with disabilities. Thus GADABOUT (name of the paratransit service through a public contest) was created with 2 vans and 6 volunteer drivers. In 2013, GADABOUT carried 66,000 passengers on 25 buses with a work force of volunteer and paid drivers and staff.⁸

The text for the following section was taken directly from an American Public Transportation Association web feature on TCAT. For the full text, please see **Appendix E**.

Basic fixed route transit service and rural demand responsive services in Tompkins County are operated by Tompkins Consolidated Area Transit (TCAT) which was born out of the consolidation of three separate local systems in the 1990s and reorganized as a private non-profit transportation corporation in 2005. The Ithaca Tompkins County Transportation Council (ITCTC), the area MPO, serves as the hub of mobility management activity and innovation, as well as providing a collaborative forum where substantive mobility issues and solutions are addressed while minimizing typical political distractions. Since 1988, Cornell University, the county's largest employer, has operated a successful Travel Demand Management (TDM) program which boosted transit ridership and ridesharing; resulting in 2,600 fewer cars registered on campus than in 1990. Other major partners in managing mobility include Ithaca College, Tompkins County Community College, the Tompkins County Department of Social Services, private paratransit, taxi and other service providers as well as other public and private sector interests and organizations.

The Tompkins County Department of Social Services (DSS) also plays a key role in managing mobility by virtue of its broader responsibility for county-wide human service client needs and its

⁶ <http://door-tran.com/> 2/27/2014 8:24 am

⁷ Porter, Carrie and Busch, Pam "Transportation Coordinating Committees" power point 3/7/14

⁸ Mengel, Dwight - Chief Transportation Planner Tompkins County Dept of Social Services (personal communication, February 26, 2014)

knowledge of and familiarity with the wider range of funding sources available to the county. DSS manages the county's Coordinated Public Transit – Human Service Transportation process jointly with ITCTC, involving over 30 agencies and organizations. In addition, DSS and ITCTC split or share project management and contract management responsibilities for new initiatives, projects and programs, as appropriate. It is through the DSS' Transportation Planning Program, begun in 2006, that all available federal and state transportation and human service program grant support is managed and coordinated for use across the county's systems and services.

Aside from a long-standing commitment to interagency collaboration and the joint leadership provided by ITCTC and DSS, three core strategies have been at the heart of the effort to manage mobility across the Tompkins County:

1. A willingness to establish joint 'coalitions' to assess and address evolving, unmet transportation needs or "mobility deficits," as they are recognized.
2. The creation of non-profit organizations to guide specific services and solutions arising out of coalition planning efforts directed by boards, typically with wide-ranging public, institutional and private sector participation.
3. The knowledge, ability and willingness to share and coordinate all available funding sources to support the full range of mobility initiatives and delivery schemes.

Transportation Coordinator Position

Winnebago County needs a transportation champion, someone who can dedicate their time to transportation only. The network of providers, vast number of programs, federal requirements and regulations is too complicated for any user to navigate alone. A transportation coordinator is needed to make sense out of the system, be there for the customer, act as a mediator when conflicts arise and be an advocate for the disabled, elderly and low income. Transportation is an ever evolving system and should not end with this study, but should start with the transportation champion.

Winnebago County transportation coordinator responsibilities:

- establish cooperative arrangements with other providers and share resources across programs to meet common goals;
- review funding request;
- secure county funds;
- get budget approval;
- develop contracts (define responsibilities, budget shortfalls);
- program policy;
- payments to GO Transit;
- 85.21 application;
- state reporting;
- field customer complaints (see **Appendix F** for example);
- manage idle equipment;
- process applications and renewal for eligibility determination;
- market services, outreach and education;
- represent Winnebago County on transportation related committees;
- update and maintain County Human Services Transportation Coordination Plan;
- resolve issues with facilities and transportation providers;

- resolve payment disputes;
- development and maintenance of the county transportation resource webpage; and
- set up one number call center (multi-lingual and multi-cultural resources). See **Appendix G** for essential characteristics of a one call center.

Example 1: Schuyler County, NY Transit Mobility Manager - <http://www.schuylercountytransit.org/>

Schuyler County Transit is the public transportation system serving the villages of Burdett, Montour Falls, Odessa, and Watkins Glen and areas in Schuyler County, NY. Mobility management is an approach for organizing and providing coordinated transportation services to all customers, including older adults, people with disabilities, and individuals with lower incomes.

Mobility management meets individual customer needs by coordinating available transportation options and service providers. The goal of mobility management is to accomplish a more efficient transportation service delivery system.

The mobility manager serves as a liaison for the public, human service organizations, public transportation, and employers to ensure that customers can get transportation to the places they need to go. The mobility manager is also a resource for transportation related questions.

Mobility Management Goals:

- **Public Transportation Education:** Mobility management can help take the “scary” out of public transportation. Many people needing to use public transportation for the first time find that they don’t know where to start or what to do. Schuyler County Transit offers free travel training to groups or individuals who would like to learn more about public transportation.
- **Identify Gaps in Transportation Service and Create Solutions:** Mobility management helps to determine where transportation service does not exist and is needed. Creative solutions to address these needs can be created by the collaboration of human service organizations, mobility managers, and service providers.
- **Provide Information:** Mobility management exists to help individuals, human service organizations, employers and the public maximize the benefits of transportation options in their area.⁹

Example 2: Marquette County Wisconsin Transportation Specialist/Dispatcher

The Marquette County Transportation Specialist/Dispatcher is responsible for the scheduling and transporting of clients for the Human Services Department in the most efficient manner to and from destinations and ensures that the fleet of vehicles is maintained in good and safe operating condition.

Note: Not all Marquette County Wisconsin Transportation Coordinator duties are relevant to this recommendation. Those italicized and bolded are the most important ones to take note of.

⁹ <http://www.schuylercountytransit.org/Mobility%20Management/default.html> - 2/26/14 12:20 pm

Essential duties and responsibilities include the following. Other duties may be assigned.

1. Responsible for coordinating and following through on all request for transportation services by maintaining accurate records of client appointments, pick up times, and performing all necessary communication with drivers and clients.
2. Coordinate trips by utilizing volunteer drivers, fill-ins, and regular drivers along with communicating with medical facilities and other trip destinations, according to the most efficient routes and client appointments.
3. Prepares all necessary paperwork and schedules for drivers on computer programs (Access, Excel and Word).
4. Prepare and maintain complete and accurate records in a timely manner including but not limited to DOT monthly report files, records and reports related to state and federal grants, and client and transportation files.
5. **Assists Aging Unit Manager in preparing federal 5310 Grant Application for Specialized Vehicles, state 85.21 Grant Application (or other transportation grants) when needed.**
6. Inspect all aging unit vehicles (including transportation, homebound meal delivery and leased vehicles to Diverse Options, Inc.) to ensure they are operated in a mechanically sound manner in accordance with maintenance plans. Perform general maintenance when appropriate. Arrange for repairs and maintenance of vehicles when necessary. Ensure that maintenance records are kept and filed in timely manner. Bring vehicles to yearly inspection points for any required inspections.
7. Confer with drivers regarding condition of their vehicles (including both client transporters and food transporters). Train client transporters in proper and safe operation of lifts, oxygen tanks, and other equipment and passenger sensitivity.
8. **Coordinate annual driver training with client transporters and volunteer drivers.**
9. Recruit volunteer drivers and client transporter subs.
10. Drive vehicles when necessary transporting senior citizens, veterans, special needs people and others as assigned to various locations including senior dining sites, shopping, recreational activities and medical and other appointments.
11. **Give Transportation Program report/updates at Aging Unit Board meetings and Transportation Coordinating Committee meetings.**
12. **Attend training and meetings requested by supervisor.**
13. Monitor each of the Client Transporter subs' hours to ensure they do not exceed the 600 hr. limit.
14. **Work with organizations (i.e. Lions Clubs and American Legion Groups) to help with transportation needs in special medical cases.**
15. Pick up and deliver items for Aging Unit, Human Services Department and other county departments as needed and when available.
16. Fill-in for the Food Transporter when necessary.
17. Perform other duties as may be requested by supervisor.¹⁰

¹⁰ Marquette County Transportation Specialist/Dispatcher Job Description – February 2013

RECOMMENDATION 2: INVEST IN A ROBUST MOBILITY MANAGEMENT PROGRAM TO INCORPORATE ALL USERS AND INCREASE OVERALL MOBILITY.

Mobility Management is a strategic approach for managing and delivering coordinated transportation services to all users to access the trips they need to get to jobs, services, and community life.

- Is customer focused
- Advocates on behalf of the user and the transportation providers
- Aggregates transportation services in order to better serve individuals and the community
- Uses multiple transportation providers to offer the most efficient and effective service

Mobility Management Program Recommendations

- Expand to all users
- Produce outreach materials for users and providers (Quarterly Newsletter)
- Research and present innovative transportation resources, such as rideshare, carpooling, ADA services, travel planning technology, databases, voucher services, etc.
- Create a multi-county transportation service guide
- Pursue opportunities for corporate and government sponsorships
- Pursue inter-county government agreement strategies
- Assist with the development of grants and other funding sources

Example: The Northeast Wisconsin Transportation Committee (NEWTC) and Mobility Manager

The Northeast Wisconsin Transportation Committee (NEWTC) consists of a network of human service agencies and other entities that, together, develop and expand existing transportation options for elderly and disabled in Oconto and Marinette Counties. NEWTC's primary objective is to improve coordination strategies, research and develop innovative transportation resources, develop outreach and marketing strategies, explore and implement opportunities to generate additional resources, and to provide grant management and project oversight. NEWTC was responsible for of recruiting, hiring, and supervising the mobility manager.

The mobility manager is responsible for the following.

Develop transportation coordination strategies:

- Inform and consult with the NEWTC.
- Review regulatory processes.
- Research needs and demands of transportation users.
- Work with a regional transportation coordinator network and attend state-sponsored and/or other relevant trainings.
- Research and present innovative transportation resources, such as rideshare, carpooling, ADA services, travel planning technology, databases, voucher services, etc.
- Create a multi-county transportation service guide.

Develop outreach and marketing strategies:

- Create a map of assets and needs.
- Produce outreach materials for users and providers.
- Represent NEWTC at a variety of meetings, focus groups, conferences, and functions.
- Develop and manage media relations.
- Function as a community transportation advocate, promoting accessible, affordable transportation options for the elderly and people with disabilities.

Explore and implement opportunities to generate additional resources:

- Assist with the development of grants and other funding sources.
- Pursue opportunities for corporate and government sponsorships.
- Pursue inter-county government agreement strategies.

Provide grant management and project oversight:

- Prepare or oversee the preparation of reports and their submission to the grantors and the WI DOT.
- Provide project oversight.
- Work cooperatively and effectively with the statewide network of mobility managers.
- Understand and interpret state and federal legislation/rules as they pertain to transportation.

The mobility manager is housed out of Northeast Wisconsin Community Action Program (NEWCAP). NEWCAP, Inc. is a private non-profit Community Action Agency whose mission is to look for and help eliminate the causes of poverty that keep people from being independent and self-sufficient.¹¹

RECOMMENDATION 3: INCREASE RURAL USER TRANSPORTATION OPTIONS THROUGH POLICY CHANGES, PUBLIC PRIVATE PARTNERSHIPS AND ADDITIONAL PROGRAMS

Establish a Voucher Program

Transportation vouchers can be issued or sold to eligible individuals and used to purchase trips from public or private transportation providers, or to reimburse volunteer drivers. Typically, sponsoring agencies subsidize the cost of the trips so that riders are able to receive service at a reduced cost. Eligibility can be based not only on disability, but also on income criteria or the need for a specific type of trip, such as employment transportation. Similar to other types of programs that provide subsidies to individuals rather than transportation providers, transportation voucher programs often have a “self-directed” philosophy that allows participants to control resources directly and to make their own decisions about service providers. Other advantages include low start-up and administrative costs, support for existing transportation providers and services, and flexibility.¹²

¹¹ Johnson, Jaime – NEWCAP, Inc, Special Programs Director (personal communication, February 6, 2014)

¹² Transportation Services for People with Disabilities in Rural and Small Urban Communities Summary Report, Easter Seals Project Action – August 2006

Among the potential benefits and advantages in the use of voucher programs are:

- Vouchers offer a cost-effective way of expanding options for people with disabilities, and thus make the most of limited funding.
- Programs utilizing volunteer drivers can help to make up for the limited availability of general public transportation, or private transportation providers, in an area.
- Voucher programs can provide a means of making long-distance trips that otherwise would be prohibitively expensive for riders.¹³

Vehicle Loan/Maintenance Programs

Vehicle loan programs provide low interest loans to individuals for the purchase and maintenance of a vehicle. There are plenty of existing programs available, but it would be extremely beneficial to low income individuals if they had a local program with local business. Credit Unions could be a perfect partner in a vehicle loan program because they are a local business with ties to the community. A partnership with the local technical colleges or auto repair shops to provide vehicle maintenance is another opportunity that should be explored.

ADVOCAP Work N Wheels Program

The program is designed to assist participants with vehicle loans to purchase or repair reliable, affordable transportation, which allows them to solve their transportation needs, build a better credit rating, access greater employment opportunities, retain employment and increase self-sufficiency. Participants who qualify are working individuals and families earning less than 200% of the Federal Poverty Rate. The Work N Wheels program is offered in Winnebago, Calumet, Fond du Lac and Green Lake Counties.

Find-A-Ride Program

The “Find-A-Ride Program” is a grassroots program focused on connecting volunteer drivers with those individuals who need a ride. This is a neighbor helping a neighbor get groceries or get to a medical appointment. The “Find-A-Ride Program” would work really well in Winnebago County’s Housing Authority complexes. In most cases they are already doing this in an un-organized way, but could benefit from a little organization, which would allow volunteer drivers expand and connect to more people.

There is always the concern of accidents and the loss of liability insurance from the sponsoring agency. The Volunteer Center (<http://www.volunteercenter.net/>) could be a possible partner when it comes to liability insurance coverage and Make the Ride Happen could help verify driver’s background to ensure the “Find-A-Ride” program is safe and successful. This grassroots effort of neighbor helping neighbors needs to be explored further.

City/Private Taxi Partnership

A municipality contracting with a private non-profit cab company to provide transportation services to all users.

¹³ Transportation Services for People with Disabilities in Rural and Small Urban Communities Summary Report, Easter Seals Project Action – August 2006

Example 1: Shawano City Shared-Ride Taxi Program - <http://shawanocitycab.com/>

The City of Shawano solves their transportation needs through a contract with a private taxi company to provide shared-ride transportation services to the City and surrounding areas. The City uses state grant money to help fund the program, which requires them to put the operation of the taxi service out for bid every five years. An hourly rate is charged to the city; however that would be offset by the fares collected by the transportation provider. The city would be responsible only for the amount left over, if any, after fares are collected. See **Appendix H** for article on the City of Shawano Public Transit.

Example 2: Marshfield Public Transit - <http://www.runninginc.net/marshfield.html>

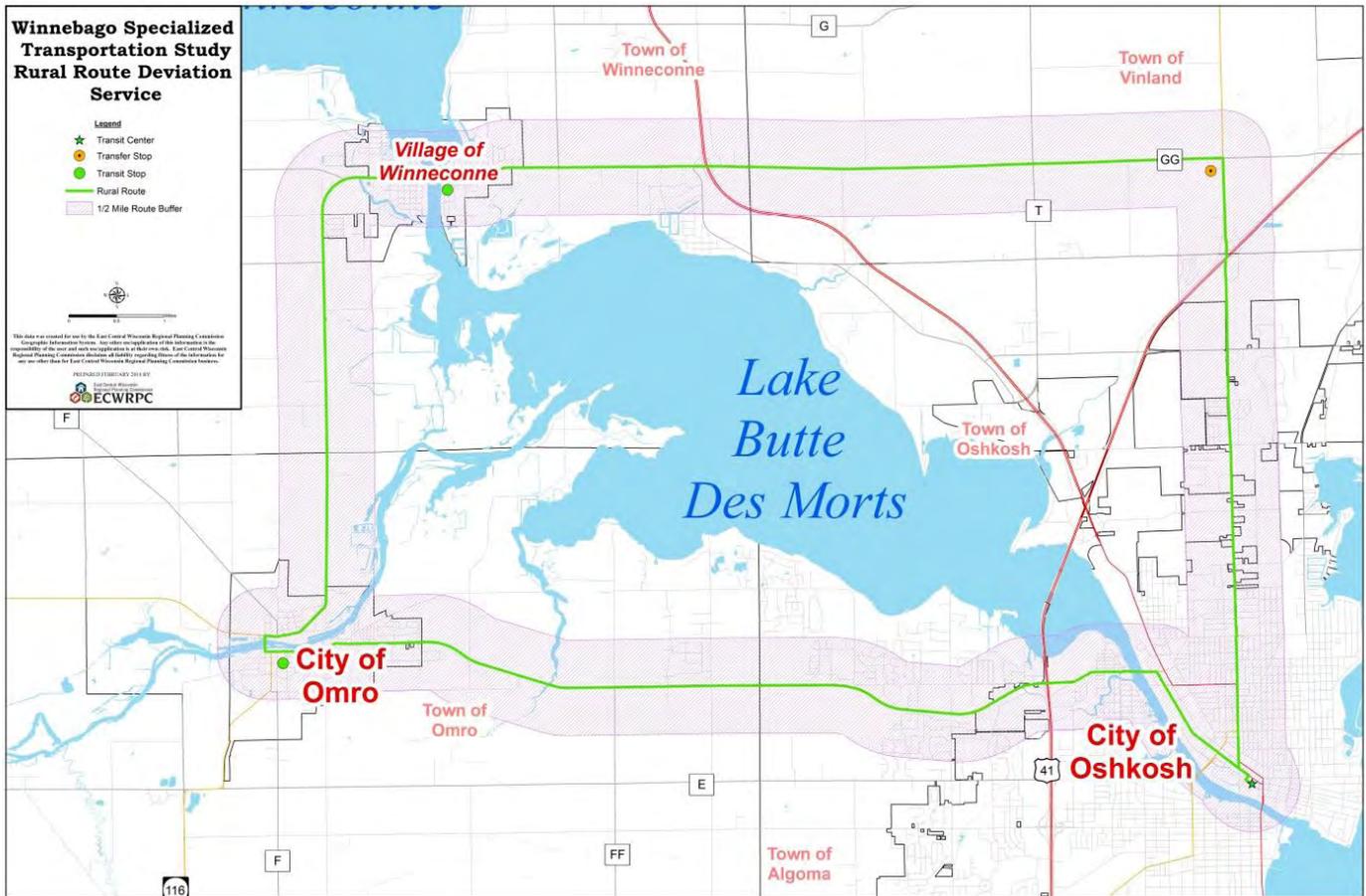
The City of Marshfield also has a shared-ride program. The service is supported by state and federal aid to provide transportation for low-income, elderly and handicapped residents. All of the public transit vehicles are owned by the city and leased by the shared-ride service provider, which also pays for all fuel and maintenance for the fleet. As fleet vehicles are due for replacement, the company will request the city purchase minivans suitable for wheelchair accessibility to replace the cars. See **Appendix I** for an article on the City of Marshfield Public Transit.

Proposed Winnebago Rural Route

The Proposed Winnebago Rural Route is designed to connect the Village of Winneconne and the City of Omro and surrounding rural areas to the City of Oshkosh. The route would be a Route deviation service, in which buses follow a designated route and schedule, with specified stops and scheduled time points, but leave the route to pick up or drop off passengers on request, returning to the route with enough time to maintain the schedule. Passengers wishing to be picked up at home rather than at a stop must reserve a deviation in advance.¹⁴ The Winnebago Route would deviate a half a mile in either direction of the route to pick up passenger on an on-demand basis. There is the potential for the Winnebago Rural Route to connect with GO Transit's Route 10 which would further connect riders to the Fox Valley through Valley Transit. **Exhibit 45** illustrates the Winnebago Rural Route, bus stops, transfer point, and half mile buffer.

¹⁴ Transportation Services for People with Disabilities in Rural and Small Urban Communities Summary Report, Easter Seals Project Action – August 2006

Exhibit 45: Proposed Winnebago Rural Route



Increase Number of GO Plus Winnebago Rural “Over 60” and “Under 60” Trips Per Month

The number of GO Plus Winnebago Rural “Over 60” and “Under 60” program provides ten one-way trips per month, which equals five round trips. The individuals that use this program depend on it from everything from grocery trips to socialization. The Rural “Over 60” and “Under 60” program is their connection to the outside world and ten one-way trips is just not enough for a quality life. An increase from ten one-way trips to twenty one-way trips would alleviate stress and increase the quality of life of those individuals who depend on it.

Purchase Vehicles with 1000 Pound Lift Capacity

Lift capacity is becoming more and more of an issue with heavier motorized wheelchairs and the increased number of bariatric patients. Agencies purchasing vehicles with lifts, must consider a lift with a 1000 pound capacity.

Community Contribution to GO Plus Winnebago Rural “Over 60” and “Under 60”

The county and human service agencies have to encourage those units of government currently not contributing to the “Rural 60 Over and Under” program to contribute. An additional six dollars on top of the base six dollar fare is a lot of money for an individual struggling to make it

and can determine whether or not they use the service. **Exhibit 46** lists the participation status of the units of government within Winnebago County as of May, 2013. The goal is ensure all users pay the same fare no matter where they live.

Exhibit 46: Rural 60 Over and Under Participation - May 2013

Location	Govt. Unit	Status	Rider Cost
Algoma	Town	Yes	\$6.00
Black Wolf	Town	Yes	\$6.00
Clayton	Town	Yes	\$6.00
Neenah	Town	No	\$12.00
Menasha	Town	No	\$12.00
Nekimi	Town	Yes	\$6.00
Nepeuskun	Town	No	\$12.00
Omro	City	Yes	\$6.00
Omro	Town	No	\$12.00
Oshkosh	Town	No	\$12.00
Poygan	Town	No	\$12.00
Rushford	Town	No	\$12.00
Utica	Town	Yes	\$6.00
Vinland	Town	Yes	\$6.00
Winchester	Town	Yes	\$6.00
Winneconne	Town	Yes	\$6.00
Winneconne	Village	Yes	\$6.00
Wolf River	Town	Yes	\$6.00

Provide Incentives to ADA Customers to Ride Fixed Route Transit

Transit agencies cannot require a passenger to use fixed route services if they are eligible and meet the criteria for para-transit, but agencies can create incentives to encourage ADA customers to use fixed route services.

Incentives to increase fixed ridership over on-demand services results in:

- low to no rider cost for ADA customers on fixed route services;
- reduced demand response cost, which could then be invested in the expansion of the fixed route system;
- providing accommodating and accessible bus stops; and
- developing partnerships to build bus shelters.

Example 1: Milwaukee County Transit System (MCTS) – <http://www.ridemcts.com/>

MCTS through a New Freedom funded grant has provided free fare passes to ADA paratransit conditionally eligible riders since 2009. This pass is a sticker that is affixed to their ADA paratransit ID, which they must show to the bus driver each time they board. It encourages paratransit users to utilize the fixed route bus system whenever they feel they are capable of doing so. There are no limits on the pass usage, it is valid from January 1 to December 31, and

is mailed to any rider who is eligible on January 1, or who becomes eligible during the calendar year.¹⁵

MCTS for the elderly (age 65 or older) or people experiencing disability related difficulties in riding MCTS buses may be eligible to receive a MCTS Reduced Fare photo identification card that permits qualified persons to ride at a reduced fare on regular fixed route buses.

<http://www.ridemcts.com/fares-passes/reduced-fare-card>

Example 2: Green Bay Metro - <http://www.greenbaymetro.org/>

Green Bay Metro provides free Fixed Route services to ADA Paratransit qualified card holders with their one (1) attendant traveling with them.¹⁶

Green Bay Metro also has a reduced fare program for people who are age 65 and older, Medicare recipients and individuals with qualifying disabilities can pay a reduced fare when presenting a Medicare card, or a Green Bay Metro Reduced Fare ID to the driver upon boarding the bus.

Example 3: Shoreline Metro, Sheboygan – <http://www.shorelinemetro.com/>

Shoreline Metro has a great “bus buddy” and travel training program that is incorporated into their certification process for paratransit. They use travel training as a way to reduce fear and anxiety (both factors that cannot be used in certifying individuals as standing alone factors).

Shoreline Metro has had success with not only putting people on the appropriate program but, also putting people on fixed route that otherwise would be qualified for paratransit.¹⁷

Shoreline Metro’s “Bus Buddy” program pairs riders with a knowledgeable, experienced user of the bus or staff member which makes learning simple and easy. The “Bus Buddy” program is a complimentary service to Shoreline Metro passengers.

Promote the Statewide RIDESHARE Program

Ridesharing provides an alternative to driving to work alone. The goal of ridesharing is to have two or more commuters sharing a ride in one of their own vehicles. Benefits to ridesharing include the following:

- savings in gasoline;
- reduced vehicle depreciation;
- lessens stress;
- reduced traffic congestion; and
- improved air quality and energy conservation.

The Wisconsin's RIDESHARE program is an online and interactive program that allows individuals to enter their origin and destinations and immediately check for matches and contact information so the user can begin their journey. The Wisconsin RIDESHARE program can be found at: www.rideshare.wi.gov.

¹⁵ Harrington, Tracy – Milwaukee County Transit Systems, Director of Paratransit Services Services (personal communication, February 26, 2014)

¹⁶ Fels, Essie – Green Bay Metro, Wheels Coordinator Services (personal communication, February 20, 2014)

¹⁷ Muench, Dereck – Metro Connections, Operations Manager (personal communication, February 20, 2014)

As of February of 2014, the following counties registered:

Winnebago

- 69 registrants in the database who live in Winnebago County.
- 84 registrants in the database who work in Winnebago County.

Outagamie

- 72 who live in Outagamie County.
- 65 who work in Outagamie County.

Brown

- 162 who live in Brown County.
- 172 who work in Brown County.

Fond du Lac

- 65 who live in Fond du Lac County.
- 22 who work in Fond du Lac County.

The Wisconsin RIDESHARE program provides a valuable service to those individuals who want to carpool or for those individual who don't own a vehicle. This program needs to be promoted more and used to its full potential.¹⁸

Note: recently Lyft Inc., a Delaware corporation, introduced a rideshare app called "Lyft". Lyft launched its pioneer program in Madison, Wisconsin. Lyft's services are based on a mobile app, which passengers use to order a ride. Drivers use their personal vehicles, adorned with Lyft's signature fuzzy pink mustache, to take passengers to their destination. The app then calculates a suggested donation based on the distance and time of the ride. Transportation businesses, however, that takes any type of payment for service cannot legally operate in Madison without a license from the city.¹⁹ The City is going to have to take a look at this technology and see how it can fit within the existing system. This type of technology may be useful in the Winnebago County area.

Increased Awareness and Marketing of Transportation Services

There is a general lack of awareness of specialized transportation options, eligibility rules and availability throughout Winnebago County. Currently, Winnebago uses a "Going Places in Winnebago County" brochure (**Appendix J**) and depends on their contractors to advertise the services. Winnebago County should look at implementing the following awareness and marketing products and programs:

- Develop a transportation webpage off of Winnebago County's ADRC website. Explore a partnership with University of Wisconsin Oshkosh in the development of a website. (See **Exhibit 47**) The webpage should include the following:
 - Specialized transportation eligibility rules
 - Transportation availability
 - Cost to the riders

¹⁸ Schmiechen, Karen – WisDOT, Urban and Regional Transit and Rideshare Planner (personal communication, February 7, 2014)

¹⁹ Rideshare app Lyft launches in Madison without required licensing, The Daily Page 2/28/14 - www.daily/article.php?article=42183

- Target message to each target audience
 - Acceptable methods of payment
 - Assistance offered/available
 - Lead-time requirements
 - Geographic limitations
 - Link to the “Going Places in Winnebago County” brochure
 - One contact number
-
- Expand the “Bus Buddy” program to all transportation services.
 - Presentation and outreach efforts by Transportation Coordinator (housing authority complex, nursing homes, senior centers, low income housing, churches, local business and agencies that have disabled, elderly or low income clientele).
 - Assess 211 system for its capacity to help address the needs of this study.

Exhibit 47: Tompkins County "Way2Go" Website

The screenshot shows the Way2Go website interface. At the top left is the logo for Cooperative Extension Tompkins County. A search bar is located at the top right. A navigation menu includes links for ABOUT US, DIVERSITY, DONATE, EVENTS, HOME, JOBS, RESOURCES, STAFF, and VOLUNTEER. Below this is a secondary menu with categories like Agriculture, Community, Energy, Environment, Family, Food, Gardening, Your Home, Your Money, and Youth. The main content area features the 'Way2Go' logo and the tagline 'Take Charge of Your Transportation'. A sidebar on the left contains a 'WAY2GO' menu with items like Dashboard, How to Get Around, Go Green, Save Money, Workshops & Resources, and Talk to us! Below this is a 'CONTACT' section for Jonathan Maddison, Way2Go Program Manager, with his phone number and email. The main text describes the program's mission: 'Way2Go is transforming the culture of transportation among users, providers and decision makers, so everyone can meet their transportation needs in a fair and environmentally sustainable community.' Below this is a section titled 'EXPLORE YOUR OPTIONS:' with six icons representing different transportation modes: BIKE & WALK, BUS & PARATRANSIT, CAR, CARSHARE & TAXI, TRANSPORTATION OPTIONS, MEDICAL TRANSPORTATION, and HOW-TO VIDEOS. On the right side, there is an 'UPCOMING EVENTS' section featuring an AARP Driver Safety Program advertisement and a list of events including AARP Safe Driver Workshops and TCAT-Tburg events. A 'BUS BASICS' section is also visible at the bottom right. Three callout boxes are present: one pointing to the 'Talk to us!' link in the sidebar, another pointing to the 'EXPLORE YOUR OPTIONS:' section, and a third pointing to the 'All transportation options' text in the events section.

One contact number

Innovative title

Explore a partnership with University of Wisconsin Oshkosh in the development of a website.

All transportation options

Source: <http://ccetompkins.org/community/way2go>

RECOMMENDATION 4: ESTABLISH A MOBILITY ADVOCACY COALITION TO PROVIDE A POSITIVE FORUM FOR CITIZENS TO VOICE THEIR CONCERNS AND CONNECT WITH TRANSPORTATION PROFESSIONALS

Greater Winnebago Mobility Advocacy Coalition (GWMAC)

GWMAC Structure

GWMAC will consist of a committee of community members that represent the elderly, disabled and low income individuals in reference to their mobility needs. Meetings will take place quarterly at various locations throughout the Winnebago County to maximize public participation. The committee will elect a chair, vice-chair and a secretary to organize and facilitate the meetings.

Mission Statement: Advocate for the mobility needs of the elderly, disabled and low income individuals.

Purpose

- A network of community representatives, concerned with the rights and interests of the elderly, disabled and low income, collectively allying to increase communication and education among agencies; among individuals served by member agencies; and within the larger community.
- In an effort to broaden the scope of agency services and community acceptance, the Coalition will focus on issues and concerns which increase opportunities and community participation for the elderly, disabled and low income.
- The Coalition will continue to evaluate the availability of appropriate services and community awareness.

Goals and Objectives

- To provide a positive forum for networking, sharing of information and best practices.
- To identify needs/gaps of services within the community.
- Provide education/awareness/outreach.
- To increase control by elderly, disabled and low income individuals, and their families and advocates over decisions affecting their lives by increasing their ability and opportunity to contact and interact with local and state level decision makers.
- To educate the elderly, disabled and low income individuals, employers, service providers, churches, general public, and public officials of their abilities and potential.
- To eliminate attitudinal, architectural, communication and program design barriers to full participation by elderly, disabled and low income individuals in employment, education, transportation, housing services, and the social and economic life in their communities.

Executive Committee: (members will be discussed at the first meeting)

- There shall be an Executive Committee consisting of the Officers elected by the members.
- The Executive Committee shall have the power to take any actions necessary to the operation of the coalition.

Officers: (Note: These are hypothetical duties that would need to be voted on by the Executive Committee.)

- The officers shall consist of a chair(s) and secretary(s). They shall be elected by and from the general membership, they shall serve two-year terms, and the officers shall serve as members of the Executive Committee.
- **Chair(s):** The chair(s) shall perform all duties incident to the office. He/she shall, when present, preside at all meetings of the Executive Committee. He/she shall, in general, perform all such duties as may be assigned by the Executive Committee from time to time.
- **Secretary(s):** In the absence of the chair(s), the secretary(s) shall perform the duties of the chair(s), and when so acting shall have all the powers of and be subject to all the restrictions upon the chair(s).

The secretary(s) shall:

- keep the minutes of the Executive Committee's meetings in one or more books provided for that purpose;
- see that all notices are duly given in accordance with the provisions of these by-laws or as required by law;
- be custodian of the corporate records of the seal, if any, of the corporation and see that the seal, if any of the corporation is affixed to all documents, the execution of which on behalf of the corporation under its seal, if any, is duly authorized; and
- keep a register of the post office address of each member which shall be furnished to the secretary(s) by such member; and (v) in general perform all duties as from time to time may be assigned to him/her by the chair(s) or by the Executive Committee.

Potential Executive Committee Members:

- Transit Providers – GO Transit and Valley Transit;
- Cerebral Palsy of Mideast Wisconsin;
- ADRC;
- Lakeland Care District;
- Make the Ride Happen;
- ADVOCAP
- Oshkosh City Cab and Cabulance
- Easter Seals;
- Winnebago Housing Authority;
- Healthcare;
- Oshkosh Senior Center;
- Winnebago County Schools;
- Lakeside Packaging;
- Eastman House;
- Options for Independent Living;
- Veterans Office; and
- Consumer representation (bus rider, paratransit rider and employment transportation rider).

Note: Committee membership is not limited to the list above and will be revisited after the first meeting.

Example 1: Fox Valley Advocacy Coalition

The Fox Valley Advocacy Coalition started in the summer of 1988 as a chapter of the Advocacy Coalition, Inc. out of Green Bay. The Advocacy Coalition, Inc. started in the fall of 1986 as a result of efforts by individuals who were disabled or elderly and members of several Brown County organizations. Members have been able to successfully lobby for improvements in transportation, support services, accessibility and community education.

The Fox Valley Advocacy Coalition focuses on advocating for the elderly and disabled in reference to transportation, accessibility, education, legislative and children's issues.

Chapters of the Advocacy Coalition, Inc. may be formed and may operate under their by-laws. See **Appendix K** for the Advocacy Coalition, Inc. and Fox Valley Advocacy Coalition by-laws.

Example 2: Capital District Coalition for Accessible Transportation, Albany, New York

<http://www.mobilityfreedom.org/>

The Capital District Coalition for Accessible Transportation is an independent, grass roots watchdog volunteer organization that formed in late May of 2002. They are a multi-cultural organization comprised of agencies, independent advocates and representatives from the disabled community who rely on and advocate for accessible transportation for their independence, quality of life and necessities.

The Capital District Coalition for Accessible Transportation offers assistance with disability transportation information including individualized options as well as advocacy with issues and free assistance with disability transportation issues or specific complaints. They also assist with STAR paratransit applications and appeals. Their memberships include the NYS Council of Nonprofits, The National Alliance of Public Transportation Advocates and Americans for Transportation Mobility.²⁰

RECOMMENDATION 5: INCORPORATE QUALITY ASSURANCE MEASURES

Anytime a contract involves service, there should be some kind quality assurance measures to ensure the services meet the standards set by the contractee. Unannounced ride alongs can be an effective tool to track quality service. Financial audits are necessary to ensure the clients are being charged proper fares and to avoid any double dipping situations.

RECOMMENDATION 6: ADVOCATE FOR POLICY CHANGES

In some cases solutions need to come from our legislatures. Our legislatures need to know and understand the dire situation that specialized transportation is facing and will continue to face in the next 10 to 15 years. Winnebago County and its partners need to inform and educate our policy makers about the following:

²⁰ <http://www.mobilityfreedom.org/> 2/27/2014 9:11 am

- liability insurance for non-profits needs to be covered under the statewide system, which would allow businesses and agencies to purchase reasonably priced liability insurance;
- a law is needed to regulate power and manual wheelchair/scooter design standards to ensure they can adequately access buses and all paratransit vehicles and be properly secured with uniform tie downs; and
- specialized transportation demand is going to continue to grow (aging population) and additional resources are needed to meet the demand (funding).

RECOMMENDATION 7: PROVIDE ONGOING DRIVER TRAINING AND FEEDBACK LOOP

Providing an ongoing driver training and feedback loop program is not only important to the quality of the service, but allows the driver to continue to grow professionally and allows the driver to express their concerns and issues. Implement a driver certification program that includes customer service and sensitivity training among others for transportation providers including cab companies.

RECOMMENDATION 8: MODIFY THE QUALIFICATIONS FOR GO TRANSIT'S ACCESS TO JOBS PROGRAM

GO Transit's Access to Jobs program is a demand response cab ride for the purpose of going to and from work only. It is intended to assist low-income individuals with transportation needs related to employment. Income is a qualifying factor. The program is designed to allow low-income individuals to access their employment site, when the bus is not in service or does not provide reasonable access (walking distance from bus stop is not reasonable).²¹

To qualify an individual must be working full-time (30 hours or greater a week) and must live and work within the city limits of Oshkosh. In most case low income individuals have a hard time finding a job with a minimum of 30 hours a week and finding a job within the city limits. Another issue is paying the fare initially when an individual first gets a job. The following recommendations would help low income individuals get and maintain a job.

1. Reduce the minimum hours a week from 30 to 15 hours.
2. Expand the limits from the city to the entire county.
3. Provide a voucher to the individual for the first two weeks until the individual can get their first paycheck.
4. Expand hours of operation to allow workers to get to second and third shift jobs.

RECOMMENDATION 9: DEVELOP A REGIONAL COOPERATIVE TRANSPORTATION NETWORK BETWEEN OSHKOSH'S GO TRANSIT, FOND DU LAC TRANSIT, VALLEY TRANSIT AND GREEN BAY METRO.

A cooperative network is needed throughout the region to connect users to employers, healthcare and shopping. Oshkosh's GO Transit, Fond du Lac Transit, Valley Transit and Green Bay Metro and local private and public business (major employers, healthcare facilities, workforce development boards, technical colleges etc.) need to coordinate together and

²¹ http://www2.ci.oshkosh.wi.us/transit/access_to_jobs.htm 2/28/14 8:07 am

develop a cooperative transportation network from Fond du Lac to Oshkosh to Appleton to Green Bay.



APPENDICES



APPENDIX A

ALL TRANSPORTATION
PROVIDER/PROGRAM COVERAGES

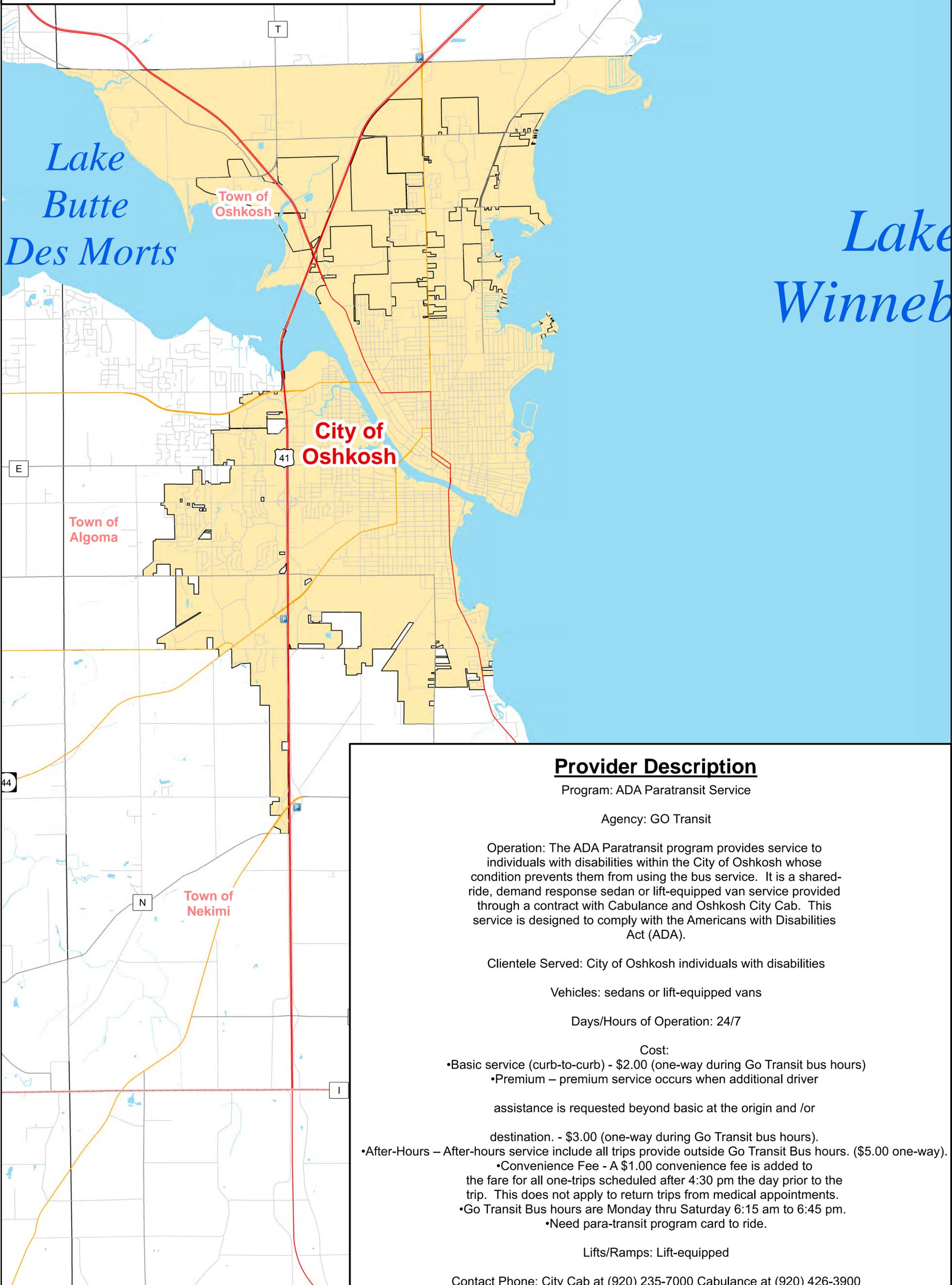
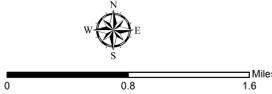
Winnebago Specialized Transportation Study GO Plus ADA Paratransit Service

Legend

 Coverage Area

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Provider Description

Program: ADA Paratransit Service

Agency: GO Transit

Operation: The ADA Paratransit program provides service to individuals with disabilities within the City of Oshkosh whose condition prevents them from using the bus service. It is a shared-ride, demand response sedan or lift-equipped van service provided through a contract with Cabulance and Oshkosh City Cab. This service is designed to comply with the Americans with Disabilities Act (ADA).

Clientele Served: City of Oshkosh individuals with disabilities

Vehicles: sedans or lift-equipped vans

Days/Hours of Operation: 24/7

Cost:

- Basic service (curb-to-curb) - \$2.00 (one-way during Go Transit bus hours)
- Premium – premium service occurs when additional driver assistance is requested beyond basic at the origin and /or destination. - \$3.00 (one-way during Go Transit bus hours).
- After-Hours – After-hours service include all trips provide outside Go Transit Bus hours. (\$5.00 one-way).
- Convenience Fee - A \$1.00 convenience fee is added to the fare for all one-trips scheduled after 4:30 pm the day prior to the trip. This does not apply to return trips from medical appointments.
- Go Transit Bus hours are Monday thru Saturday 6:15 am to 6:45 pm.
- Need para-transit program card to ride.

Lifts/Ramps: Lift-equipped

Contact Phone: City Cab at (920) 235-7000 Cabulance at (920) 426-3900

Winnebago Specialized Transit Study GO Plus Senior Dial-A-Ride

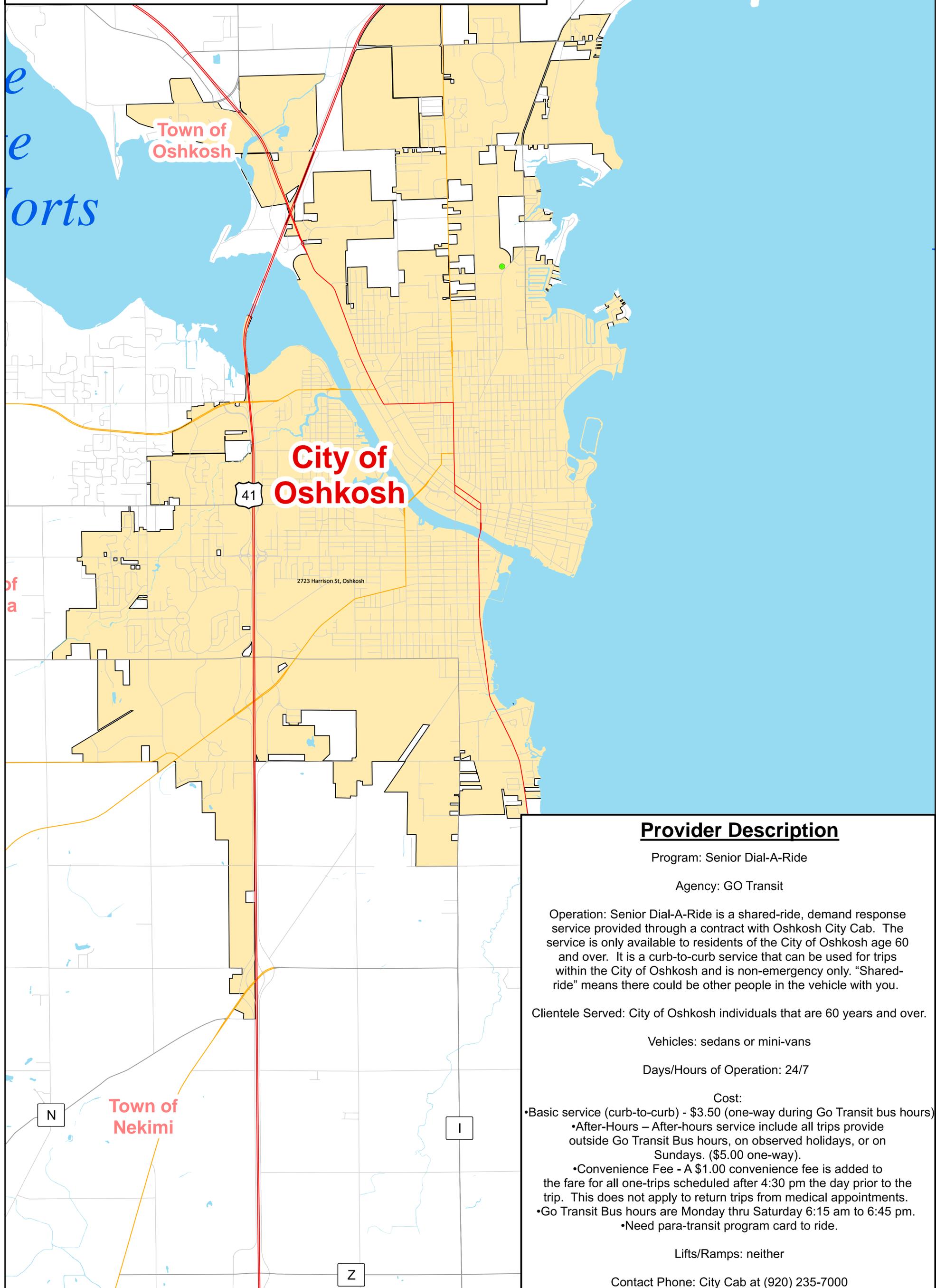
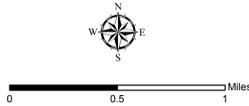
Legend

 Coverage Area

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Provider Description

Program: Senior Dial-A-Ride

Agency: GO Transit

Operation: Senior Dial-A-Ride is a shared-ride, demand response service provided through a contract with Oshkosh City Cab. The service is only available to residents of the City of Oshkosh age 60 and over. It is a curb-to-curb service that can be used for trips within the City of Oshkosh and is non-emergency only. "Shared-ride" means there could be other people in the vehicle with you.

Clientele Served: City of Oshkosh individuals that are 60 years and over.

Vehicles: sedans or mini-vans

Days/Hours of Operation: 24/7

Cost:

- Basic service (curb-to-curb) - \$3.50 (one-way during Go Transit bus hours)
- After-Hours – After-hours service include all trips provide outside Go Transit Bus hours, on observed holidays, or on Sundays. (\$5.00 one-way).
- Convenience Fee - A \$1.00 convenience fee is added to the fare for all one-trips scheduled after 4:30 pm the day prior to the trip. This does not apply to return trips from medical appointments.
- Go Transit Bus hours are Monday thru Saturday 6:15 am to 6:45 pm.
- Need para-transit program card to ride.

Lifts/Ramps: neither

Contact Phone: City Cab at (920) 235-7000

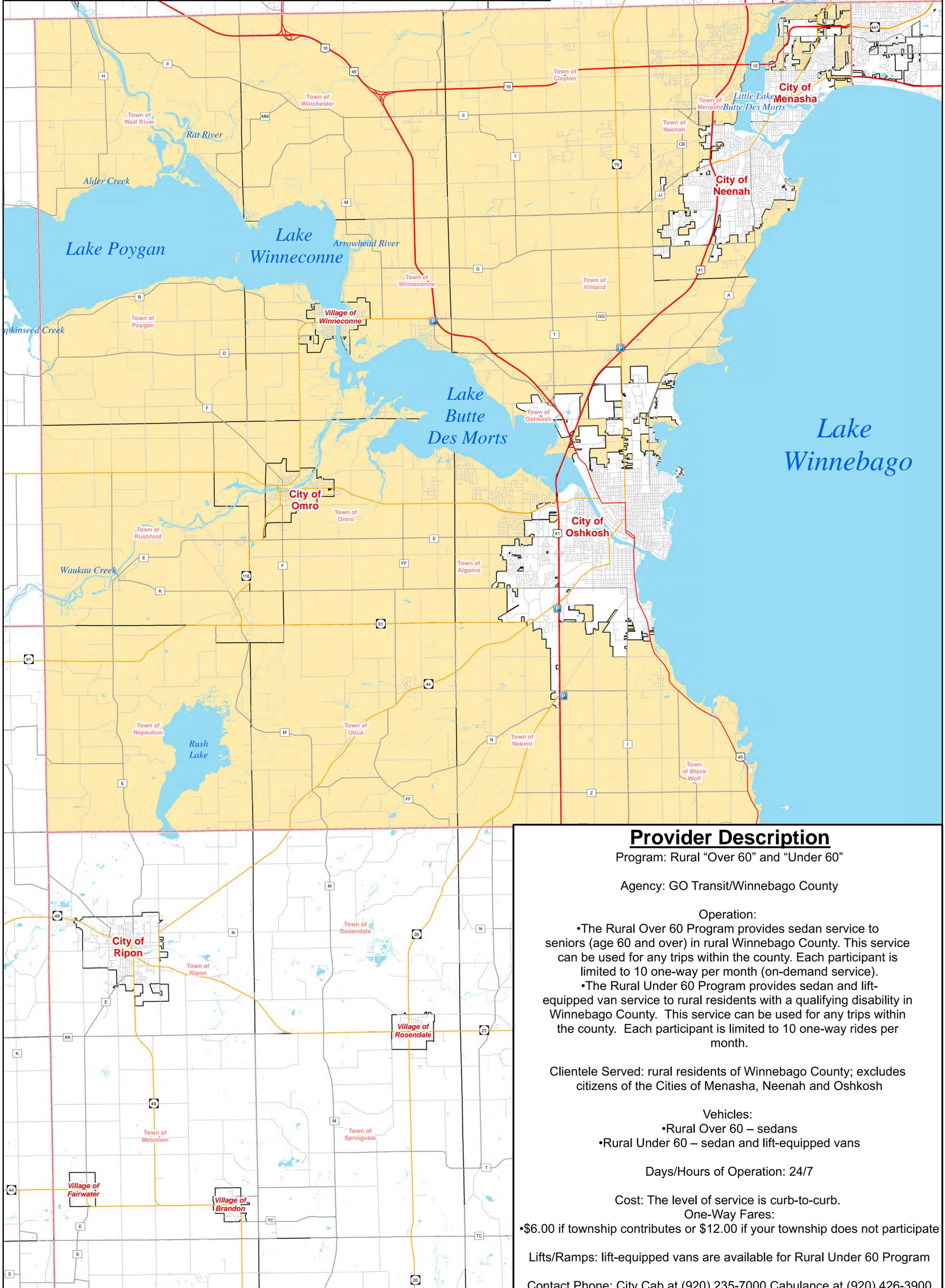
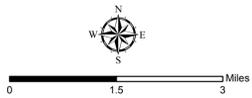
Winnebago Specialized Transportation Study

GO Plus Winnebago Rural "Over 60" and "Under 60"

Legend
 Coverage Area

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Provider Description

Program: Rural "Over 60" and "Under 60"

Agency: GO Transit/Winnebago County

Operation:

- The Rural Over 60 Program provides sedan service to seniors (age 60 and over) in rural Winnebago County. This service can be used for any trips within the county. Each participant is limited to 10 one-way per month (on-demand service).
- The Rural Under 60 Program provides sedan and lift-equipped van service to rural residents with a qualifying disability in Winnebago County. This service can be used for any trips within the county. Each participant is limited to 10 one-way rides per month.

Clientele Served: rural residents of Winnebago County; excludes citizens of the Cities of Menasha, Neenah and Oshkosh

Vehicles:

- Rural Over 60 – sedans
- Rural Under 60 – sedan and lift-equipped vans

Days/Hours of Operation: 24/7

Cost: The level of service is curb-to-curb.

One-Way Fares:

•\$6.00 if township contributes or \$12.00 if your township does not participate

Lifts/Ramps: lift-equipped vans are available for Rural Under 60 Program

Contact Phone: City Cab at (920) 235-7000 Cabulance at (920) 426-3900

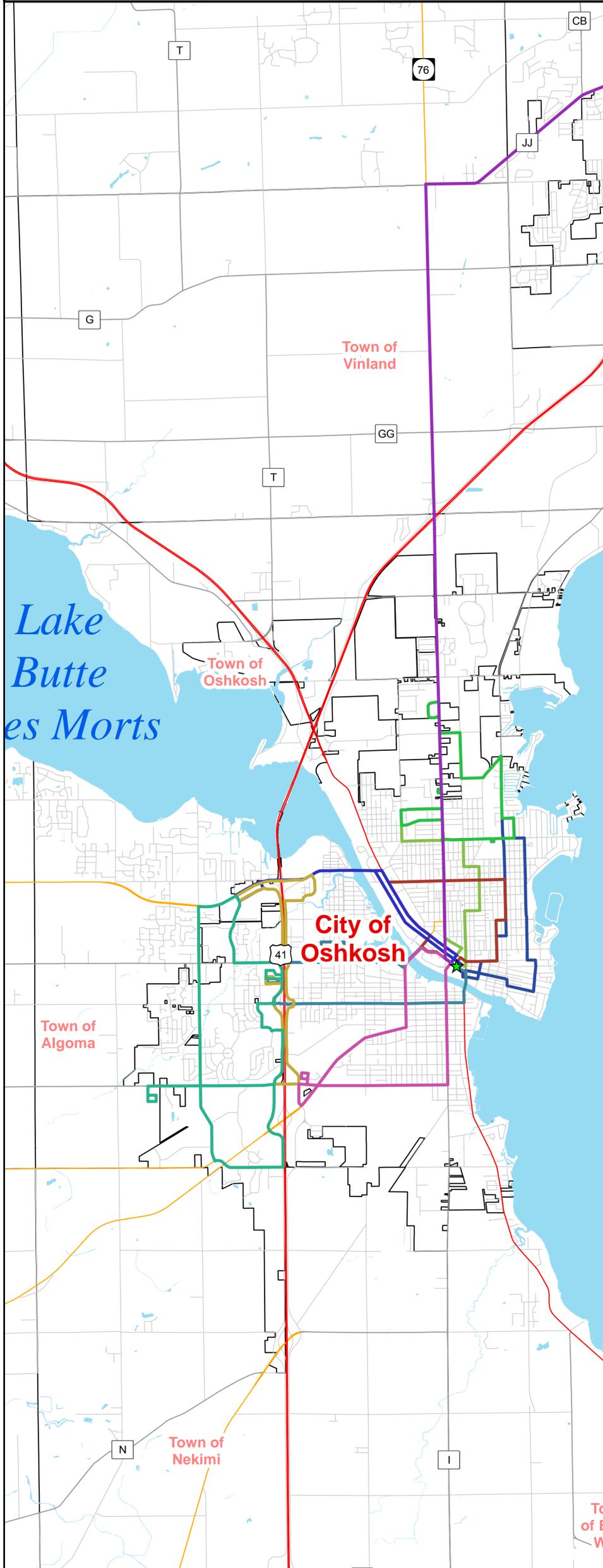
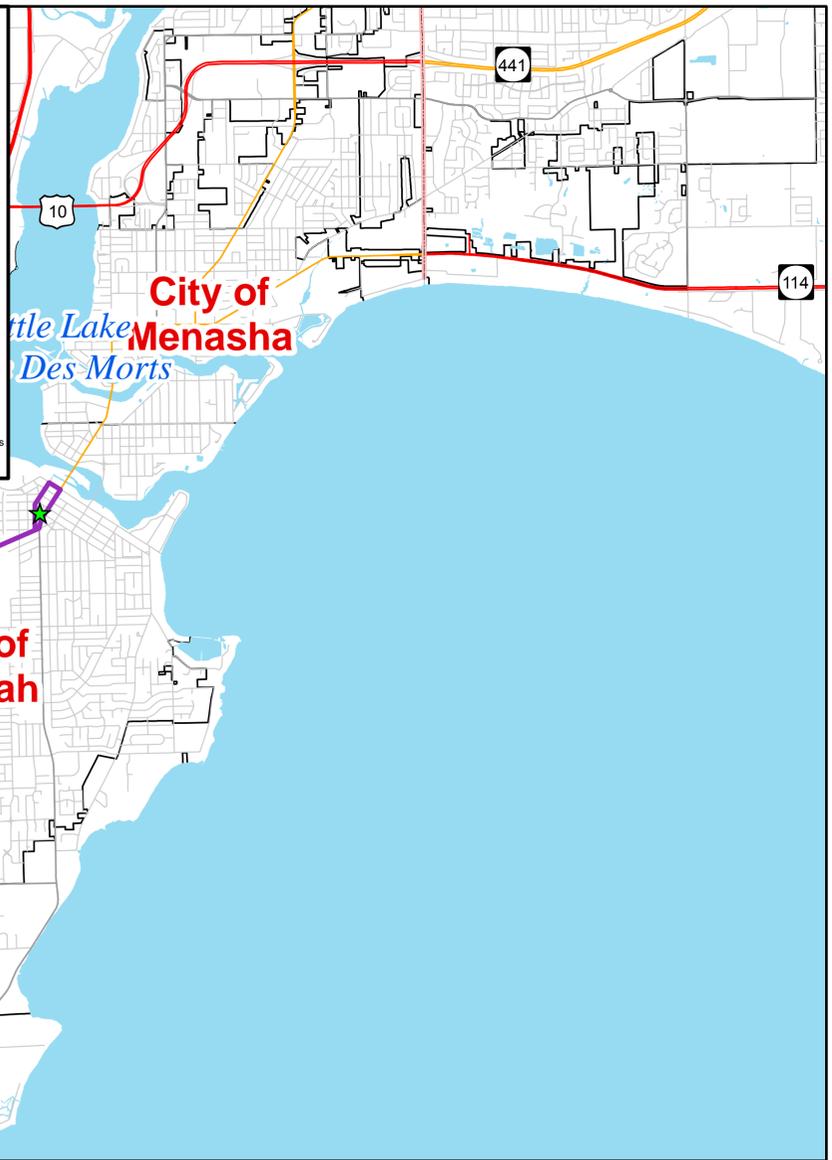
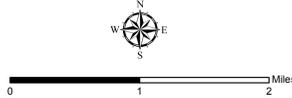
Winnebago Specialized Transportation Study GO Transit

Legend

- ★ Transit Center
- Route 1
- Route 2
- Route 3
- Route 4
- Route 5
- Route 6
- Route 7
- Route 8
- Route 9
- Route 10

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Provider Description

Program: GO Transit

Agency: GO Transit

Operation: Public fixed route bus transportation.

Clientele Served: Everyone

Vehicles: Bus

Days/Hours of Operation: Monday thru Saturday 6:15 am to 6:45 pm.

- Route 10 service to Neenah operates Monday - Friday from 6:30 AM - 6:30 PM. On Saturday, route 10 operates from 7:45 AM - 6:30 PM.

- There is no bus service on the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving and

Cost:

GO Transit Bus Fares

- One-way Cash Fare (ages 6-59) □ \$1.00
- Senior Citizen (age 60 and over) □ \$ 0.50
- Disabled (w/ ADA card or Medicare Card) □ \$ 0.50
- Children under 6 years of age* □ FREE
- UWO Students, Staff & Faculty w/ Titan Card □ FREE
- Disabled Veterans w/ DVA Service Connected ID □ FREE
- Punch Pass (20 rides) □ \$20.00
- Reduced Punch Pass (20 rides) □ \$10.00
- Monthly Pass (unlimited rides) □ \$25.00
- 3-Month Pass (unlimited rides) □ \$60.00 (Best Value!)

*Please note: Only 3 Children under 6 per fare paying rider are eligible for the free fare.

1. To qualify for reduced fares or free fares, rider must be prepared to show the driver the applicable form of ID.
2. To use a Reduced Punch Pass, rider must show driver proof of age (60 or older), valid ADA paratransit card or valid Medicare Card.

Oshkosh to Neenah Route (Route #10)

- One-way Cash Fare □ \$2.00
 - Disabled or Senior Cash Fare □ \$1.00
 - Punch Pass □ 2 punches for 1 ride
 - Tokens □ 2 tokens for 1 ride
 - UWO Students, Staff & Faculty w/ Titan Card □ FREE
 - Disabled Veterans w/ DVA Service Connected ID □ FREE
 - Children under 6 years of age* □ FREE
- Please note: Route #10 (Oshkosh to Neenah) can also be use for local trips (South of County Road Y) under the normal GO Transit fare structure (cash fare \$1, passes, tokens, etc.).

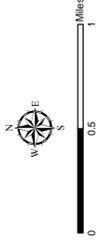
*Please note: Only 3 Children under 6 per fare paying rider are eligible for the free fare.

Lifts/Ramps: Ramp

Contact Phone: (920) 232-5340

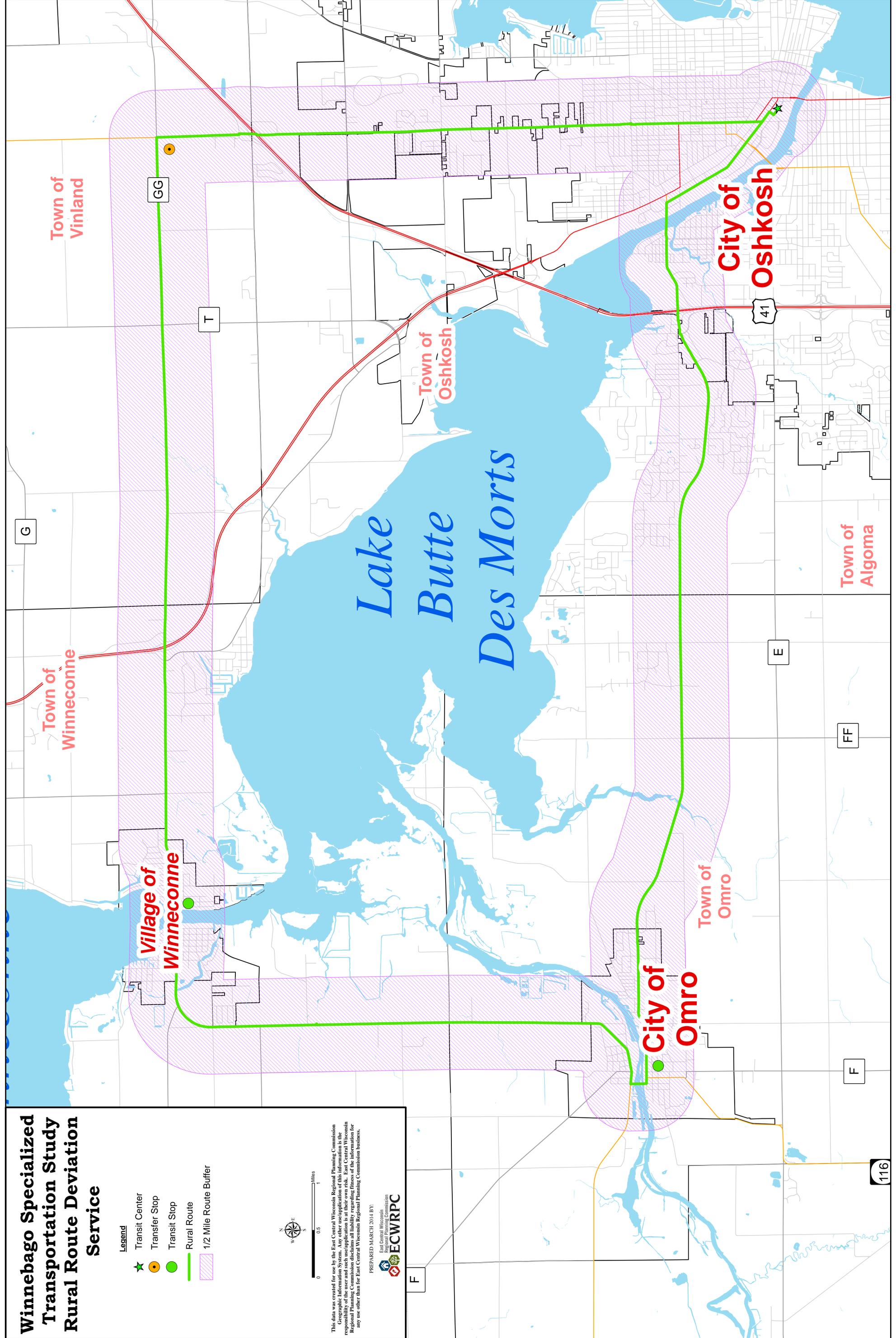
Winnebago Specialized Transportation Study Rural Route Deviation Service

- Legend**
- ★ Transit Center
 - Transfer Stop
 - Transit Stop
 - Rural Route
 - ▨ 1/2 Mile Route Buffer



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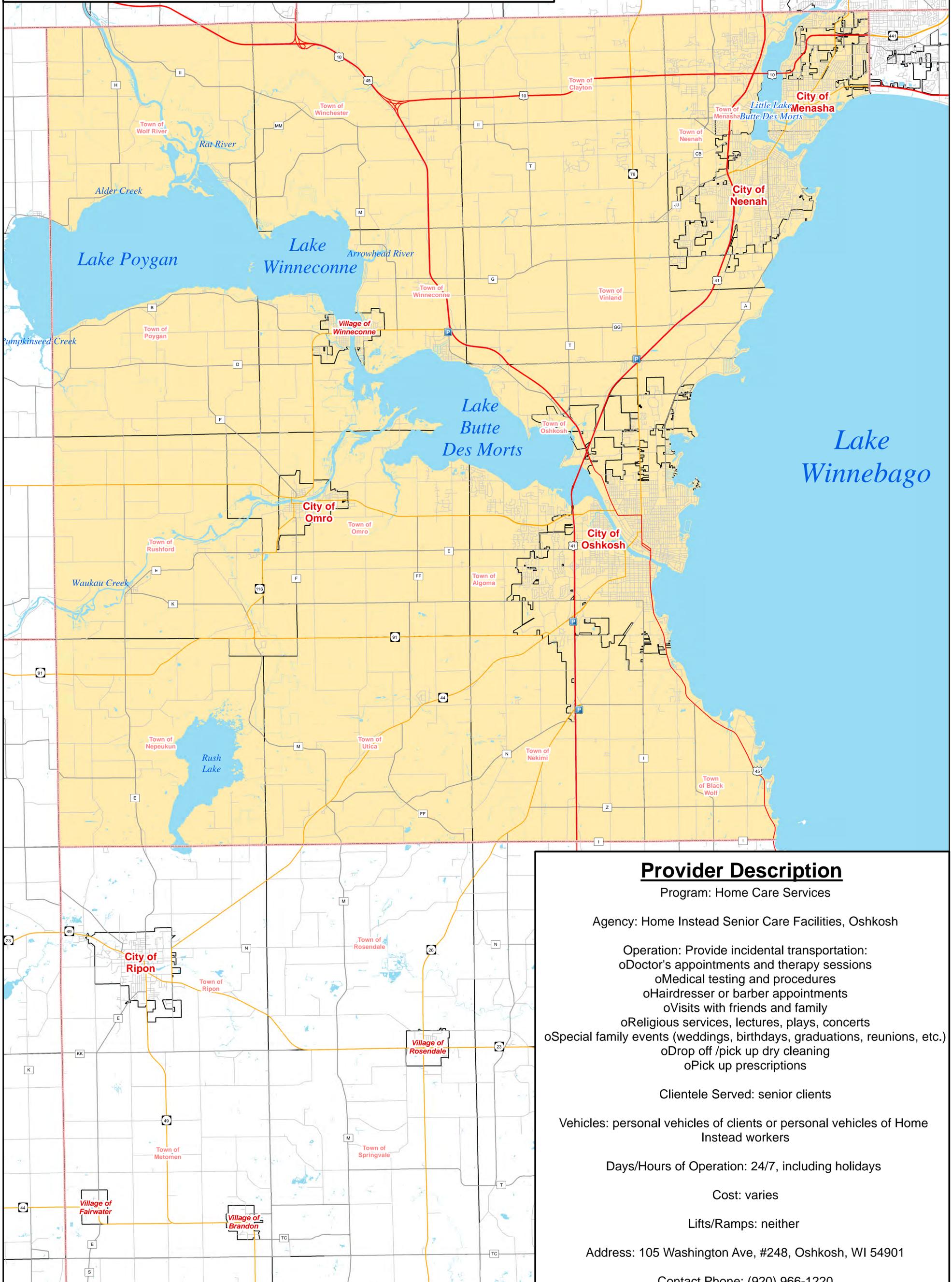
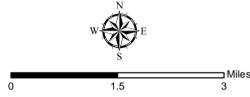
Winnebago Specialized Transportation Study Home Instead Senior Care Facility

Legend

 Coverage Area

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Provider Description

Program: Home Care Services

Agency: Home Instead Senior Care Facilities, Oshkosh

Operation: Provide incidental transportation:

- o Doctor's appointments and therapy sessions
- o Medical testing and procedures
- o Hairdresser or barber appointments
- o Visits with friends and family
- o Religious services, lectures, plays, concerts
- o Special family events (weddings, birthdays, graduations, reunions, etc.)
- o Drop off /pick up dry cleaning
- o Pick up prescriptions

Clientele Served: senior clients

Vehicles: personal vehicles of clients or personal vehicles of Home Instead workers

Days/Hours of Operation: 24/7, including holidays

Cost: varies

Lifts/Ramps: neither

Address: 105 Washington Ave, #248, Oshkosh, WI 54901

Contact Phone: (920) 966-1220

Winnebago Specialized Transit Study

Kobussen Bus Service

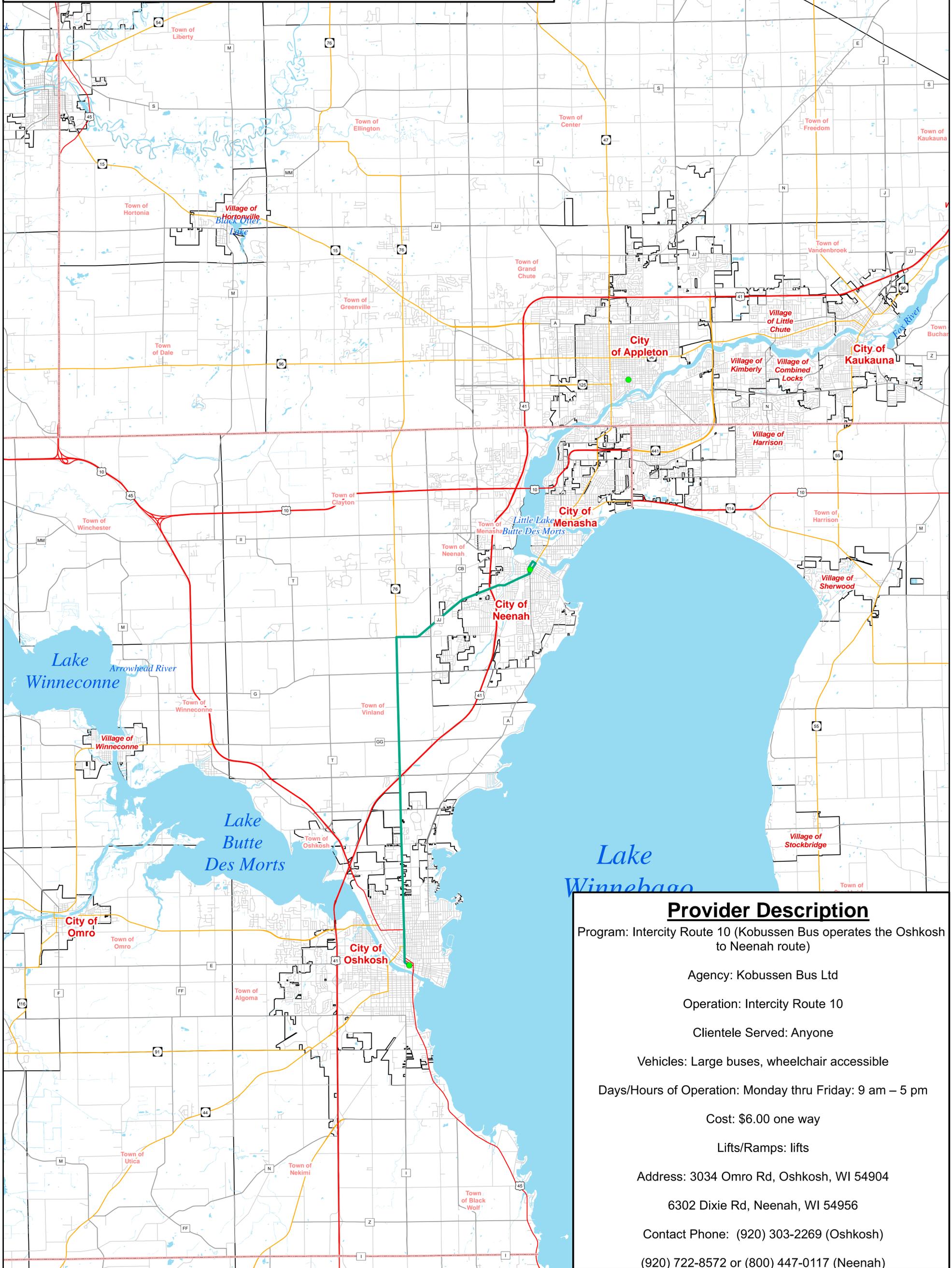
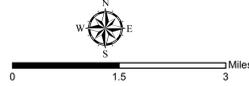
Intercity Route 10

Legend

- Transit Route
- Transit Center

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Provider Description

Program: Intercity Route 10 (Kobussen Bus operates the Oshkosh to Neenah route)

Agency: Kobussen Bus Ltd

Operation: Intercity Route 10

Clientele Served: Anyone

Vehicles: Large buses, wheelchair accessible

Days/Hours of Operation: Monday thru Friday: 9 am – 5 pm

Cost: \$6.00 one way

Lifts/Ramps: lifts

Address: 3034 Omro Rd, Oshkosh, WI 54904

6302 Dixie Rd, Neenah, WI 54956

Contact Phone: (920) 303-2269 (Oshkosh)

(920) 722-8572 or (800) 447-0117 (Neenah)

Winnebago Specialized Transportation Study

Lakeside Packaging Plus, Inc.

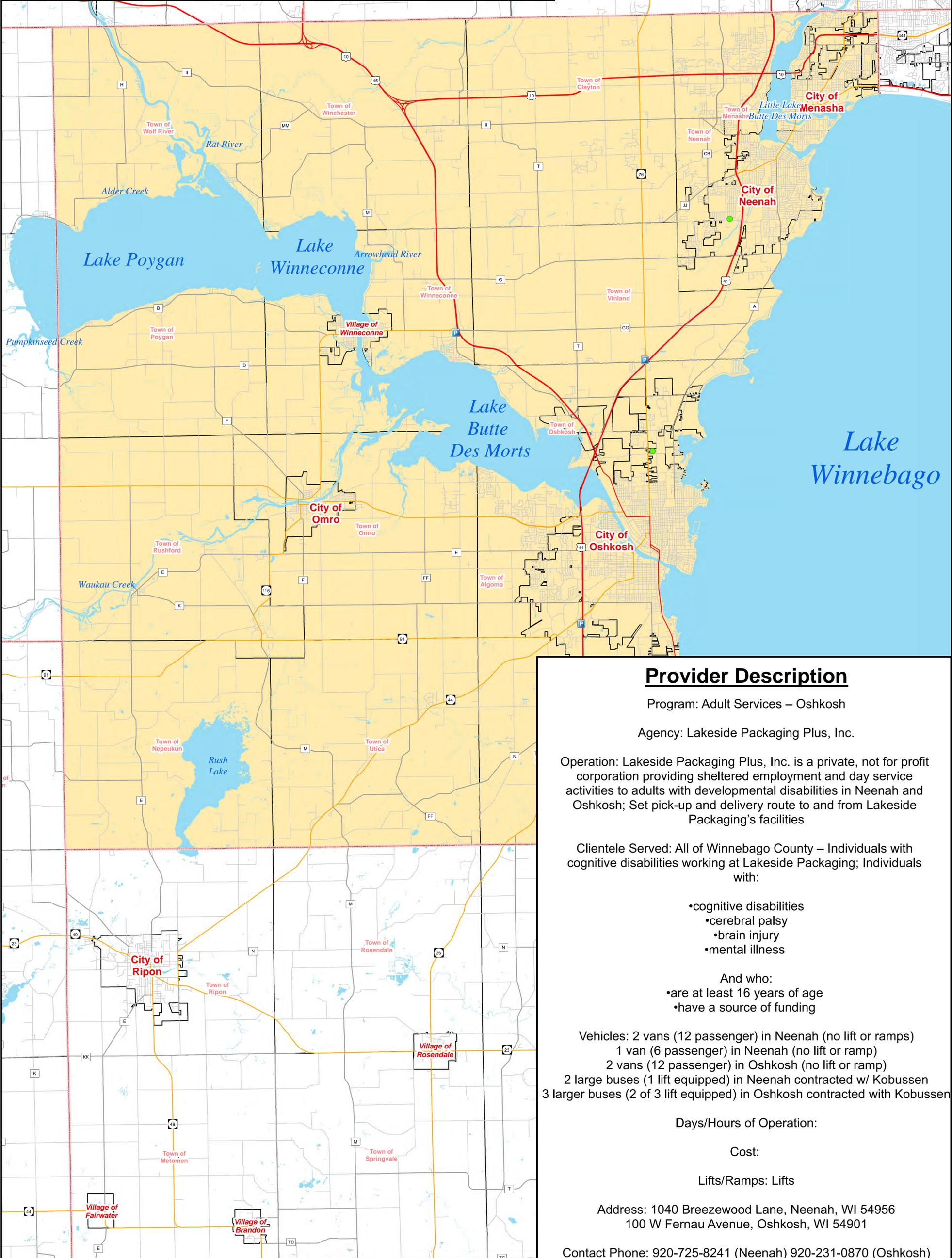
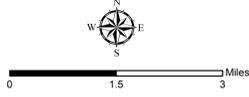
- Adult Services - Oshkosh

Legend

- Coverage Area
- Provider Location

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Provider Description

Program: Adult Services – Oshkosh

Agency: Lakeside Packaging Plus, Inc.

Operation: Lakeside Packaging Plus, Inc. is a private, not for profit corporation providing sheltered employment and day service activities to adults with developmental disabilities in Neenah and Oshkosh; Set pick-up and delivery route to and from Lakeside Packaging's facilities

Clientele Served: All of Winnebago County – Individuals with cognitive disabilities working at Lakeside Packaging; Individuals with:

- cognitive disabilities
- cerebral palsy
- brain injury
- mental illness

And who:

- are at least 16 years of age
- have a source of funding

Vehicles: 2 vans (12 passenger) in Neenah (no lift or ramps)
 1 van (6 passenger) in Neenah (no lift or ramp)
 2 vans (12 passenger) in Oshkosh (no lift or ramp)
 2 large buses (1 lift equipped) in Neenah contracted w/ Kobussen
 3 larger buses (2 of 3 lift equipped) in Oshkosh contracted with Kobussen

Days/Hours of Operation:

Cost:

Lifts/Ramps: Lifts

Address: 1040 Breezewood Lane, Neenah, WI 54956
 100 W Fernau Avenue, Oshkosh, WI 54901

Contact Phone: 920-725-8241 (Neenah) 920-231-0870 (Oshkosh)

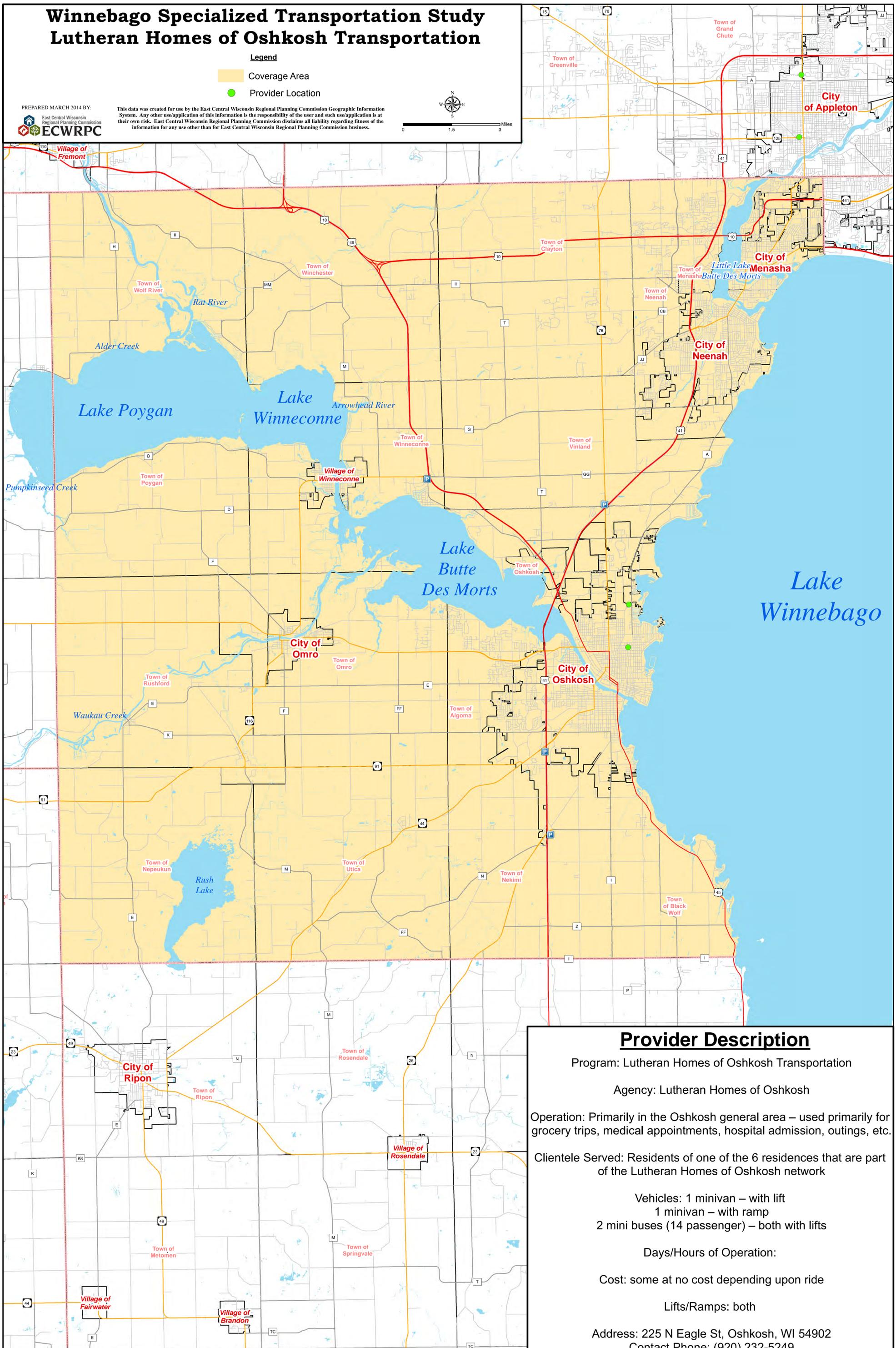
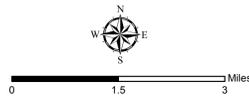
Winnebago Specialized Transportation Study Lutheran Homes of Oshkosh Transportation

Legend

- Coverage Area
- Provider Location

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Provider Description

Program: Lutheran Homes of Oshkosh Transportation

Agency: Lutheran Homes of Oshkosh

Operation: Primarily in the Oshkosh general area – used primarily for grocery trips, medical appointments, hospital admission, outings, etc.

Clientele Served: Residents of one of the 6 residences that are part of the Lutheran Homes of Oshkosh network

Vehicles: 1 minivan – with lift
1 minivan – with ramp
2 mini buses (14 passenger) – both with lifts

Days/Hours of Operation:

Cost: some at no cost depending upon ride

Lifts/Ramps: both

Address: 225 N Eagle St, Oshkosh, WI 54902
Contact Phone: (920) 232-5249

Winnebago Specialized Transportation Study

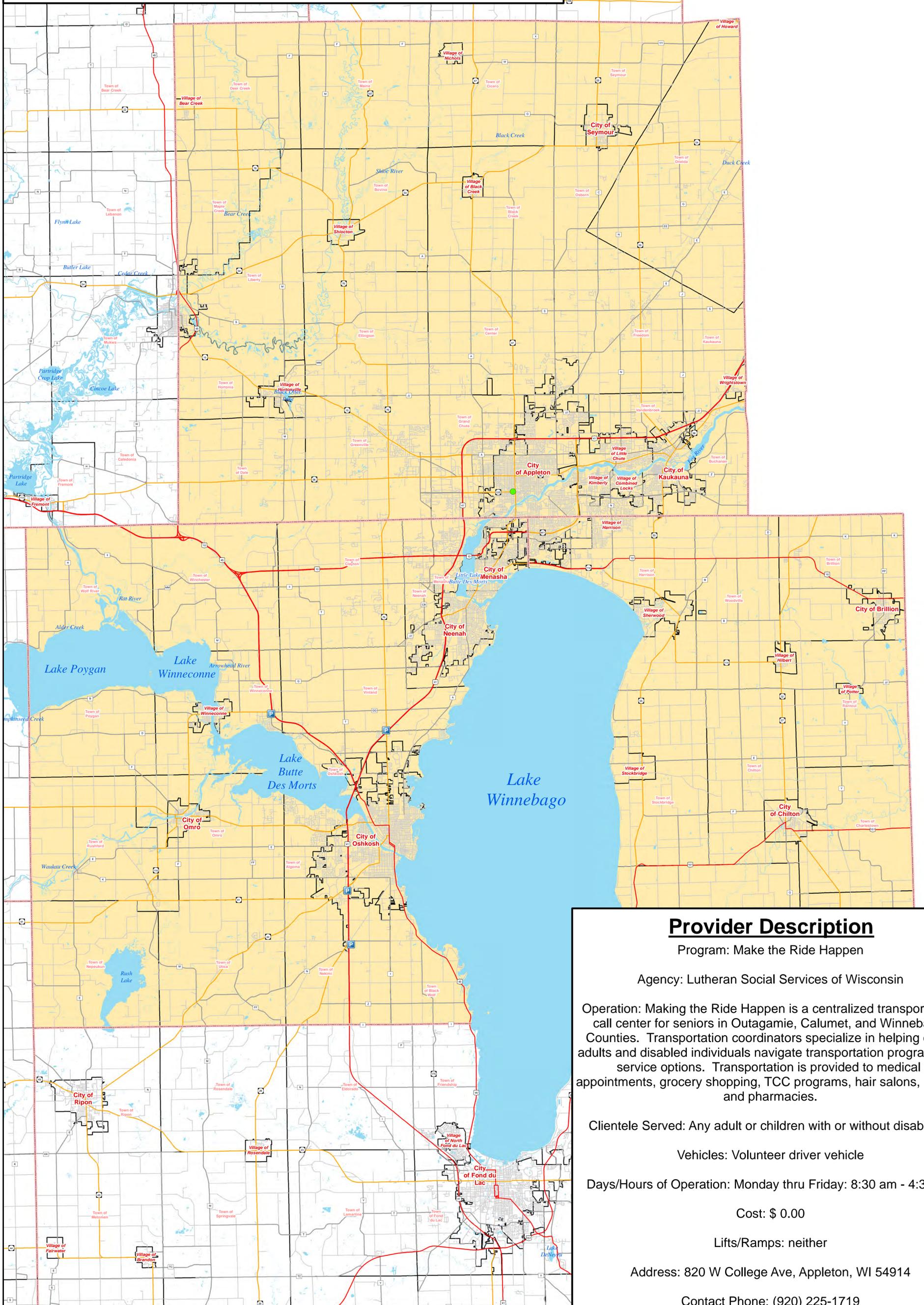
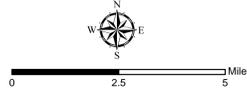
Make the Ride Happen

Legend

- Coverage Area
- Provider Location

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Provider Description

Program: Make the Ride Happen

Agency: Lutheran Social Services of Wisconsin

Operation: Making the Ride Happen is a centralized transportation call center for seniors in Outagamie, Calumet, and Winnebago Counties. Transportation coordinators specialize in helping older adults and disabled individuals navigate transportation program and service options. Transportation is provided to medical appointments, grocery shopping, TCC programs, hair salons, banks, and pharmacies.

Clientele Served: Any adult or children with or without disabilities

Vehicles: Volunteer driver vehicle

Days/Hours of Operation: Monday thru Friday: 8:30 am - 4:30 pm

Cost: \$ 0.00

Lifts/Ramps: neither

Address: 820 W College Ave, Appleton, WI 54914

Contact Phone: (920) 225-1719

Winnebago Specialized Transit Study Medical Transportation Management

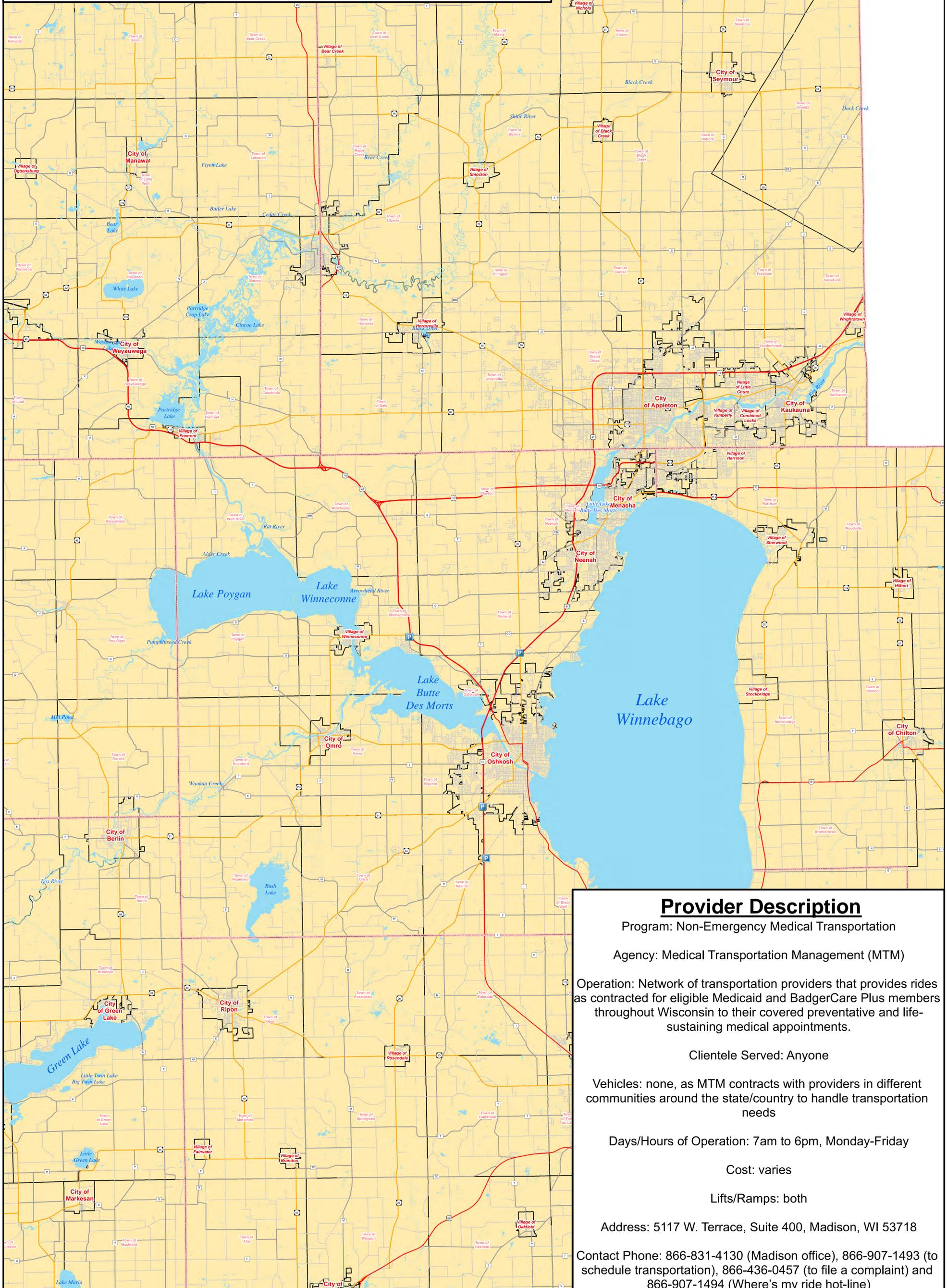
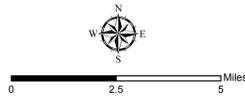
Legend

Coverage Area

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Provider Description

Program: Non-Emergency Medical Transportation

Agency: Medical Transportation Management (MTM)

Operation: Network of transportation providers that provides rides as contracted for eligible Medicaid and BadgerCare Plus members throughout Wisconsin to their covered preventative and life-sustaining medical appointments.

Clientele Served: Anyone

Vehicles: none, as MTM contracts with providers in different communities around the state/country to handle transportation needs

Days/Hours of Operation: 7am to 6pm, Monday-Friday

Cost: varies

Lifts/Ramps: both

Address: 5117 W. Terrace, Suite 400, Madison, WI 53718

Contact Phone: 866-831-4130 (Madison office), 866-907-1493 (to schedule transportation), 866-436-0457 (to file a complaint) and 866-907-1494 (Where's my ride hot-line)

Winnebago Specialized Transit Study Oshkosh City Cab

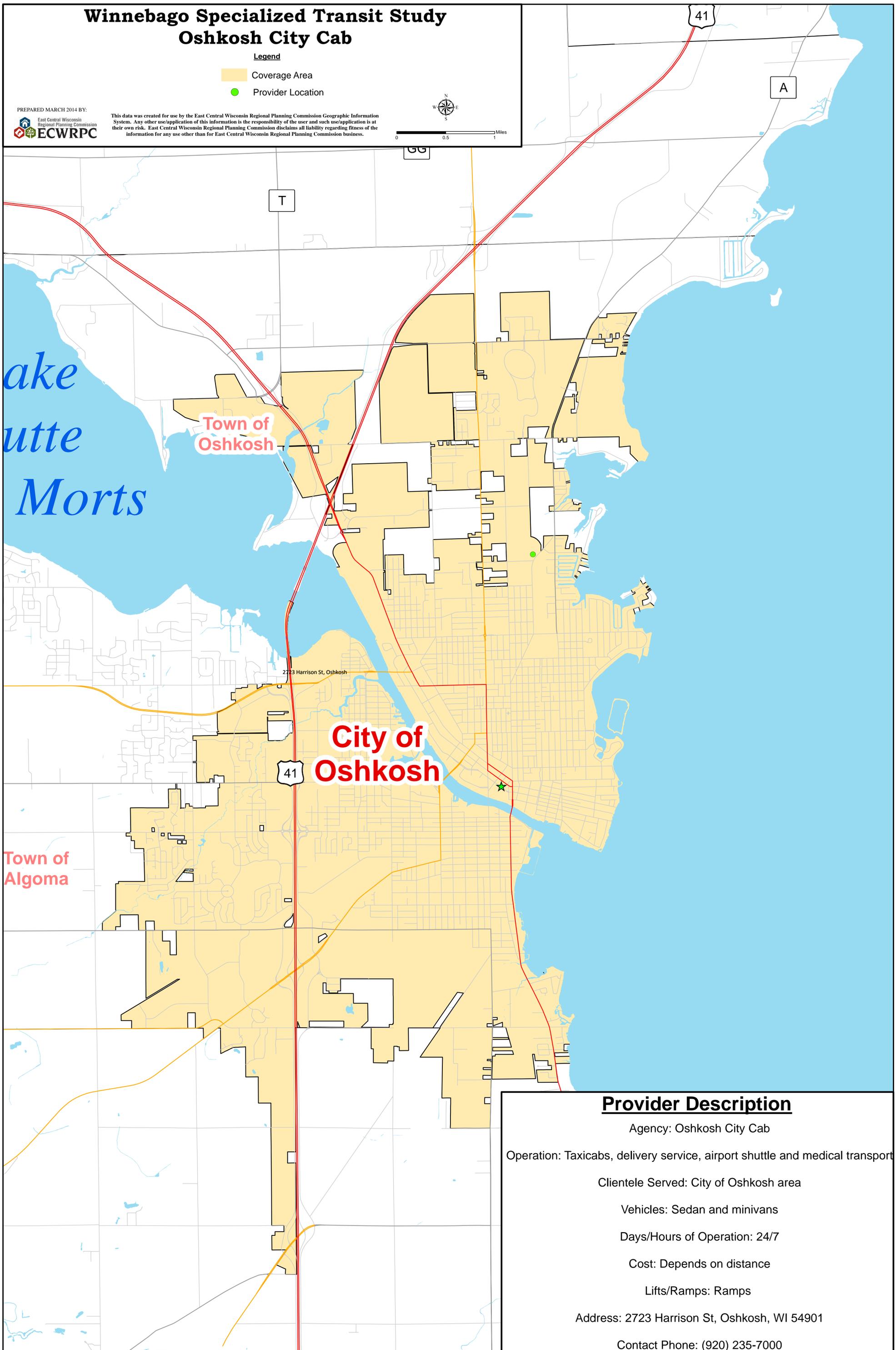
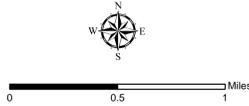
Legend

- Coverage Area
- Provider Location

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Provider Description

Agency: Oshkosh City Cab

Operation: Taxicabs, delivery service, airport shuttle and medical transport

Clientele Served: City of Oshkosh area

Vehicles: Sedan and minivans

Days/Hours of Operation: 24/7

Cost: Depends on distance

Lifts/Ramps: Ramps

Address: 2723 Harrison St, Oshkosh, WI 54901

Contact Phone: (920) 235-7000

Winnebago Specialized Transportation Study Park View Health Center

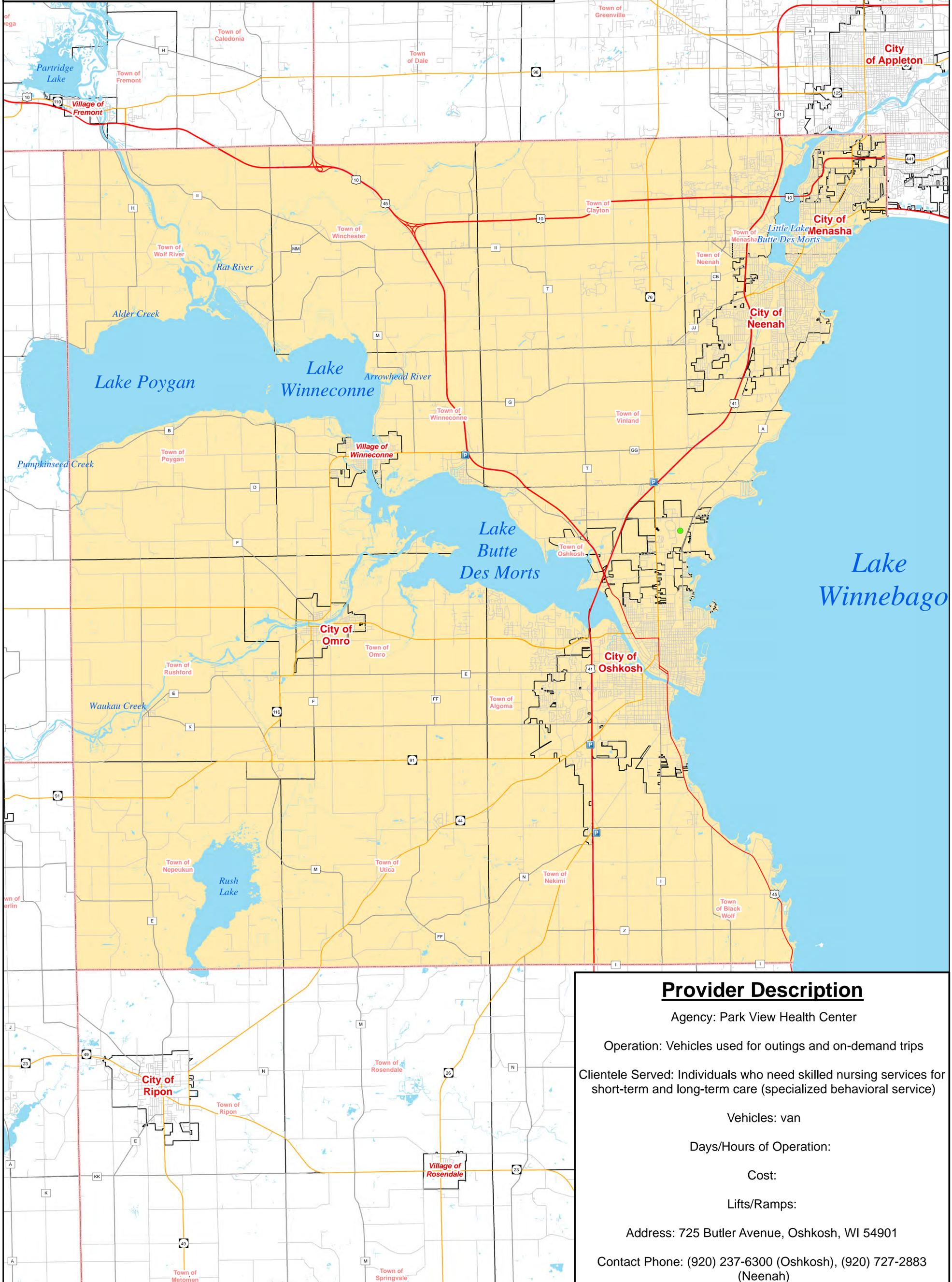
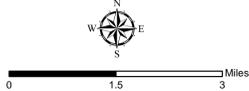
Legend

- Coverage Area
- Provider Location

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Provider Description

Agency: Park View Health Center

Operation: Vehicles used for outings and on-demand trips

Clientele Served: Individuals who need skilled nursing services for short-term and long-term care (specialized behavioral service)

Vehicles: van

Days/Hours of Operation:

Cost:

Lifts/Ramps:

Address: 725 Butler Avenue, Oshkosh, WI 54901

Contact Phone: (920) 237-6300 (Oshkosh), (920) 727-2883 (Neenah)

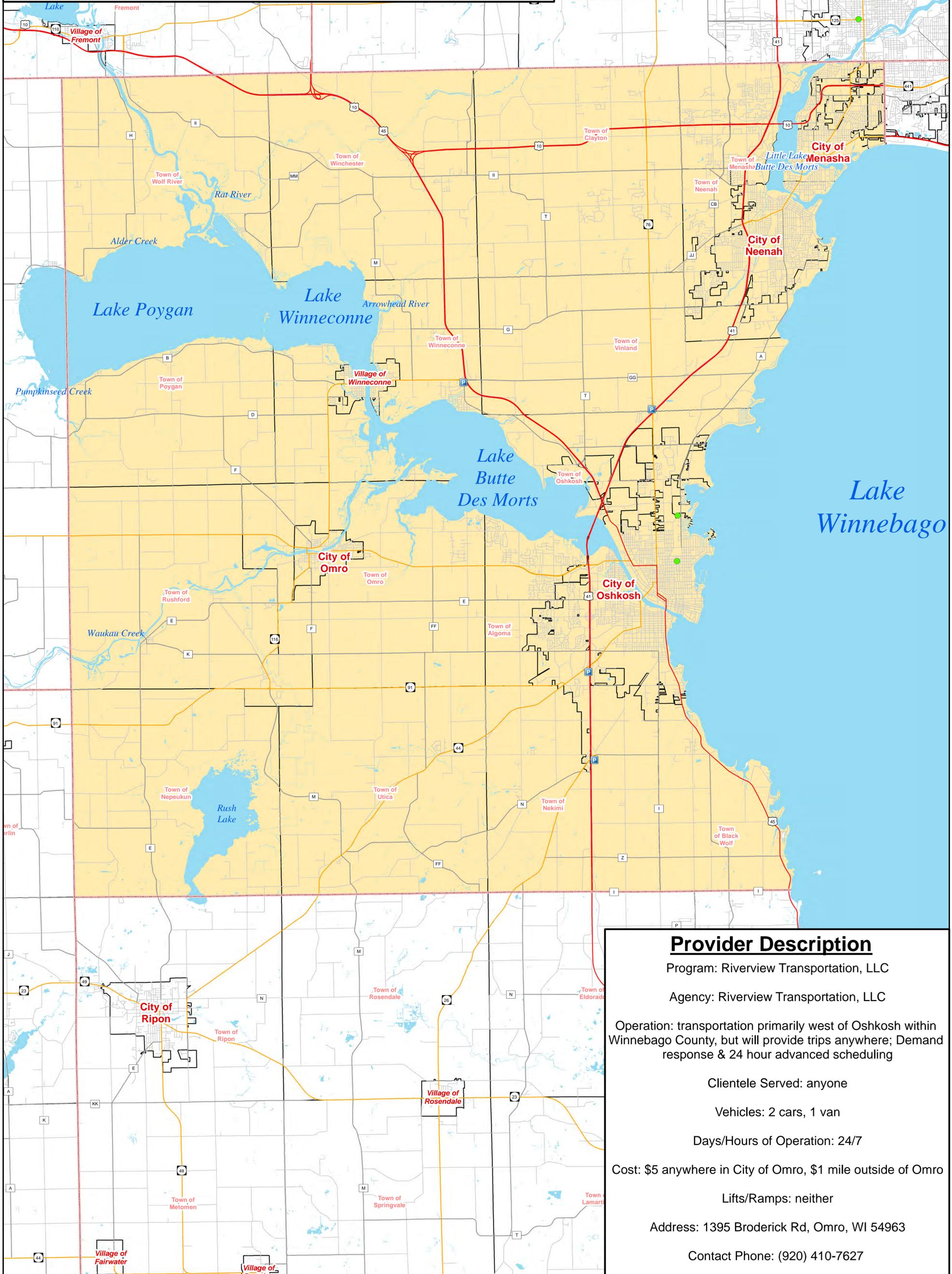
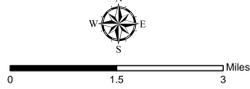
Winnebago Specialized Transportation Study Riverview Transportation

Legend

 Coverage Area

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Provider Description

Program: Riverview Transportation, LLC

Agency: Riverview Transportation, LLC

Operation: transportation primarily west of Oshkosh within Winnebago County, but will provide trips anywhere; Demand response & 24 hour advanced scheduling

Clientele Served: anyone

Vehicles: 2 cars, 1 van

Days/Hours of Operation: 24/7

Cost: \$5 anywhere in City of Omro, \$1 mile outside of Omro

Lifts/Ramps: neither

Address: 1395 Broderick Rd, Omro, WI 54963

Contact Phone: (920) 410-7627

Winnebago Specialized Transportation Study Salvation Army

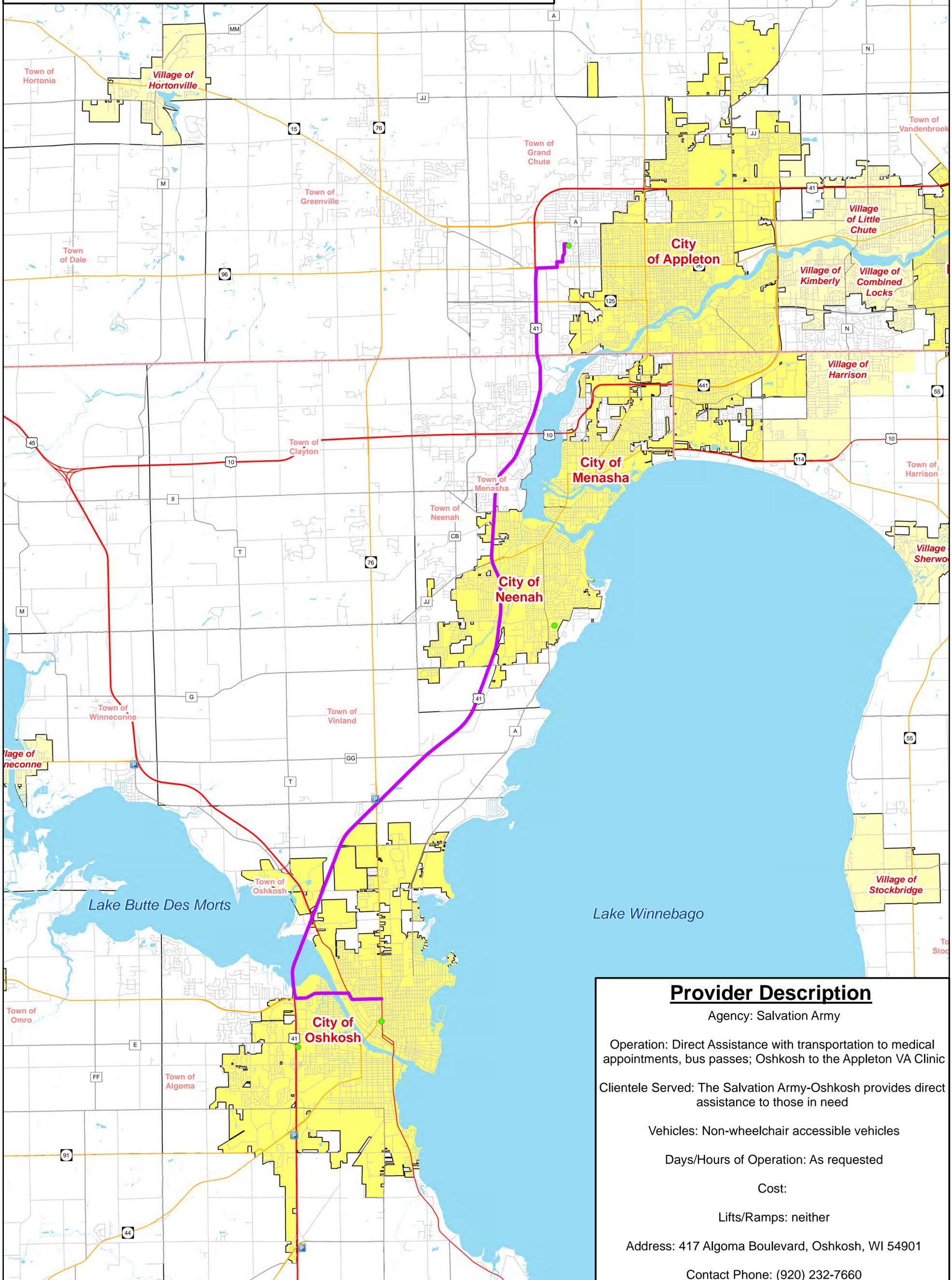
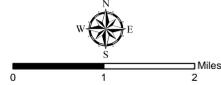
Legend

- Route
- Provider Location

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Provider Description

Agency: Salvation Army

Operation: Direct Assistance with transportation to medical appointments, bus passes; Oshkosh to the Appleton VA Clinic

Clientele Served: The Salvation Army-Oshkosh provides direct assistance to those in need

Vehicles: Non-wheelchair accessible vehicles

Days/Hours of Operation: As requested

Cost:

Lifts/Ramps: neither

Address: 417 Algoma Boulevard, Oshkosh, WI 54901

Contact Phone: (920) 232-7660

Winnebago Specialized Transportation Study

The Connector

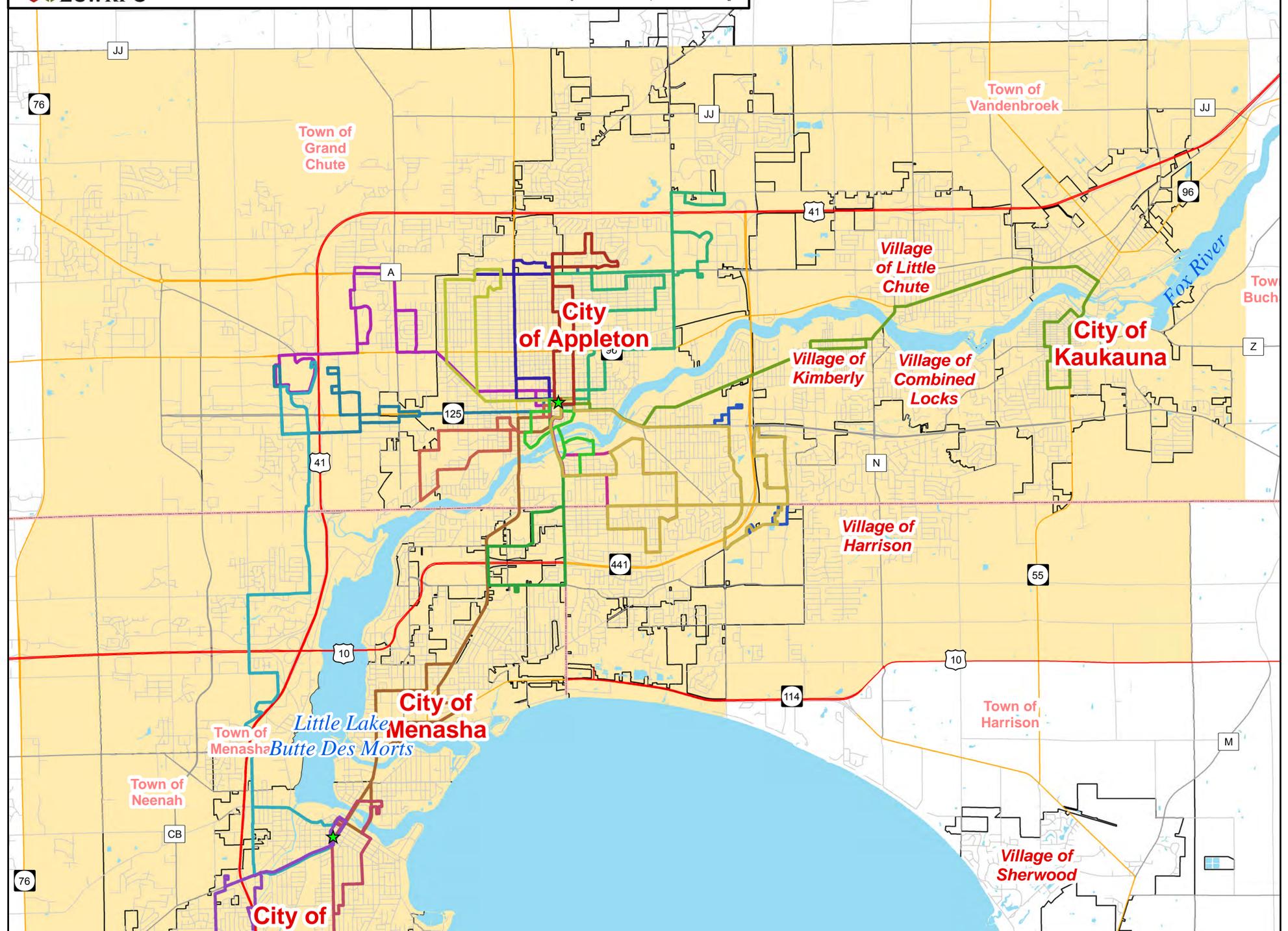
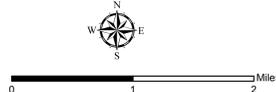
Legend

- ★ Transit Center
- The Connector Service Area
- Route 1
- Route 2
- Route 3
- Route 4
- Route 5
- Route 6
- Route 8
- Route 9
- Route 11
- Route 12
- Route 15
- Route 16
- Route 19
- Route 20
- Route 30
- Route 31
- Route 32
- Route 41

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Provider Description

Program: The Connector

Agency: Coordinated by Valley Transit in conjunction with the United Way Fox Cities, and operated by Running, Inc.

Operation: The Connector extends the regular bus routes beyond standard route boundaries and hours. It connects you from a location outside of the bus route to one of six bus transfer points. This service is administered by Valley Transit, with service provided, under contract, by Running, Inc.

Clientele Served: Anyone in the Fox Valley area

Vehicles: ADA vans, cars (non-ADA)

Days/Hours of Operation: Transportation is available 20 hours a day, six days a week (The Connector does not operate between the overnight hours of midnight and 4 am, on Sundays or on holidays.) Fixed route bus service operates Monday thru Friday 6:15 AM - 10:30 PM and Saturday 8:15 AM - 10:30 PM

Cost:

- Traveling to the Connector Zone – Rider pays a \$1.80 for one-way bus trip and \$3.00 on the Connector.
- Traveling from the Connector Zone – Rider pays \$3.00 for one-way trip on the Connector and a \$1.80 for bus fare.
- Traveling within the Connector Zone – Rider pays \$5.00 for each one-way trip.

Lifts/Ramps: Lifts and ramps

Contact Phone: (920) 832-5789

Winnebago Specialized Transportation Study Valley Transit II

Legend

 Coverage Area

 Transit Center

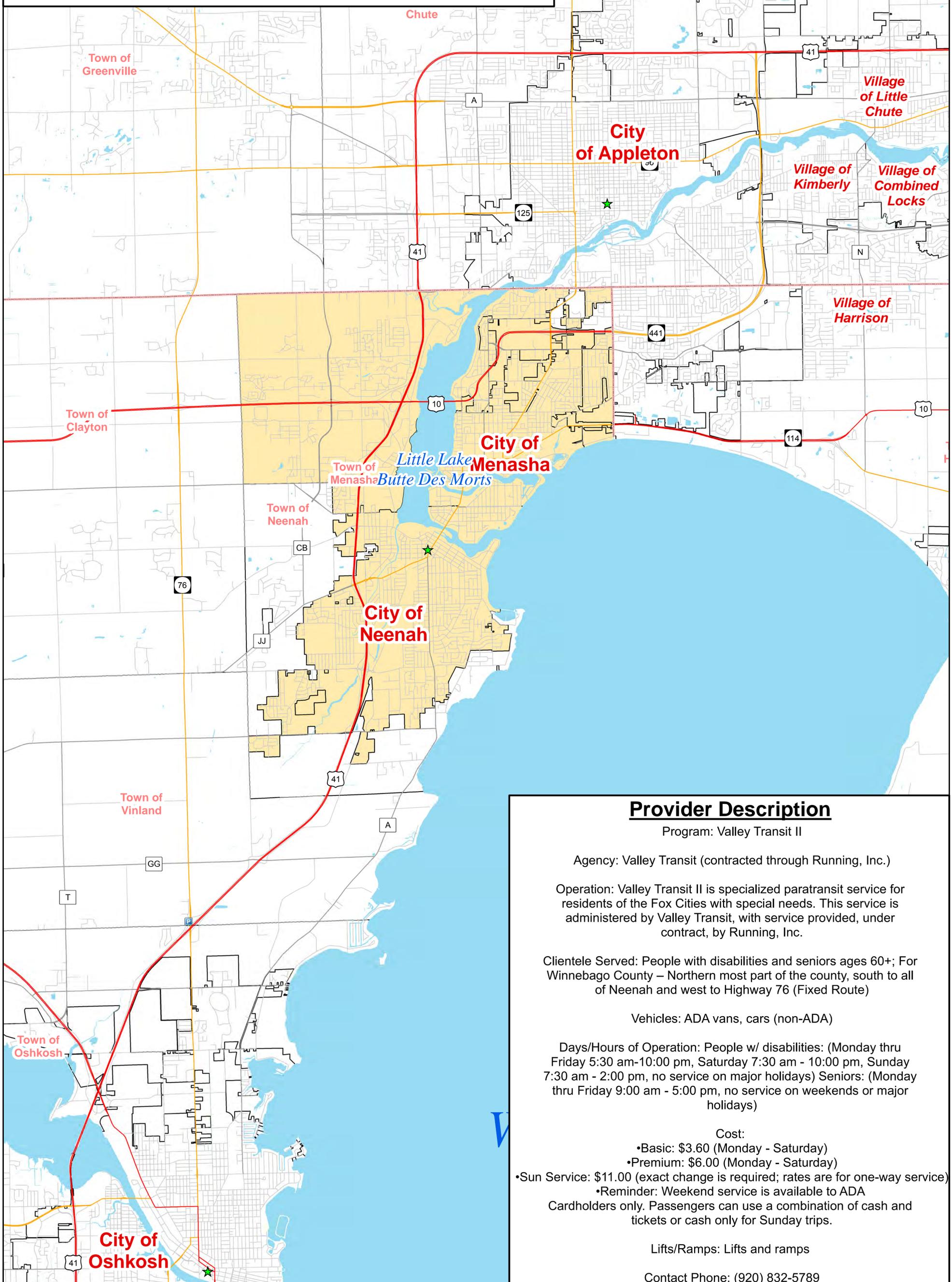
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0 1 2 Miles



Provider Description

Program: Valley Transit II

Agency: Valley Transit (contracted through Running, Inc.)

Operation: Valley Transit II is specialized paratransit service for residents of the Fox Cities with special needs. This service is administered by Valley Transit, with service provided, under contract, by Running, Inc.

Clientele Served: People with disabilities and seniors ages 60+; For Winnebago County – Northern most part of the county, south to all of Neenah and west to Highway 76 (Fixed Route)

Vehicles: ADA vans, cars (non-ADA)

Days/Hours of Operation: People w/ disabilities: (Monday thru Friday 5:30 am-10:00 pm, Saturday 7:30 am - 10:00 pm, Sunday 7:30 am - 2:00 pm, no service on major holidays) Seniors: (Monday thru Friday 9:00 am - 5:00 pm, no service on weekends or major holidays)

Cost:

- Basic: \$3.60 (Monday - Saturday)
- Premium: \$6.00 (Monday - Saturday)
- Sun Service: \$11.00 (exact change is required; rates are for one-way service)
- Reminder: Weekend service is available to ADA Cardholders only. Passengers can use a combination of cash and tickets or cash only for Sunday trips.

Lifts/Ramps: Lifts and ramps

Contact Phone: (920) 832-5789

Winnebago Specialized Transportation Study Valley Transit Public Fixed Bus Route System

Legend

- ★ Transit Center
- Route 1
- Route 2
- Route 3
- Route 4
- Route 5
- Route 6
- Route 8
- Route 9
- Route 11
- Route 12
- Route 15
- Route 16
- Route 19
- Route 20
- Route 30
- Route 31
- Route 32
- Route 41

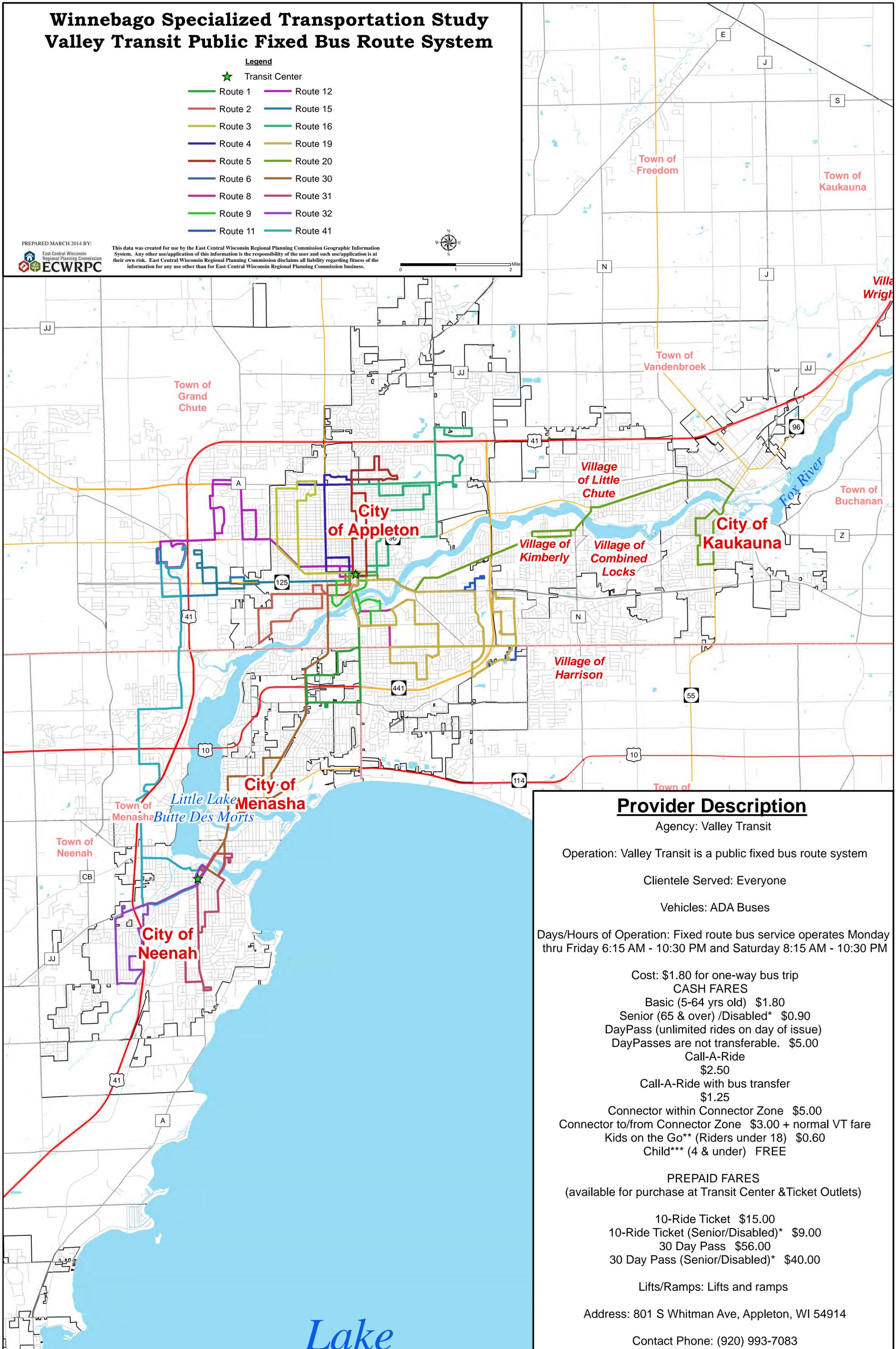
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0 1 2 Miles



Provider Description

Agency: Valley Transit

Operation: Valley Transit is a public fixed bus route system

Clientele Served: Everyone

Vehicles: ADA Buses

Days/Hours of Operation: Fixed route bus service operates Monday thru Friday 6:15 AM - 10:30 PM and Saturday 8:15 AM - 10:30 PM

Cost: \$1.80 for one-way bus trip

CASH FARES

- Basic (5-64 yrs old) \$1.80
- Senior (65 & over) /Disabled* \$0.90
- DayPass (unlimited rides on day of issue)
- DayPasses are not transferable. \$5.00

Call-A-Ride

\$2.50

Call-A-Ride with bus transfer

\$1.25

Connector within Connector Zone \$5.00

Connector to/from Connector Zone \$3.00 + normal VT fare

Kids on the Go** (Riders under 18) \$0.60

Child*** (4 & under) FREE

PREPAID FARES

(available for purchase at Transit Center & Ticket Outlets)

- 10-Ride Ticket \$15.00
- 10-Ride Ticket (Senior/Disabled)* \$9.00
- 30 Day Pass \$56.00
- 30 Day Pass (Senior/Disabled)* \$40.00

Lifts/Ramps: Lifts and ramps

Address: 801 S Whitman Ave, Appleton, WI 54914

Contact Phone: (920) 993-7083

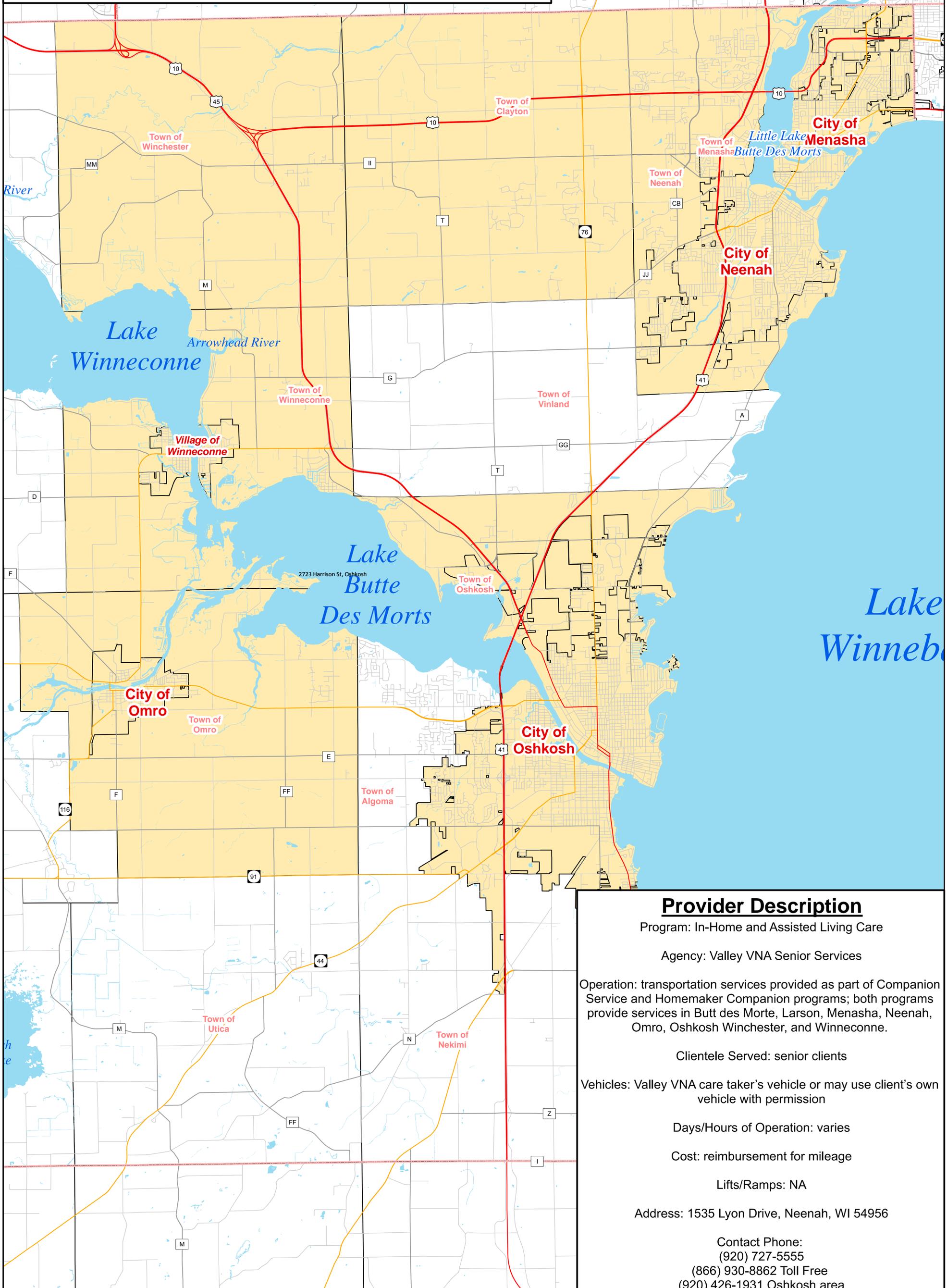
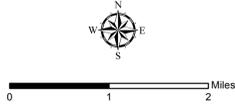
Winnebago Specialized Transportation Study Valley VNA Senior Services

Legend

 Coverage Area

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Provider Description

Program: In-Home and Assisted Living Care

Agency: Valley VNA Senior Services

Operation: transportation services provided as part of Companion Service and Homemaker Companion programs; both programs provide services in Butt des Morte, Larson, Menasha, Neenah, Omro, Oshkosh Winchester, and Winneconne.

Clientele Served: senior clients

Vehicles: Valley VNA care taker's vehicle or may use client's own vehicle with permission

Days/Hours of Operation: varies

Cost: reimbursement for mileage

Lifts/Ramps: NA

Address: 1535 Lyon Drive, Neenah, WI 54956

Contact Phone:

(920) 727-5555

(866) 930-8862 Toll Free

(920) 426-1931 Oshkosh area

Winnebago Specialized Transit Study Winnebago County Park and Ride Lots

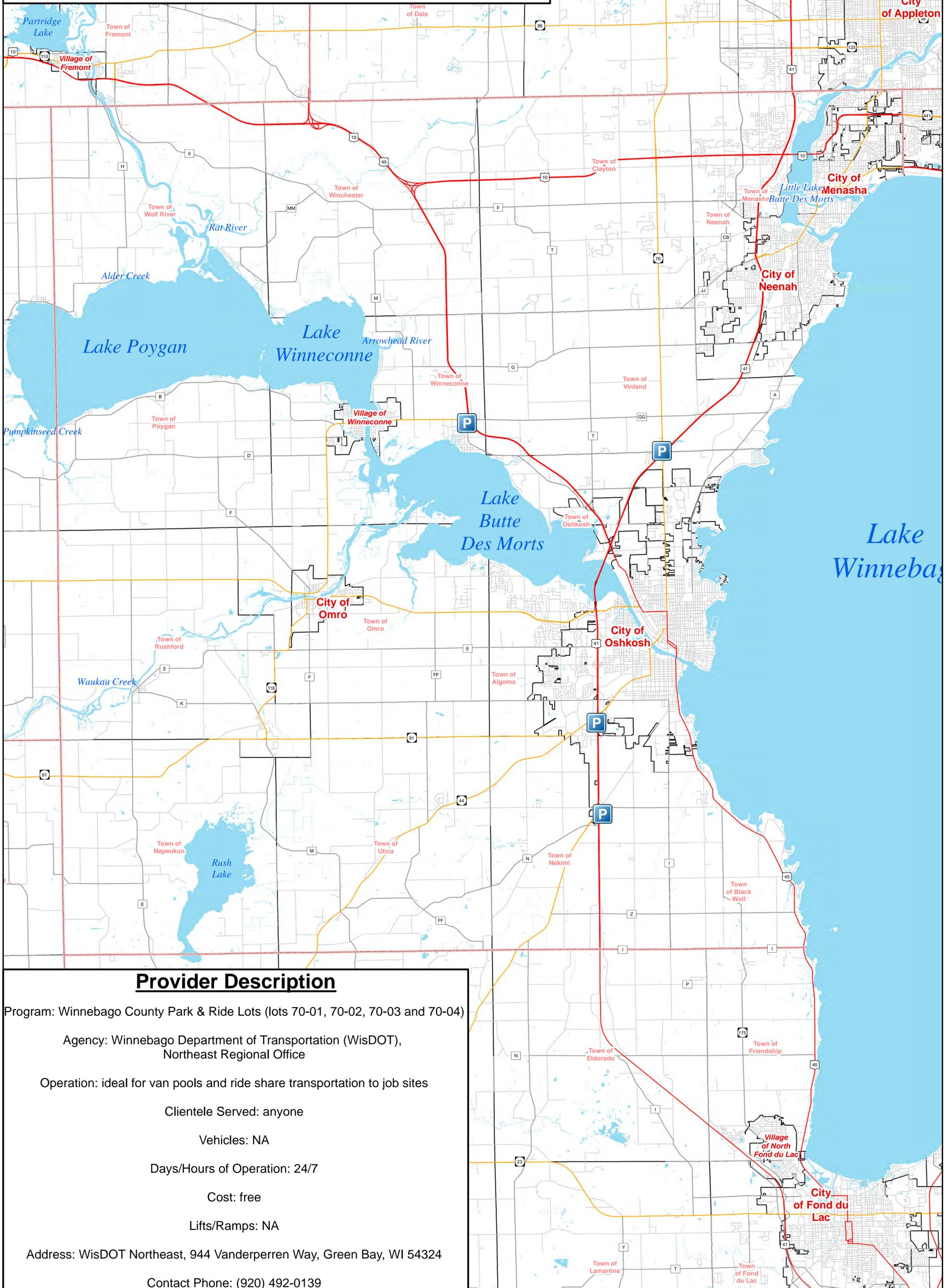
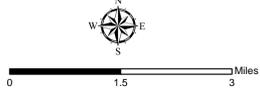
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 Park and Ride

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Provider Description

Program: Winnebago County Park & Ride Lots (lots 70-01, 70-02, 70-03 and 70-04)

Agency: Winnebago Department of Transportation (WisDOT),
Northeast Regional Office

Operation: ideal for van pools and ride share transportation to job sites

Clientele Served: anyone

Vehicles: NA

Days/Hours of Operation: 24/7

Cost: free

Lifts/Ramps: NA

Address: WisDOT Northeast, 944 Vanderperren Way, Green Bay, WI 54324

Contact Phone: (920) 492-0139

Winnebago Specialized Transit Study Wisconsin Rideshare

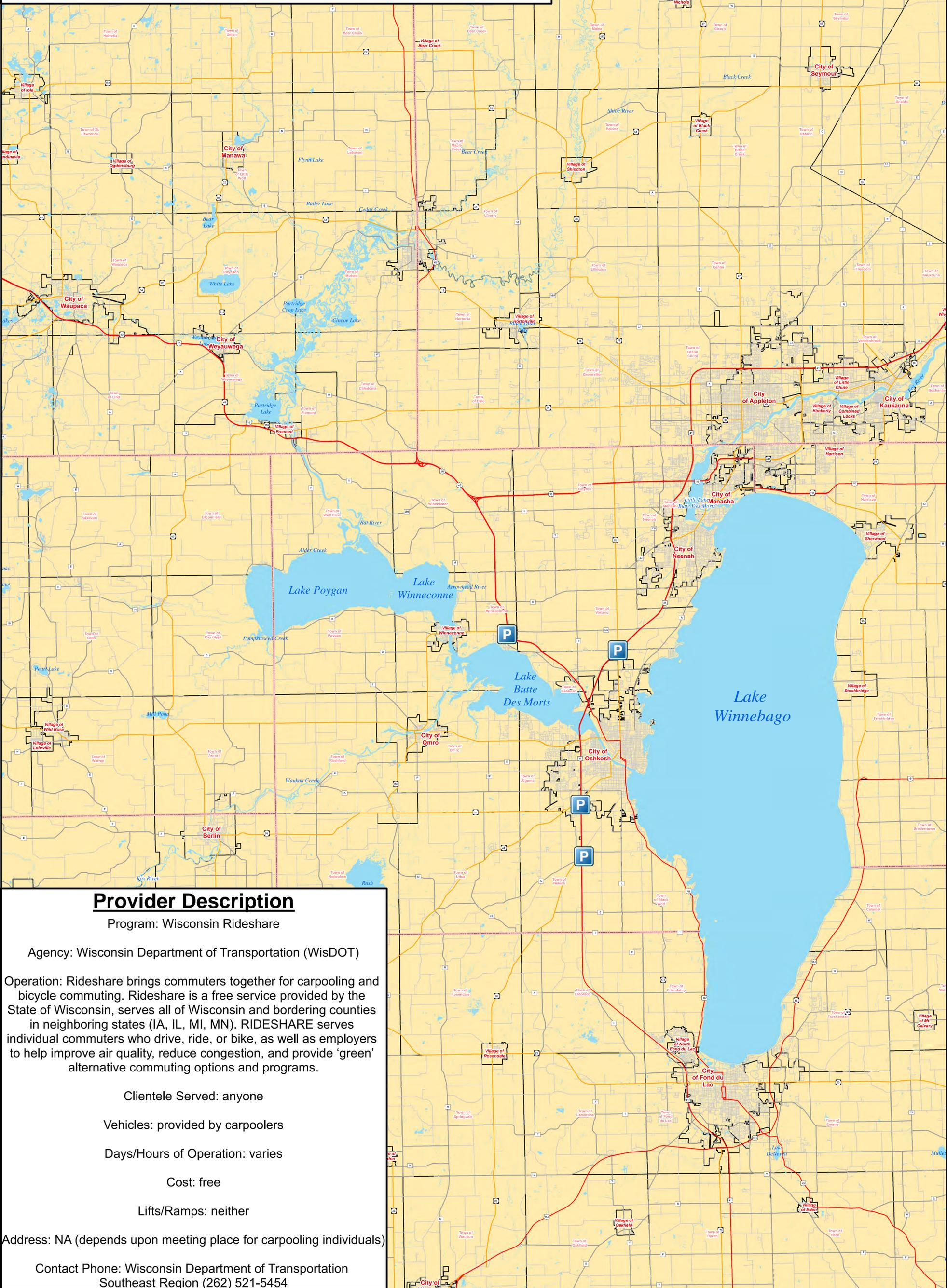
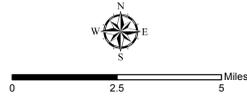
Legend

- Coverage Area
- Park and Ride

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Provider Description

Program: Wisconsin Rideshare

Agency: Wisconsin Department of Transportation (WisDOT)

Operation: Rideshare brings commuters together for carpooling and bicycle commuting. Rideshare is a free service provided by the State of Wisconsin, serves all of Wisconsin and bordering counties in neighboring states (IA, IL, MI, MN). RIDESHARE serves individual commuters who drive, ride, or bike, as well as employers to help improve air quality, reduce congestion, and provide 'green' alternative commuting options and programs.

Clientele Served: anyone

Vehicles: provided by carpoolers

Days/Hours of Operation: varies

Cost: free

Lifts/Ramps: neither

Address: NA (depends upon meeting place for carpooling individuals)

Contact Phone: Wisconsin Department of Transportation
Southeast Region (262) 521-5454

Winnebago Specialized Transportation Study ADVOCAP Volunteer Driver Program

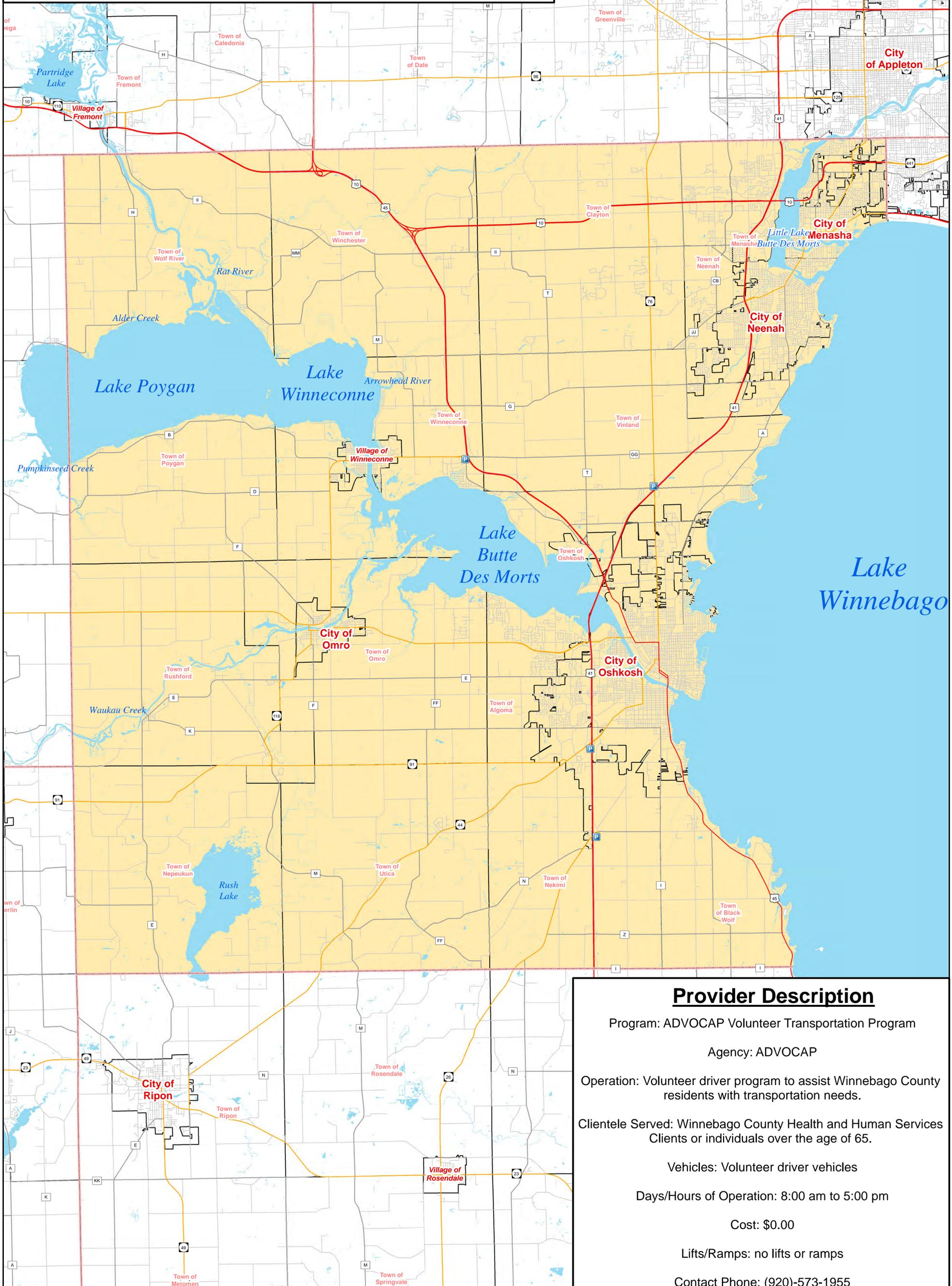
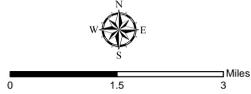
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 Coverage Area

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Provider Description

Program: ADVOCAP Volunteer Transportation Program

Agency: ADVOCAP

Operation: Volunteer driver program to assist Winnebago County residents with transportation needs.

Clientele Served: Winnebago County Health and Human Services Clients or individuals over the age of 65.

Vehicles: Volunteer driver vehicles

Days/Hours of Operation: 8:00 am to 5:00 pm

Cost: \$0.00

Lifts/Ramps: no lifts or ramps

Contact Phone: (920)-573-1955

Winnebago Specialized Transportation Study ADVOCAP - Work-N-Wheels Program Calumet, Winnebago, Fond du Lac, & Green Lake Counties

Legend

- Coverage Area
- Provider Location

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Provider Description

Program: Work-N-Wheels program

Agency: ADVOCAP

Operation: To assist participants with vehicle loans to purchase reliable, affordable transportation, which allows individuals to solve their transportation needs, build a better credit rating, access greater employment opportunities, retain employment and increase self-sufficiency – individuals who participate in the Work-N-Wheels program must be willing to carpool with other low income individuals.

Clientele Served: Regional (Calumet, Fond du Lac, Green Lake, and Winnebago Counties) – low income individuals who have a job and earn less than 200% of the federal poverty level

Vehicles: varies

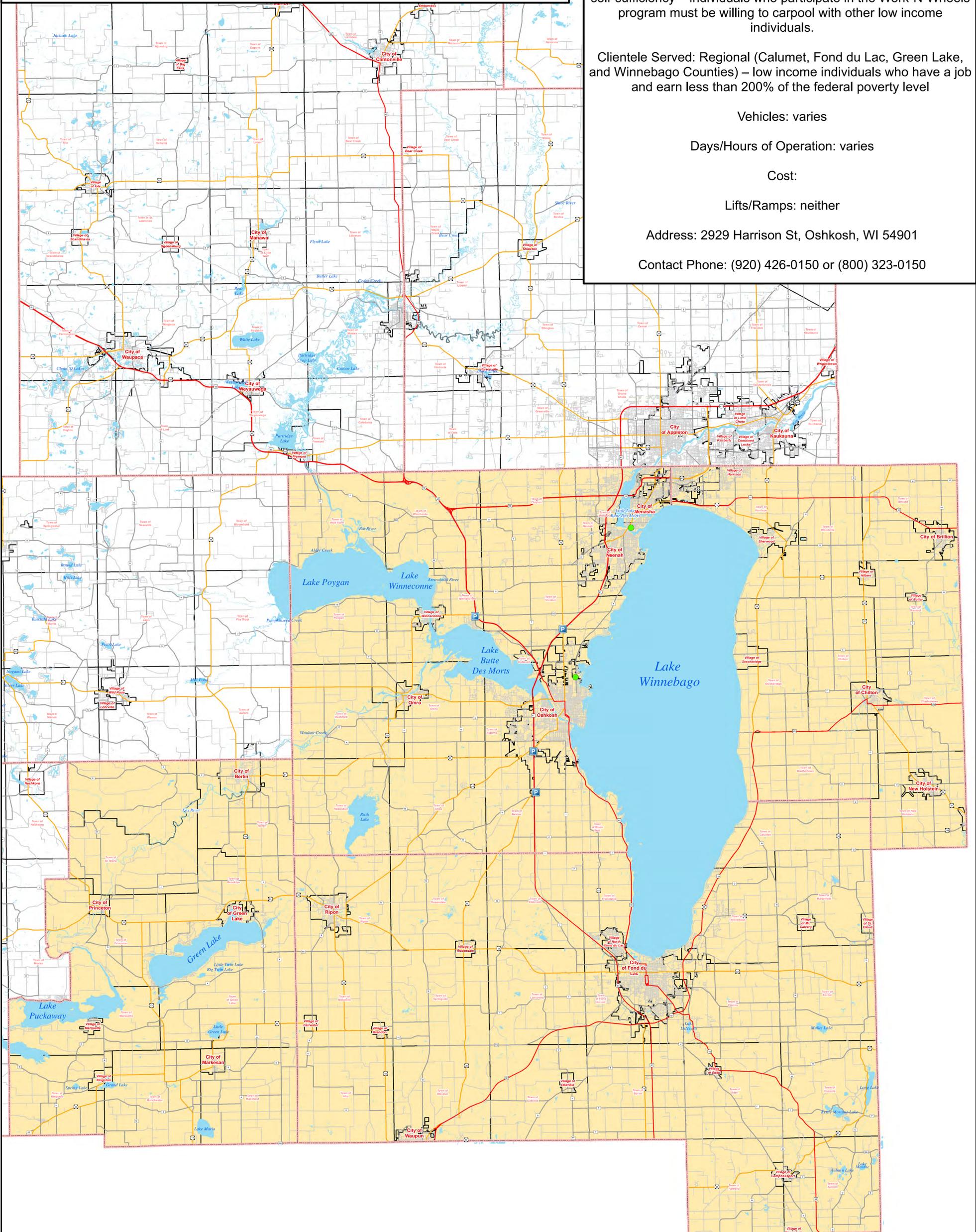
Days/Hours of Operation: varies

Cost:

Lifts/Ramps: neither

Address: 2929 Harrison St, Oshkosh, WI 54901

Contact Phone: (920) 426-0150 or (800) 323-0150



Winnebago Specialized Transportation Study Bus Buddy Program

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Legend

GO Transit

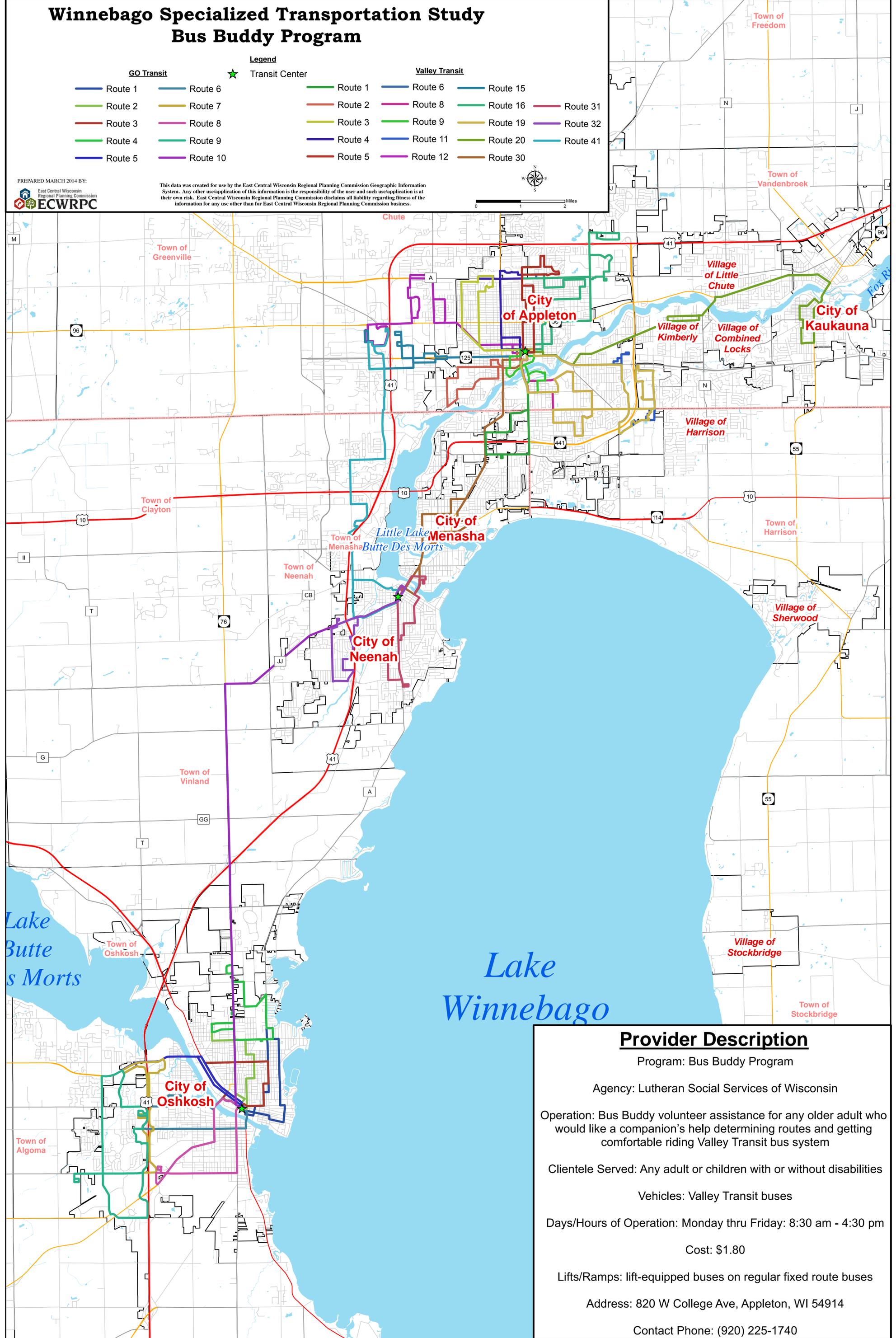
- Route 1
- Route 2
- Route 3
- Route 4
- Route 5
- Route 6
- Route 7
- Route 8
- Route 9
- Route 10



Transit Center

Valley Transit

- Route 1
- Route 2
- Route 3
- Route 4
- Route 5
- Route 6
- Route 8
- Route 9
- Route 11
- Route 12
- Route 15
- Route 16
- Route 19
- Route 20
- Route 30
- Route 31
- Route 32
- Route 41



Provider Description

Program: Bus Buddy Program

Agency: Lutheran Social Services of Wisconsin

Operation: Bus Buddy volunteer assistance for any older adult who would like a companion's help determining routes and getting comfortable riding Valley Transit bus system

Clientele Served: Any adult or children with or without disabilities

Vehicles: Valley Transit buses

Days/Hours of Operation: Monday thru Friday: 8:30 am - 4:30 pm

Cost: \$1.80

Lifts/Ramps: lift-equipped buses on regular fixed route buses

Address: 820 W College Ave, Appleton, WI 54914

Contact Phone: (920) 225-1740

Winnebago Specialized Transportation Study Cabulance

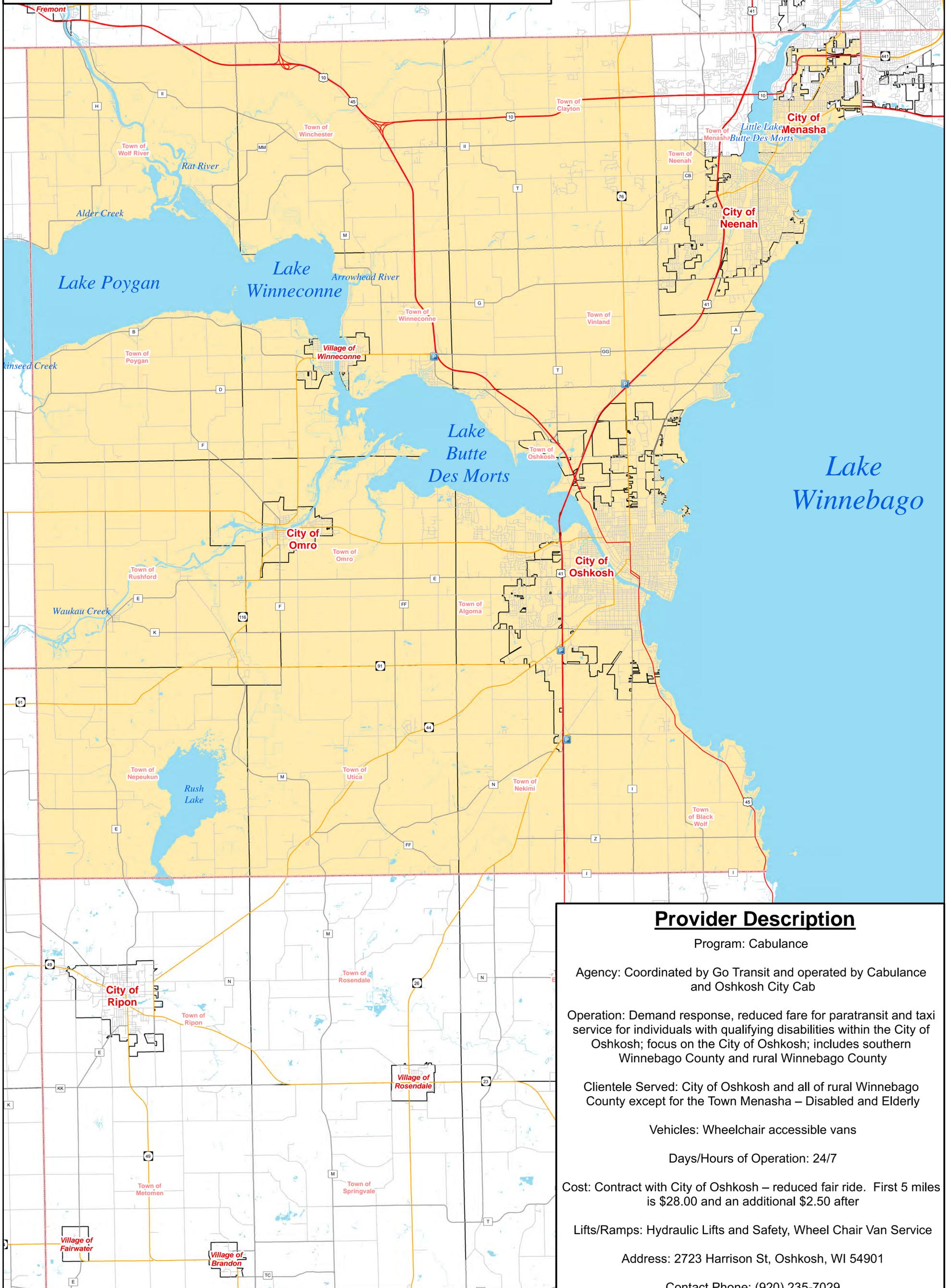
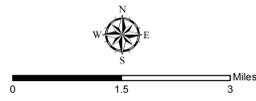
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 Coverage Area

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Provider Description

Program: Cabulance

Agency: Coordinated by Go Transit and operated by Cabulance and Oshkosh City Cab

Operation: Demand response, reduced fare for paratransit and taxi service for individuals with qualifying disabilities within the City of Oshkosh; focus on the City of Oshkosh; includes southern Winnebago County and rural Winnebago County

Clientele Served: City of Oshkosh and all of rural Winnebago County except for the Town Menasha – Disabled and Elderly

Vehicles: Wheelchair accessible vans

Days/Hours of Operation: 24/7

Cost: Contract with City of Oshkosh – reduced fair ride. First 5 miles is \$28.00 and an additional \$2.50 after

Lifts/Ramps: Hydraulic Lifts and Safety, Wheel Chair Van Service

Address: 2723 Harrison St, Oshkosh, WI 54901

Contact Phone: (920) 235-7029

Winnebago Specialized Transportation Study

Cerebral Palsy of Mideast Wisconsin, Inc.

Legend

- Coverage Area
- Provider Location

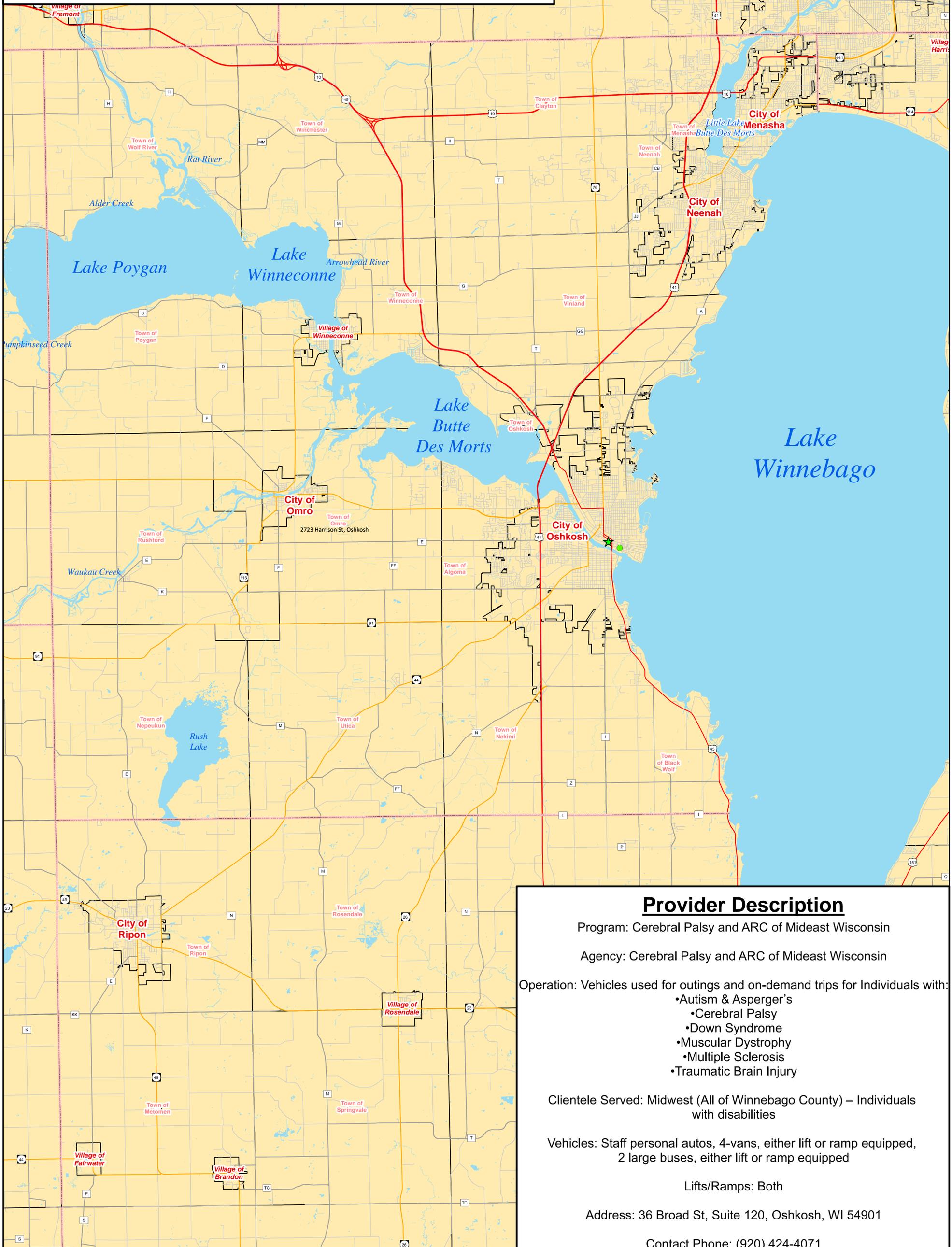
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0 1.5 3 Miles



Provider Description

Program: Cerebral Palsy and ARC of Mideast Wisconsin

Agency: Cerebral Palsy and ARC of Mideast Wisconsin

Operation: Vehicles used for outings and on-demand trips for Individuals with:

- Autism & Asperger's
- Cerebral Palsy
- Down Syndrome
- Muscular Dystrophy
- Multiple Sclerosis
- Traumatic Brain Injury

Clientele Served: Midwest (All of Winnebago County) – Individuals with disabilities

Vehicles: Staff personal autos, 4-vans, either lift or ramp equipped, 2 large buses, either lift or ramp equipped

Lifts/Ramps: Both

Address: 36 Broad St, Suite 120, Oshkosh, WI 54901

Contact Phone: (920) 424-4071

Winnebago Specialized Transportation Study

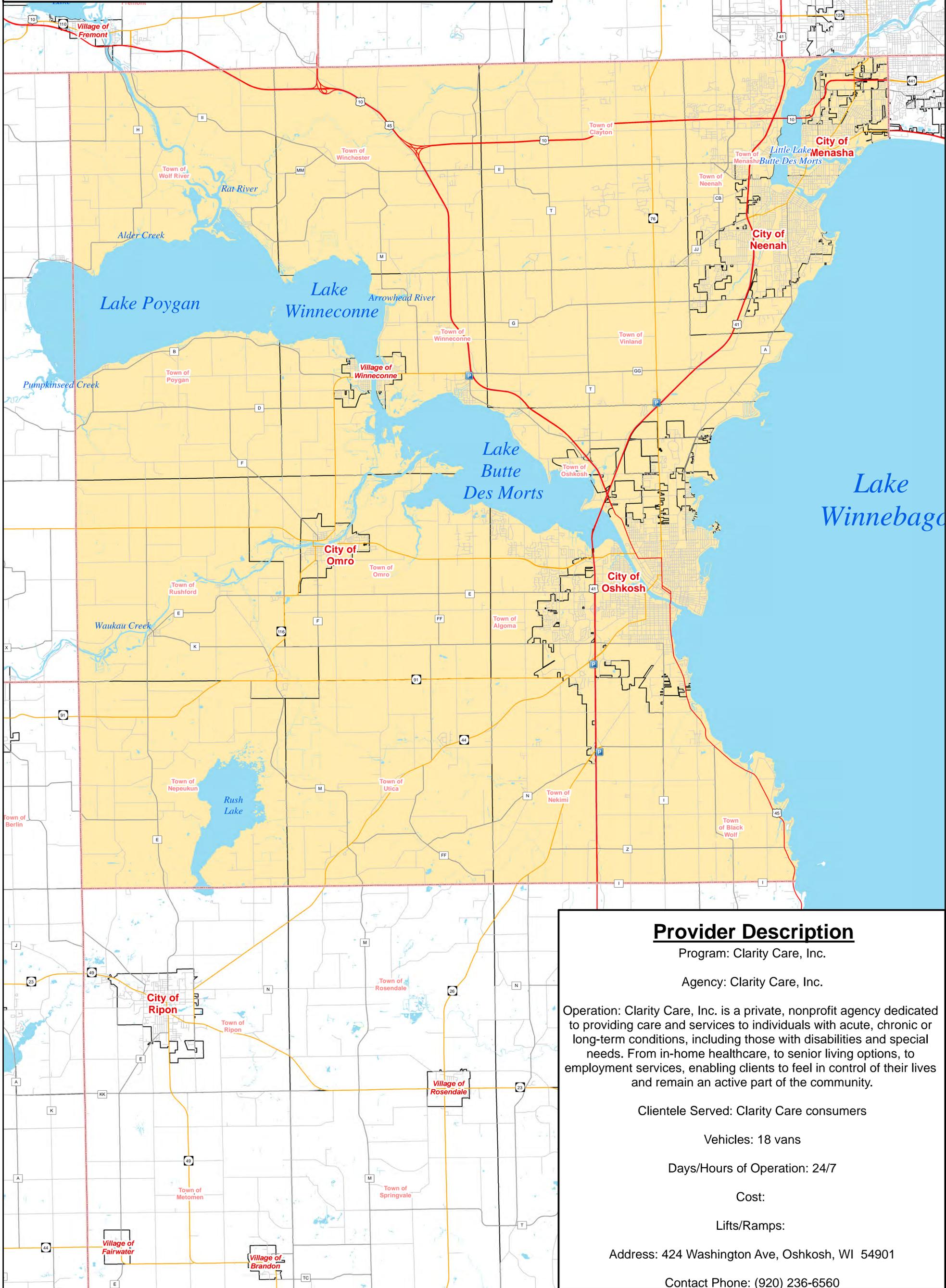
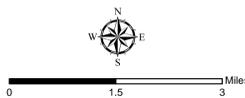
Clarity Care Inc.

Legend

 Coverage Area



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Provider Description

Program: Clarity Care, Inc.

Agency: Clarity Care, Inc.

Operation: Clarity Care, Inc. is a private, nonprofit agency dedicated to providing care and services to individuals with acute, chronic or long-term conditions, including those with disabilities and special needs. From in-home healthcare, to senior living options, to employment services, enabling clients to feel in control of their lives and remain an active part of the community.

Clientele Served: Clarity Care consumers

Vehicles: 18 vans

Days/Hours of Operation: 24/7

Cost:

Lifts/Ramps:

Address: 424 Washington Ave, Oshkosh, WI 54901

Contact Phone: (920) 236-6560

Winnebago Specialized Transportation Study Department of Veteran Services Transportation

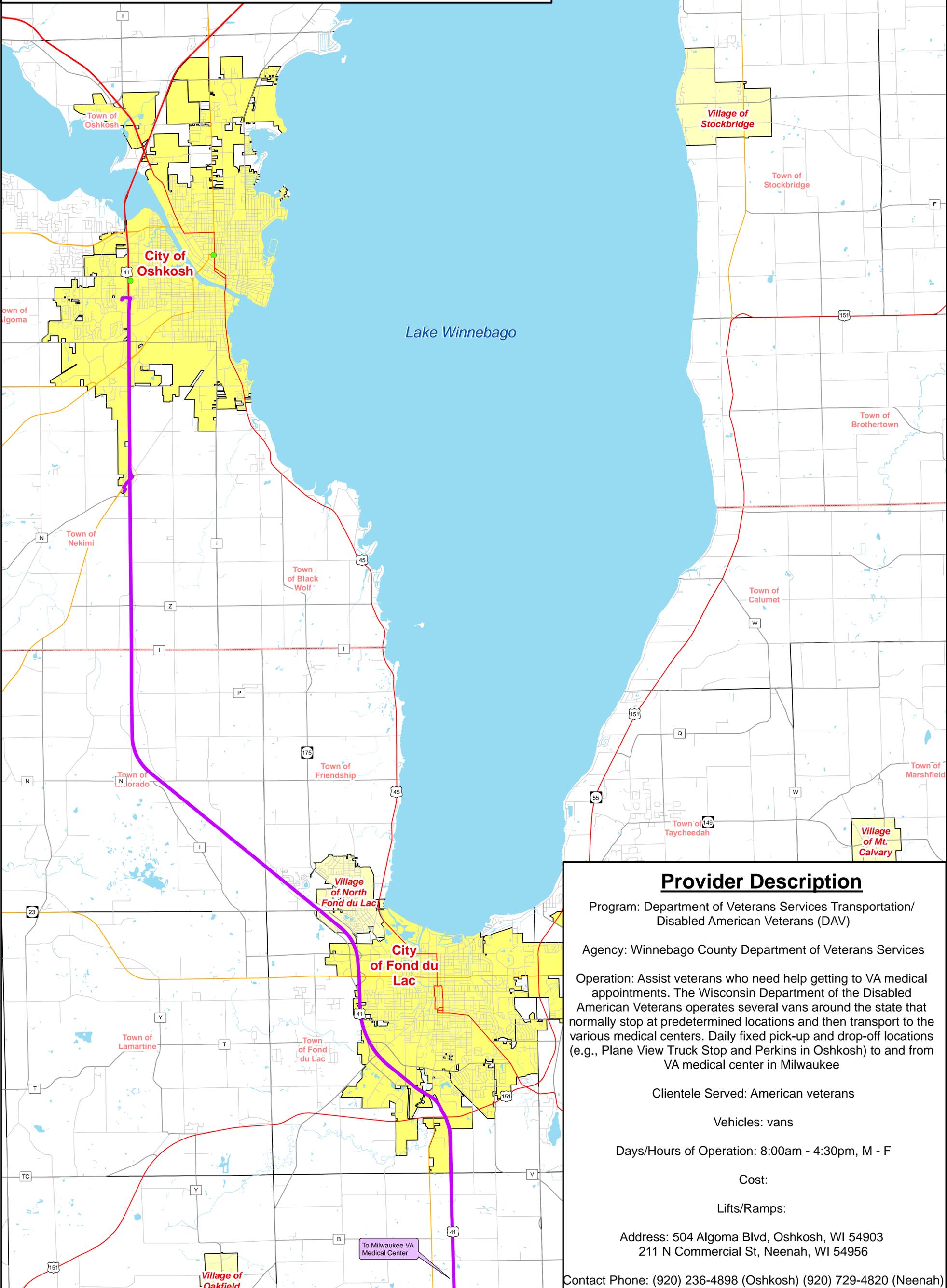
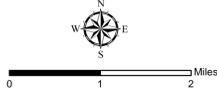
Legend

- Provider Location
- Route

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Provider Description

Program: Department of Veterans Services Transportation/
Disabled American Veterans (DAV)

Agency: Winnebago County Department of Veterans Services

Operation: Assist veterans who need help getting to VA medical appointments. The Wisconsin Department of the Disabled American Veterans operates several vans around the state that normally stop at predetermined locations and then transport to the various medical centers. Daily fixed pick-up and drop-off locations (e.g., Plane View Truck Stop and Perkins in Oshkosh) to and from VA medical center in Milwaukee

Clientele Served: American veterans

Vehicles: vans

Days/Hours of Operation: 8:00am - 4:30pm, M - F

Cost:

Lifts/Ramps:

Address: 504 Algoma Blvd, Oshkosh, WI 54903
211 N Commercial St, Neenah, WI 54956

Contact Phone: (920) 236-4898 (Oshkosh) (920) 729-4820 (Neenah)

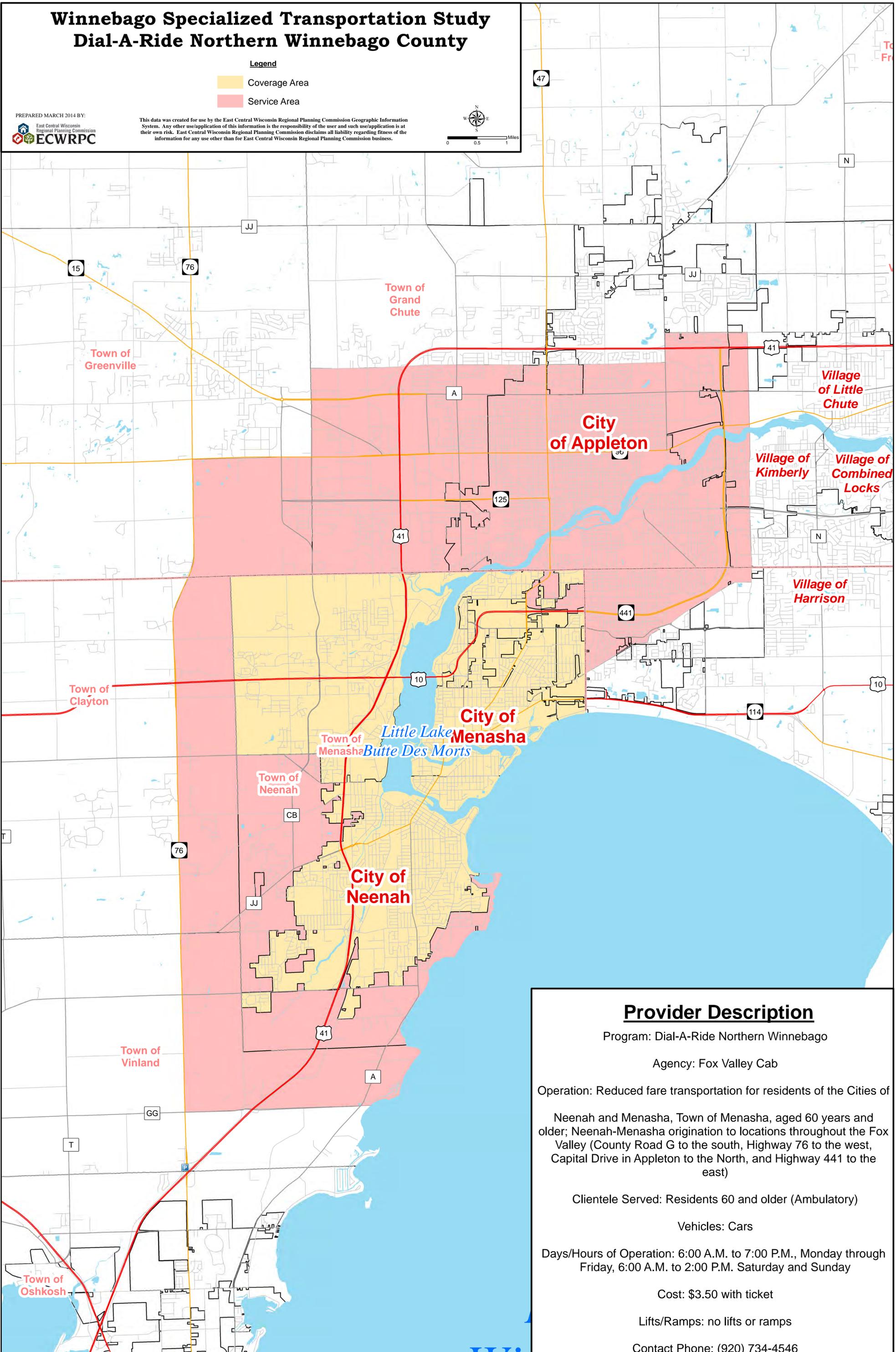
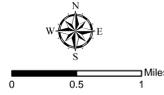
Winnebago Specialized Transportation Study Dial-A-Ride Northern Winnebago County

Legend

- Coverage Area
- Service Area

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East Central Wisconsin
Regional Planning Commission
ECWRPC

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Provider Description

Program: Dial-A-Ride Northern Winnebago

Agency: Fox Valley Cab

Operation: Reduced fare transportation for residents of the Cities of

Neenah and Menasha, Town of Menasha, aged 60 years and older; Neenah-Menasha origination to locations throughout the Fox Valley (County Road G to the south, Highway 76 to the west, Capital Drive in Appleton to the North, and Highway 441 to the east)

Clientele Served: Residents 60 and older (Ambulatory)

Vehicles: Cars

Days/Hours of Operation: 6:00 A.M. to 7:00 P.M., Monday through Friday, 6:00 A.M. to 2:00 P.M. Saturday and Sunday

Cost: \$3.50 with ticket

Lifts/Ramps: no lifts or ramps

Contact Phone: (920) 734-4546

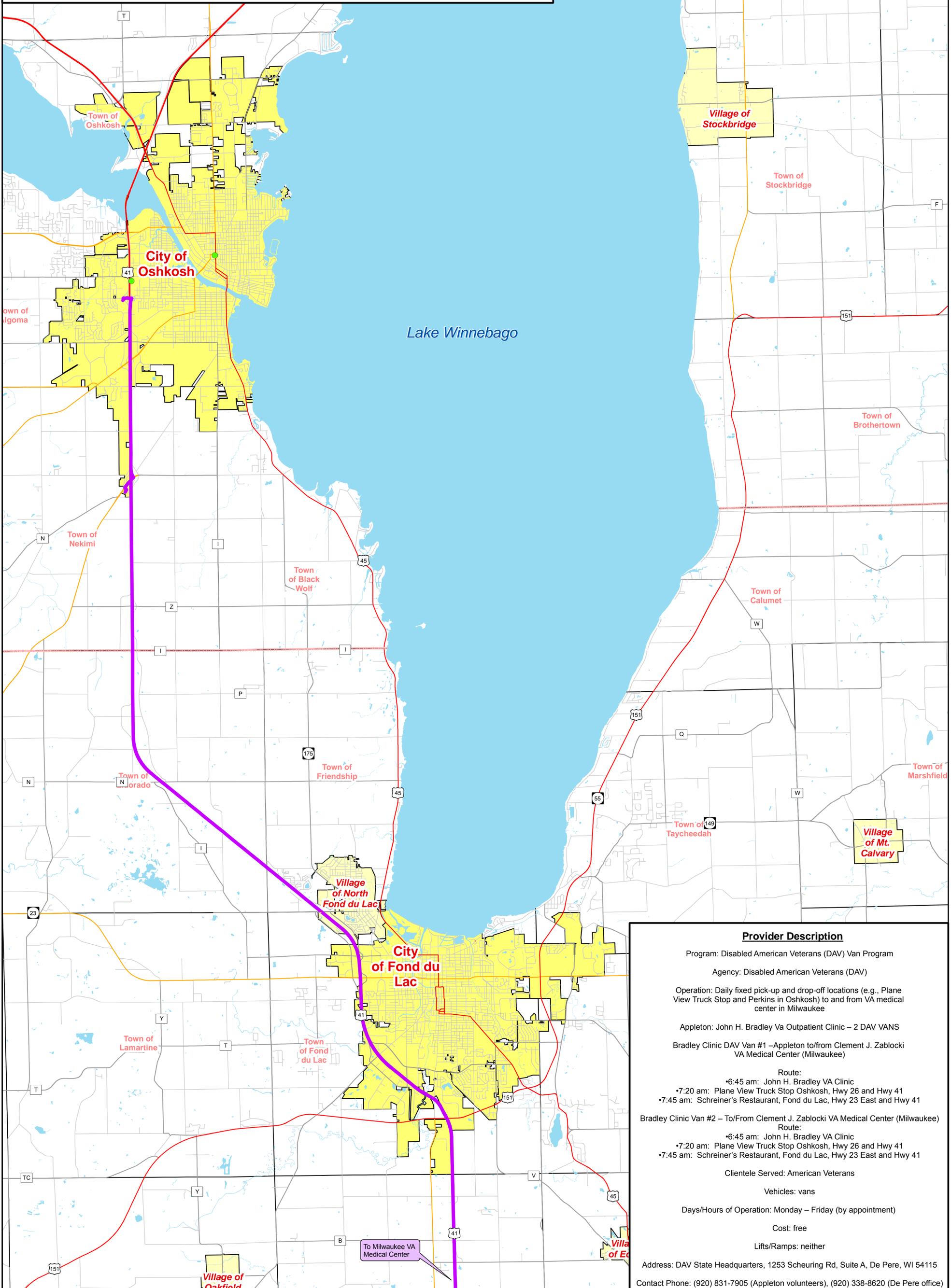
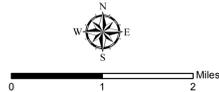
Winnebago Specialized Transportation Study Disabled American Veterans (DAV) Van Program

Legend

- Provider Location
- Route

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Provider Description

Program: Disabled American Veterans (DAV) Van Program

Agency: Disabled American Veterans (DAV)

Operation: Daily fixed pick-up and drop-off locations (e.g., Plane View Truck Stop and Perkins in Oshkosh) to and from VA medical center in Milwaukee

Appleton: John H. Bradley Va Outpatient Clinic – 2 DAV VANS

Bradley Clinic DAV Van #1 – Appleton to/from Clement J. Zablocki VA Medical Center (Milwaukee)

Route:

- 6:45 am: John H. Bradley VA Clinic
- 7:20 am: Plane View Truck Stop Oshkosh, Hwy 26 and Hwy 41
- 7:45 am: Schreiner's Restaurant, Fond du Lac, Hwy 23 East and Hwy 41

Bradley Clinic Van #2 – To/From Clement J. Zablocki VA Medical Center (Milwaukee)

Route:

- 6:45 am: John H. Bradley VA Clinic
- 7:20 am: Plane View Truck Stop Oshkosh, Hwy 26 and Hwy 41
- 7:45 am: Schreiner's Restaurant, Fond du Lac, Hwy 23 East and Hwy 41

Clientele Served: American Veterans

Vehicles: vans

Days/Hours of Operation: Monday – Friday (by appointment)

Cost: free

Lifts/Ramps: neither

Address: DAV State Headquarters, 1253 Scheuring Rd, Suite A, De Pere, WI 54115

Contact Phone: (920) 831-7905 (Appleton volunteers), (920) 338-8620 (De Pere office)

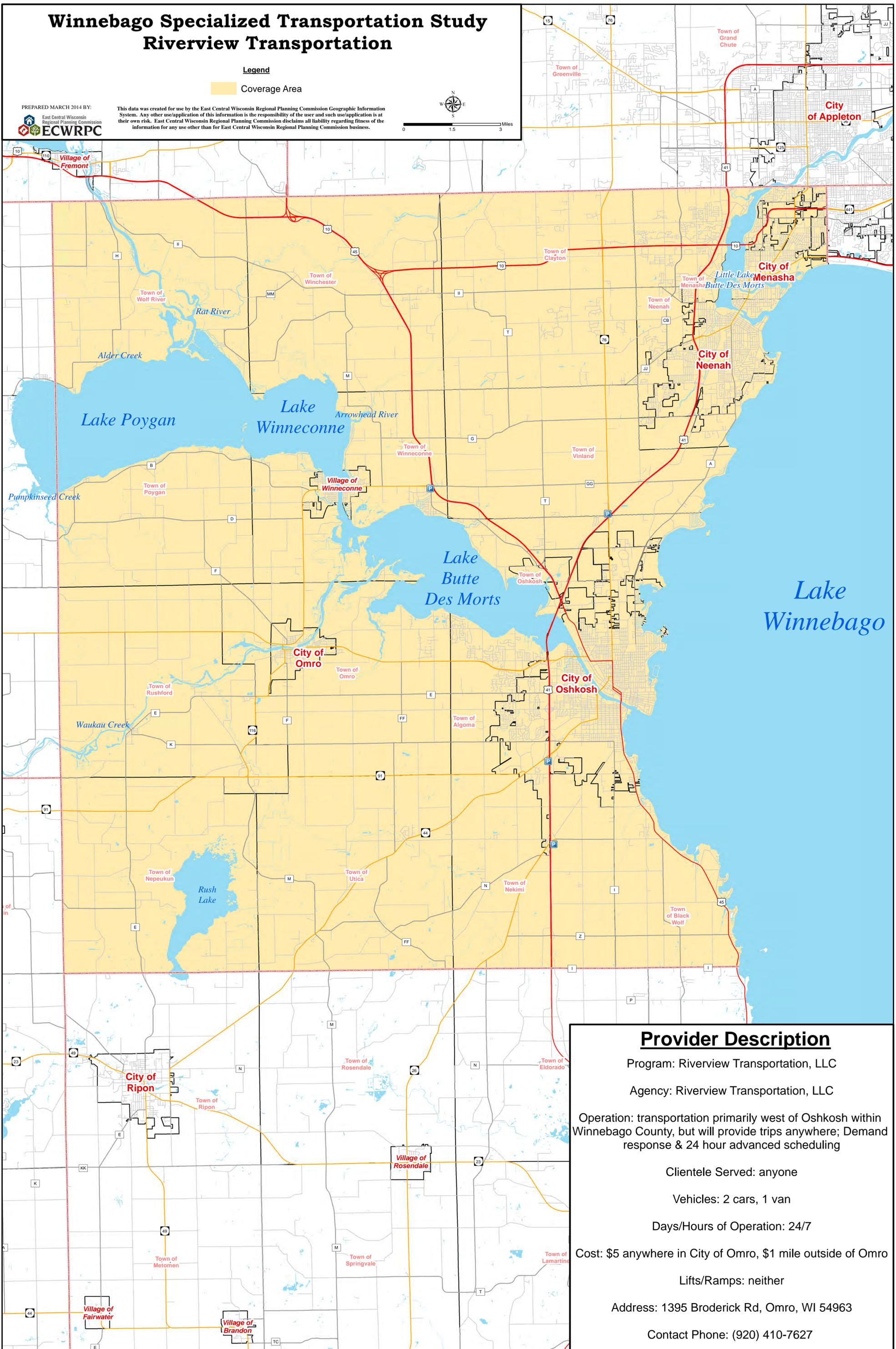
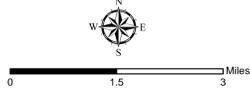
Winnebago Specialized Transportation Study Riverview Transportation

Legend

 Coverage Area

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Provider Description

Program: Riverview Transportation, LLC

Agency: Riverview Transportation, LLC

Operation: transportation primarily west of Oshkosh within Winnebago County, but will provide trips anywhere; Demand response & 24 hour advanced scheduling

Clientele Served: anyone

Vehicles: 2 cars, 1 van

Days/Hours of Operation: 24/7

Cost: \$5 anywhere in City of Omro, \$1 mile outside of Omro

Lifts/Ramps: neither

Address: 1395 Broderick Rd, Omro, WI 54963

Contact Phone: (920) 410-7627

Winnebago Specialized Transportation Study Fox Valley Cab

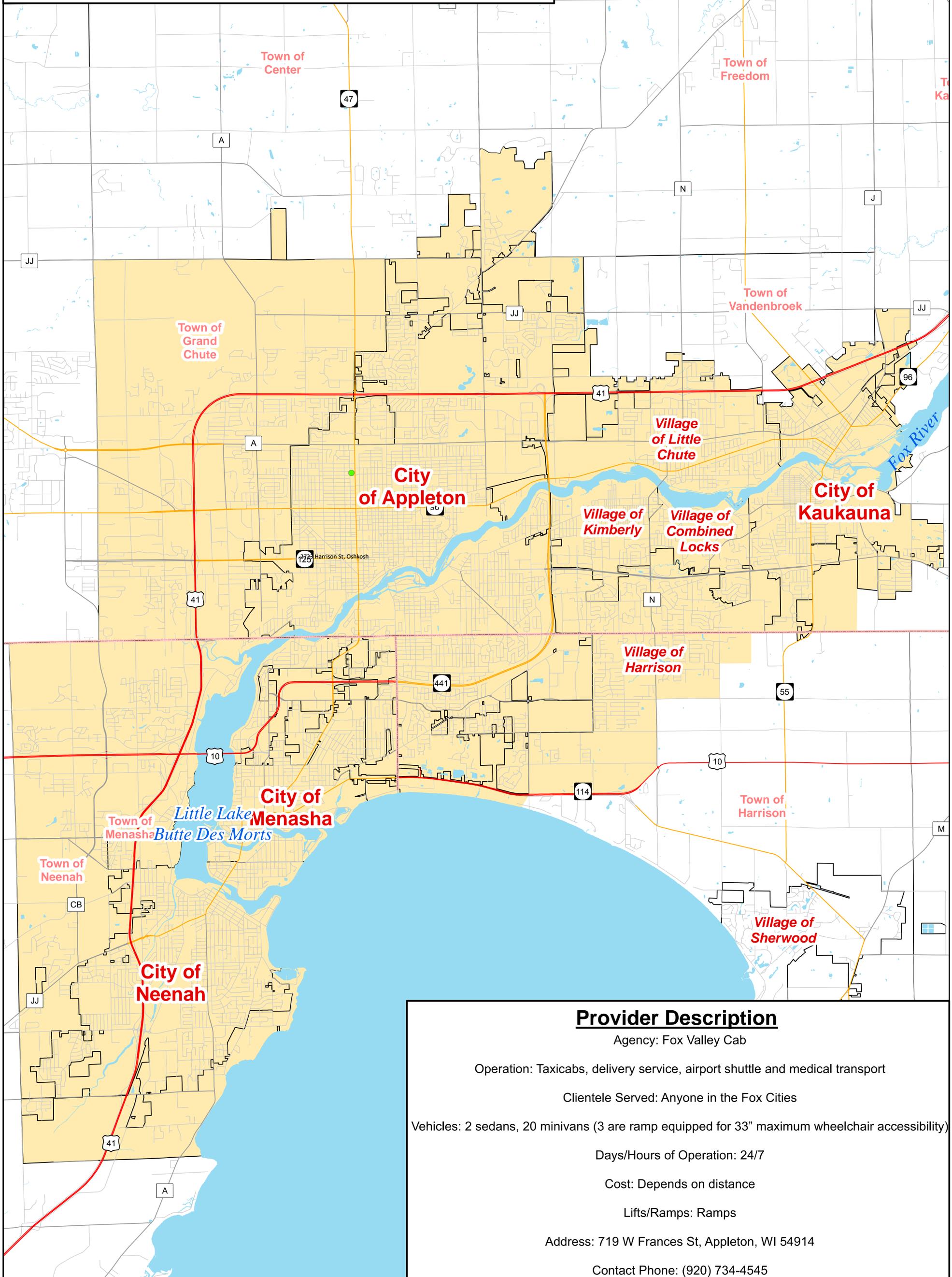
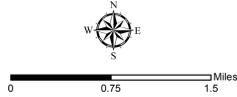
Legend

- Coverage Area
- Provider Location

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Provider Description

Agency: Fox Valley Cab

Operation: Taxicabs, delivery service, airport shuttle and medical transport

Clientele Served: Anyone in the Fox Cities

Vehicles: 2 sedans, 20 minivans (3 are ramp equipped for 33" maximum wheelchair accessibility)

Days/Hours of Operation: 24/7

Cost: Depends on distance

Lifts/Ramps: Ramps

Address: 719 W Frances St, Appleton, WI 54914

Contact Phone: (920) 734-4545

Winnebago Specialized Transportation Study GO Plus Access to Jobs

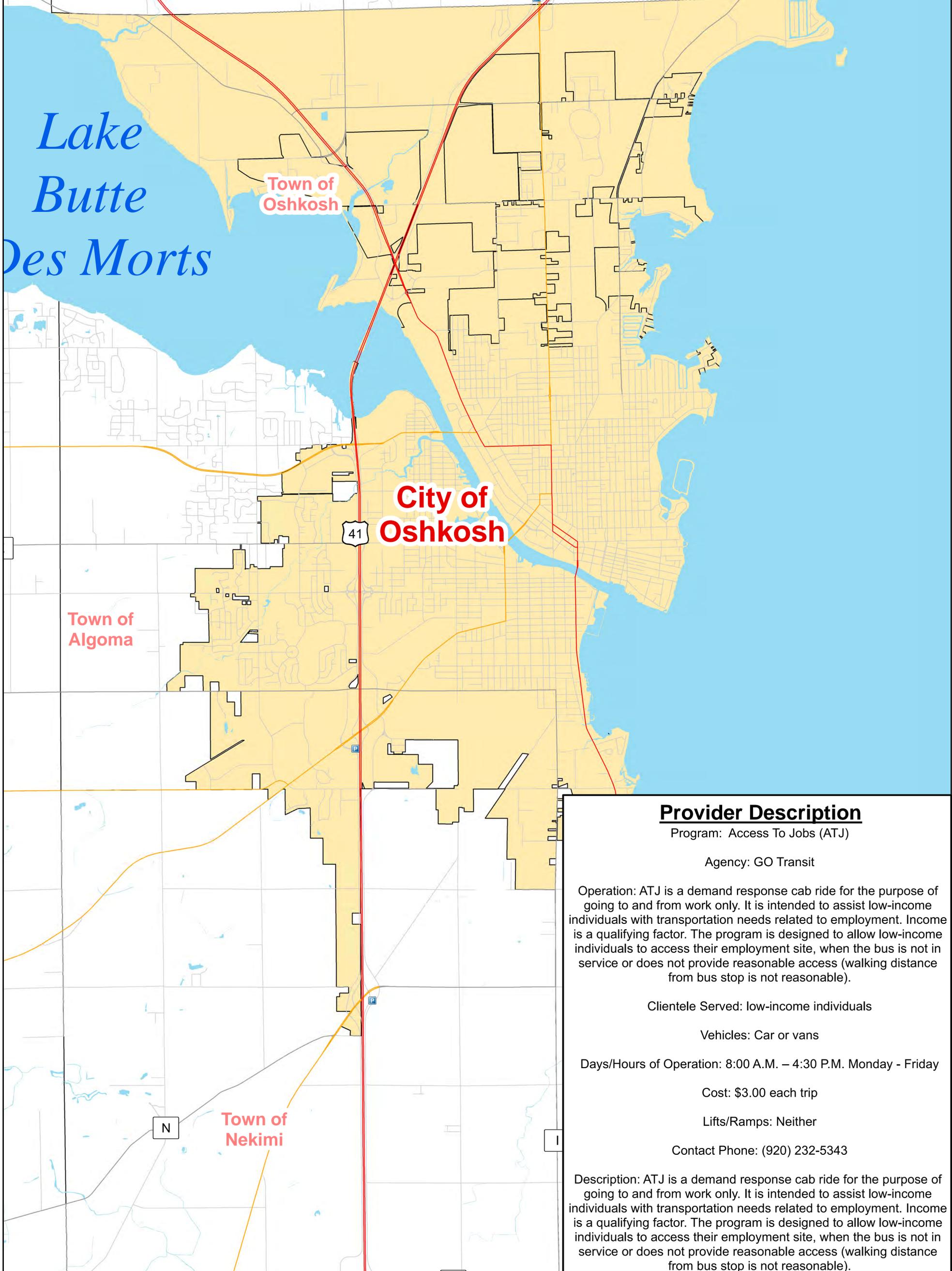
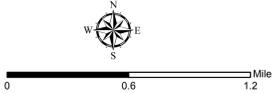
Legend

 Coverage Area

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Provider Description

Program: Access To Jobs (ATJ)

Agency: GO Transit

Operation: ATJ is a demand response cab ride for the purpose of going to and from work only. It is intended to assist low-income individuals with transportation needs related to employment. Income is a qualifying factor. The program is designed to allow low-income individuals to access their employment site, when the bus is not in service or does not provide reasonable access (walking distance from bus stop is not reasonable).

Clientele Served: low-income individuals

Vehicles: Car or vans

Days/Hours of Operation: 8:00 A.M. – 4:30 P.M. Monday - Friday

Cost: \$3.00 each trip

Lifts/Ramps: Neither

Contact Phone: (920) 232-5343

Description: ATJ is a demand response cab ride for the purpose of going to and from work only. It is intended to assist low-income individuals with transportation needs related to employment. Income is a qualifying factor. The program is designed to allow low-income individuals to access their employment site, when the bus is not in service or does not provide reasonable access (walking distance from bus stop is not reasonable).

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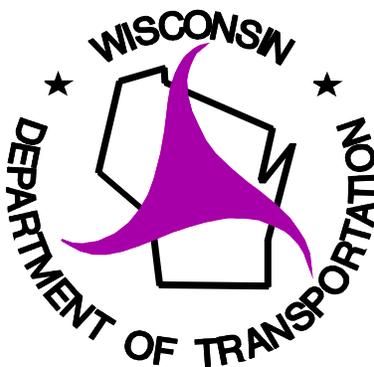
APPENDIX B

**85.21 COUNTY ELDERLY
APPLICATION**

SPECIALIZED TRANSPORTATION ASSISTANCE PROGRAM FOR COUNTIES

s. 85.21 Wis. Stats.

2014 APPLICATION



BUREAU OF TRANSIT AND LOCAL ROADS
PUBLIC AND SPECIALIZED TRANSIT SECTION

P.O. BOX 7913

MADISON, WI 53707-7913

(608) 267-0209 / (608) 266-8968

www.dot.wisconsin.gov/localgov/transit/countyelderly.htm

Alternate accessible formats of
this document are available upon request.

Applications are due December 31, 2013

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GENERAL PROGRAM INFORMATION

The 2014 Specialized Transportation Assistance Program for Counties, authorized by s. 85.21, Wisconsin Statutes, provides state financial aid to all 72 Wisconsin counties. This grant program operates on an annual, calendar-year basis. It is administered by the Public & Specialized Transit Section of the Wisconsin Department of Transportation (“Department”).

For 2014, s. 85.21 aid totals \$13,623,400. This amount will be allocated among all counties according to the protocol described in s. Trans 1.02, Wis. Admin. Code. See Appendix A for 2014 county by county allocations.

The remainder of this document contains:

- program administration information, rules and requirements for grantees;
- application instructions and application template; and
- appendices.

If after reviewing this material you have any questions, please contact:

Steve Hirshfeld
stephen.hirshfeld@dot.wi.gov
 608.267.0209
 608.266.0658 (fax)

or

Judy Foss
judy.foss@dot.wi.gov
 608.266.8968
 608.266.0658 (fax)

PROGRAM ADMINISTRATIVE SCHEDULE

WisDOT’s administrative schedule for the 2014 program cycle is as follows:

2014 grant applications due	December 31, 2013
Grant applications reviewed by WisDOT	January – March, 2014
Semi-annual ridership reports due (for second half of 2014)	March 1, 2014
2014 annual financial reports due	March 15, 2014
Contracts issued to counties for signature	April 15, 2014*
Signed contracts due back to WisDOT	May 15, 2014
2014 grant funds disbursed to counties	June 15, 2014
Deadline for spending 2014 s. 85.21 funds	June 30, 2014
Semi-annual ridership reports due (for first half of 2014)	August 15, 2014

* estimate

PROGRAM GUIDELINES AND REQUIREMENTS

Eligible Applicants

Wisconsin counties (or agencies thereof) are the only eligible applicants for funds available under s. 85.21, Wis. Stats. Private for-profit or private non-profit organizations may provide service for counties through contractual agreements. Each county may only submit one application per year.

Passenger Eligibility and Transportation Service Limitations

Specialized transportation services using s. 85.21 aid must serve the elderly and persons with disabilities. State statute permits counties to transport the general public via 85.21-funded service on a “space available” basis. If a county chooses to transport persons who are neither elderly nor disabled, it must ensure that the elderly and the disabled are not displaced or denied service as a result. Space may be made available to the public on a specialized service vehicle when, for instance:

- the vehicle is not scheduled for elderly or disabled transportation use;
- the vehicle has remaining seating capacity after a minimum advance reservation time has passed;
- for fixed schedule service, space is available at the time a public rider wishes to board;
- the public rider is a family member accompanying an elderly or disabled rider.

For administrative purposes, an “elderly person” is defined as any individual age 65 or older. (This is the age that WisDOT uses to estimate elderly populations in calculating county allocations.) However, for the purpose of operating its specialized transportation program, a county may drop the elderly person age threshold as low as 55.

A “person with disabilities” is an individual who, because of any temporary or permanent physical or mental condition or institutional residence, is unable, without special facilities or special planning or design, to use available transportation facilities and services as effectively as persons who are not so affected.

Counties may not limit services to persons with disabilities based on any age requirements, though they may require a responsible adult to accompany a disabled child during transport. The Department will not approve applications from counties that deny transportation service to disabled individuals. A group of projects, some or each of which serve different groups, may receive s. 85.21 aid if the projects collectively provide service for all elderly or disabled persons residing in the county.

Counties must ensure all services funded with s. 85.21 aids are accessible, or that service provided to persons with disabilities is equivalent to that provided to non-disabled individuals. A county’s specialized transportation project(s) should be accessible to persons who cannot walk or board a vehicle, or who do so with difficulty. Counties that do not offer equivalent

accessible service may have their county allocation check held until they demonstrate such service is available.

Meals and equipment may be transported only as an incidental part of a service whose purpose is to carry passengers. The funding of vehicles or services that carry only meals or equipment is not allowable using s. 85.21 aid.

Services Priorities

State law permits – but does not require – counties to prioritize travel for medical, nutrition, and work-related activities. These activities are defined as follows:

“Medical activities” means the procurement of medical or medically-prescribed services or products. It also means participation in medical or medically-prescribed activities. Training, maintenance and supervision, and education programs do not fall within this definition.

“Nutritional activities” means the consumption, purchase or receipt of food.

“Work-related activities” means the performance of work, either voluntarily or for compensation, in order to produce goods or services. Trips for training or education do not fit this definition. A trip’s purpose is established by the primary reason a person makes a trip.

Transportation Service Coordination

Under the federal SAFETEA-LU and Moving Ahead for Progress in the 21st Century Act (MAP-21) laws, federal grant programs that support the transportation of the elderly and people with disabilities (New Freedom, JARC, and the Capital Assistance Program for Elderly and Disabled, i.e., 5310 program) all require that projects derive from a “locally developed, coordinated public transit-human services transportation plan” as a condition of funding.

The Department believes projects funded with s. 85.21 aids should be held to the same standard, and consequently requires that a county demonstrate in its application how its project(s) meet a goal/strategy outlined in its 2008 (or newer) coordinated transportation plan. Additionally, the Department requires that:

- s. 85.21 program administrators participate in the ongoing development and review of these local coordination plans; and
- transportation coordination be addressed in public hearings held as part of the s. 85.21 grant application development process.

If a proposed s. 85.21-funded project does not meet a strategy in the coordination plan, the plan should be amended to include it, or the project should be replaced with one that is consistent with the plan.

Local Review Requirements

Counties must offer their local aging unit the opportunity to comment on their annual s. 85.21 application, or participate in its preparation. If the aging unit and/or its representatives are members of a county's transportation coordinating committee (TCC) or equivalent, the committee's review of the application satisfies this requirement.

If a county's TCC does not include members of its s. 51.42 and s. 51.437 board(s) of directors, then the application additionally must be presented to the 51.42/51.437 board(s) for review. Also, if a county contains a federal reservation on which Native Americans reside, the tribal aging unit or tribal chairman should be included in the application process.

Finally, counties are required to hold a public hearing prior to application submission. The hearing is to be used to inform interested parties of the county's plan for spending s. 85.21 aid in 2014, and to accept their comments. The hearing does not need to be held separately from other hearings; it may, for example, be combined with hearings on a county's aging plan. If such a combined hearing is held, the county must be sure that its public hearing notice identifies the s. 85.21 application as a subject of the hearing.

The public hearing is subject to the following specific requirements:

- It must be held a minimum of 20 days after the Department releases the 2014 application packet, and at least two weeks prior to the county's submission of its completed application.
- Notice of the hearing must be published at least 10 days prior to the hearing, in the official county newspaper or other newspaper likely to be read by people in the county.
- The hearing notice must summarize the s. 85.21 2014 budget and programs, outline the proposed budget and programs for 2014, and identify the link between these programs and the transportation coordination plan in effect.
- Copies of a preliminary draft application must be available for public review at least 10 days prior to the hearing. The published hearing notice must indicate where copies of the draft are available. The preliminary draft need not be a complete application, but it should address all the substantive elements of the specialized transit services for which s. 85.21 funds will be used.
- The hearing must be scheduled at a time and in an accessible location that will encourage attendance. The notice must include an offer of transportation to the hearing for the elderly and people with disabilities.
- The hearing must include a review of the effective coordination plan as it relates to the 2014 proposed projects – including a discussion of needs and service gaps – and available services, including route and hours of operation.

Passenger Revenue Policy

Counties must either require specialized transportation service users to make a copayment or provide them with an opportunity to make a voluntary contribution. Counties must establish the amount of copayment – if one is required – or recommend a voluntary contribution amount. Counties may waive copayments: 1) in cases of an emergency, 2) when the user is indigent, or 3) when the user is not competent to make a payment.

When copayments are required, counties have discretion over how they are collected. Regardless of the collection method, counties must account for and report all copayment revenues received. Here are a couple examples of acceptable copayment collection policies:

- Volunteer drivers collect and keep copayments, and then the county reimburses the drivers for their travel expenses less the copayments collected.
- Volunteer drivers collect copayments, turn them in to the organization sponsoring the driver-escort service, and are then reimbursed for the full amount of their travel expenses.

Non-cash forms of exchange may be used for copayments, provided they either represent an obligation by someone to pay or complete the required copayment. Examples of non-cash forms of exchange are tickets, coupons, travel vouchers, tokens, punch cards, passes, and ID cards coupled with a provider-maintained billing account.

Counties may wish to permit non-cash forms of exchange for passenger convenience. Some passengers may prefer to buy a multi-ride book of tickets or a pass, for example, instead of paying cash whenever a copayment is required.

Non-cash forms of exchange also are appropriate when a county has another source of financial aid for passenger fare assistance, which would cover part or all of the copayment charged to a passenger. Typically in such cases, a passenger would present a ticket or coupon to the driver as evidence that their ride is being subsidized. The passenger would then pay a reduced copayment or nothing, and the transportation provider would later redeem the tickets or coupons for the unpaid copayments amount.

Two requirements apply for counties using s. 85.21 aid in a passenger fare assistance program:

1. A county may not directly subsidize a provider of service with s. 85.21 aid at the same time that it subsidizes the users of that same service with s. 85.21 aid.
2. When s. 85.21 aid is administered as part of a passenger fare assistance program, the aid may not pay the entire fee charged to a user (unless the fee has been waived).

Program Funding

Per s. 85.21, Wis. Stats., and Trans 1.02, Wis. Admin. Code, the most recent relevant census and statistical data and projections from the U.S. Census Bureau and the Wisconsin Department of Administration form the basis of county allocations. Generally, each county is allocated a share of the annual state 85.21 appropriation proportionate to its share of the total statewide population of elderly persons and persons with disabilities. However, these amounts are adjusted to ensure that each county receives not less than 0.5 percent of the total annual program appropriation.

Each county must provide, at a minimum, a local cash match equal to 20 percent of its state aid allocation. The county cash match cannot be comprised of “in-kind” services, passenger copayments, or state and federal categorical aids (i.e., aids provided for a defined purpose such as education). A county may contribute more than the required minimum local match toward its elderly and disabled transportation services. Local match used for another program may not be claimed as match for the s. 85.21 program.

Financial Management Guidelines

Period for Use of 2014 Aid

Section 85.21 aid allocated for 2014 (and associated county match) may be spent or obligated only for allowable net operating or equipment expenses incurred between January 1, 2014, and December 31, 2014.¹ State s. 85.21 aid which has not been expended for 2014 expenses must be returned to the Department unless the aid is to be held by the county in trust.

Treatment of Passenger Revenue

Passenger revenue earned during 2014 should be deducted from expenses incurred during 2014 in order to determine net expenses eligible for reimbursement from state aid and local match. Passenger revenue includes both voluntary contributions and required copayments or fares. Counties must account for all passenger revenues, including revenues retained by subcontractors, in their project budgets.

Section 85.21 Trust Funds

Wisconsin statute authorizes counties to hold s. 85.21 aids in trust for the “purpose of providing services authorized under this section or of acquiring or maintaining equipment used for services authorized under this section or both.” The Department’s Trans 1 administrative rule subsequently limits the use of trust funds to acquiring or maintaining transportation equipment. Counties may not hold more than \$80,000 in their s. 85.21 trust.

Counties with established s. 85.21 trust funds must annually review and update their plans for using the aids held in trust. Counties may also estimate in their 2014 budget the amount of 2014 aid that will be added to their trust fund account.

¹ Generally, operating expenses are incurred when a service is performed and equipment expenses are incurred when purchase orders are executed. Revenue from a given service is earned when the service is provided.

Counties with trust arrangements are required to follow specific guidelines governing management and use of trust funds. Appendix F summarizes these conditions and also lists counties with approved trust arrangements.

Counties intending to establish a new trust arrangement for 2014 should so indicate their intention to the Department by March 1 per the instructions provided in Part III of Appendix F.

Allowable and Unallowable Costs

Counties may use s. 85.21 allocated aid to:

- directly provide transportation service (including the operation and dispatching of vehicles, maintenance, and administration of service);
- assist in funding or purchase transportation service from any public or private provider;
- coordinate transportation services;
- perform or purchase in-service transportation training;
- purchase equipment such as human services vehicles, wheelchair lifts and ramps, and two-way radio communications systems;
- directly subsidize passengers for use of transportation services including reduced fare programs. Programs of this sort permit the elderly and/or disabled to use existing transportation services such as public transit, taxis, or SMV carriers at a reduced fare. Typically, the passenger pays part of the fare while the sponsoring county pays the other part of the fare through a ticket or coupon the passenger gives to the driver;
- undertake planning or management studies of coordinated, county-wide, or multi-county specialized transportation services. These studies must be designed to help counties plan for, or adopt, new or revised transportation systems or services which promise to provide improved specialized transportation service throughout one or more counties. Such studies could include service inventories, needs estimates, service evaluations, and the design and implementation of new or different service types (including the organizational and administrative aspects of service or centralized dispatch).

Counties may not use s. 85.21 allocated aid to:

- transport goods or freight, except as an incidental part of passenger service;
- pay for expenses incurred by transportation project advisory committees, except where such committees are required to complete planning or management studies; or
- pay for government expenses not specifically related to providing transportation services to the elderly and people with disabilities.

See Appendix E for a more complete listing of allowed and disallowed costs.

Third Party Contracts

Counties must have an executed contract, agreement, purchase order, or legal equivalent to use s. 85.21 aids to purchase service from, or make a grant to, a third party. Additionally, transportation service contracts with a total annual expense of \$10,000 or more must be obtained through a competitive public procurement process, and such contracts must be competitively rebid at least once every five years.

The following situations are exempt from the third party contract requirement:

- expense reimbursement arrangements for volunteer drivers.
- grants or service purchases costing \$100.00 or less per occurrence.

Known costs for service purchases cannot be broken down into quarterly or monthly installments of \$100 or less to avoid the requirement for third party agreements.

Counties choosing to grant to or purchase service from third parties retain the responsibility for complying with all s. 85.21 program requirements. Consequently, the Department recommends that all contracts extend the same requirements to the third party and include clauses addressing the following:

- Length, or term, of contract
- Description of services to be performed
- Required use of passenger revenue to offset transportation expenses
- Cost standards
- Return of s. 85.21 aid spent on unallowable expenses
- Contract maximum
- Method of payment
- Reporting requirements
- Record-keeping requirements
- Right of WisDOT or county personnel to conduct audit

No contract between a county and a third party will release the county from its contractual obligations to the Department under this program.

Financial Management Standards and Audits

County financial management standards and record-keeping practices must be adequate to:

- identify the amounts and dates of all project expenses and must be supported with valid receipts, invoices or other records;
- prevent the charging of ineligible expenses to the s. 85.21 grant;
- identify the county matching share for audit purposes;
- identify passenger revenue earned from s. 85.21 services;

- allocate project expenses to the appropriate sponsoring program (if more than one program financially sponsors or subsidizes a project) and prevent double-charging of expenses to different programs; and
- prevent the “carry-over” of a balance of s. 85.21 which has not been expended during the year or retained in trust as allowed by s. 85.21(3)(c), Wis. Stats.

Counties are subject to program and project audits by the Department at any time. When these audits identify financial management deficiencies, the Department may withhold future s. 85.21 aid until the county demonstrates that it has satisfactorily resolved them.

Reporting

Counties must keep accurate records for the transportation services that receive s. 85.21 aid. At a minimum, they must record the following information:

- total number of one-way passenger trips by passenger type
- total expenses for each transportation service
- total hours of service provided
- total trip miles provided

The Department requires counties to complete semi-annual reports that provide this information, and annual financial reports that provide a more detailed cost accounting. Individualized semi-annual report templates are posted on the Department’s s. 85.21 ftp site, <ftp://ftp.dot.wi.gov/dtim/btlr/locgov/s85.21>. The annual financial report template for all counties is posted on the Department’s s. 85.21 webpage, www.dot.wisconsin.gov/localgov/transit/countyelderly.htm.

The reporting schedule is as follows:

REPORT	DUE DATE
Semi-annual ridership report (covering 2 nd half of 2013)	March 1, 2014
Semi-annual ridership report (covering 1 st half of 2014)	August 15, 2014
Annual financial report (covering 2013)	March 15, 2014

APPLICATION INSTRUCTIONS & FORMS

General Instructions

Your 2014 application should include all of the following elements:

1. Cover page/table of contents*
2. Applicant information form*
3. Signed transmittal letter/application authorization and match assurance*
4. Accessibility statement
5. Coordination statement
6. Service priorities
7. Description of project(s) (including any planning/management studies)
8. Trust fund plan*
9. Proposed budget*
10. Local review*
11. Third-party contracting form*

Subsequent pages in this section contain forms for several of the above elements. For these elements, identified with an asterisk, use the provided form or similar format.

Complete the entire application consistent with the detailed instructions below. Send the original completed application – including proposed budget – in hard copy to:

Wisconsin Department of Transportation
85.21 Program Manager
Bureau of Transit, Local Roads, Railroads & Harbors
P.O. Box 7913
Madison, WI 53707-7913

Note: For 2014, WisDOT is accepting hard copy applications only.

Additionally, please send copies of your completed application (in either hard copy or digital format) to all of the following:

- the appropriate regional office of Wisconsin Department of Health Services (see Appendix B)
- the appropriate area agency on aging (see Appendix C)
- the appropriate regional planning commission (see Appendix D). **Note:** Counties that are not under a regional planning commission need not submit this copy.

The Department will return incomplete applications. Late application submission may delay the payment of a county's allocation.

Upon approval of an application, the Department will issue a contract to be executed between the Department and the county. The contract will include, by reference, the county's approved 2014 application, and will be effective from January 1, 2014, through December 31, 2014.

Section-By-Section Instructions

Table of Contents

Identify your county name and complete the table of contents template (page 19 of this packet). The template indicates the order in which your application elements should be organized. Please ensure that all pages in the application are numbered sequentially and that the table of contents contains the correct page numbers.

Applicant Information Form

Complete all fields in the form (page 20).

Transmittal Letter

Include a transmittal letter on county letterhead. The letter signifies your county's formal application for its 85.21 allocation. (A sample transmittal letter is shown on page 21.)

The letter must affirm that the county has included sufficient funds to match the allocated s. 85.21 aid in its approved 2014 budget. Furthermore, the letter **MUST** be signed by the county board chair, county executive, or county administrator. If the signing individual wishes to delegate their authority, a letter delegating this authority should be included as part of this application.

Accessibility Statement

Indicate whether s. 85.21 aid will be used in 2014 for the transportation of persons who cannot walk or who walk with assistance. If you indicate that s. 85.21 aid will not be used to provide transportation to non-ambulatory persons, be sure to thoroughly explain how the county will meet the ADA equivalency of service requirements. Also describe here the county's plans, if any, to increase the level of accessible transportation service funded by s. 85.21 aids.

Coordination

Provide a narrative describing how s. 85.21 aid is used to fund projects whose needs were identified through the assessment completed during the coordination plan process. The narrative should:

1. identify current transportation resources;
2. assess transportation needs and gaps for the elderly and disabled populations;
3. cite coordination plan goals/strategies/activities established to remedy the needs and gaps;
4. describe how specialized transportation services in the county are coordinated; and
5. identify the collaborating partners in coordination, including participation in the s. 85.21 application development and approval.

Service Priorities

Indicate whether the county has established trip priorities as part of its s. 85.21-funded specialized transportation program. If so, describe:

- the priorities for all projects;
- the county's rationale for establishing these priorities; and
- how the county meets (or attempts to meet) non-priority trip needs.

Also indicate whether any new trip priorities are being established for 2014, or existing priorities are being modified.

Description of Project(s)

Use this section to describe all projects that will receive s. 85.21 funds, including planning or management studies. For each project that will provide transportation service, indicate:

1. The general type of service (volunteer driver; van/bus; administration; fare assistance programs or combination program).
2. The organization(s) sponsoring and providing the service. If the organization which sponsors or purchases service is different from the one which actually provides or operates the service, identify both organizations.
3. Whether the project involves using s. 85.21 funds as local match for a projected funded through a federal 5307, 5310, 5311, 5316, or 5317 grant.
4. The number, type, and capacity of vehicles expected to be used (e.g., volunteer driver-owned cars, lift-equipped mini-bus space for 1 wheelchair and 7 ambulatory passengers). Indicate any vehicles that are not wheelchair-accessible.
5. The hours of operation for the service. If areas of the county are not being served during all hours of operation, specify the hours, days, and times that service is available to these areas. If areas of the county have no service, describe plans to remedy.
6. The level of service offered (e.g., regular, fixed route between fixed bus stops; flexible route from which a vehicle can deviate to provide door-to-door service if needed; door-to-door service which follows no particular route).
7. The manner in which service may be requested. If advanced reservations are required, indicate how far in advance requests must be made.
8. The type of passengers eligible for service or a subsidy. Unless otherwise noted, the Department assumes all elderly individuals and persons with disabilities are eligible for all 85.21 funded services. Identify any restrictions that apply to receiving service or travel subsidy. If different requirements apply for different types of passengers, identify these requirements. Describe how the county intends to serve persons who are neither elderly nor disabled.
9. The passenger revenue (copayment) policy. Indicate if a program has a required copayment or if voluntary contributions are allowed. In the case of required copayments, indicate the amount and how copayments are collected. If s. 85.21 aid is

used in a passenger fare-assistance program, indicate how much of the fare is paid by the subsidy and how much the passenger pays. If other sources of aid subsidize copayments required by s. 85.21, indicate what the sources are, how much of the copayment is subsidized and how the subsidy mechanism works.

For each planning or management study that will be funded with s. 85.21 aid, describe:

1. the purpose of the study; and
2. the extent and way in which financial sponsors, service providers, and specialized transportation consumers will be involved in the study.

Trust Fund Plan

If the county plans to: 1) expend money from its trust fund in 2014, 2) place a portion of its 2014 s. 82.51 aid in trust, or 3) hold s. 85.21 aid in trust for expenditures after 2014, complete the trust fund plan template (page 22). For each planned vehicle purchase, indicate in the “Item” column:

- whether the vehicle will have a wheelchair lift or ramp
- the vehicle wheelchair and ambulatory capacity

For other equipment (non-vehicle) expenditures, use the “Item” column in the template, or the “Narrative” space, to briefly describe the item and how it will serve the county’s specialized transportation program.

If the county has no trust fund, you may omit this element from your application.

Proposed Budget

Enter your 2014 proposed budget information in the Department’s “85.21 application budget” Excel workbook. The workbook can be accessed via the Department’s s. 85.21 program webpage, www.dot.wisconsin.gov/localgov/transit/countyelderly.htm, or by selecting [this hyperlink](#). **Enter information only in the yellow cells**; other cells are set up to autofill based on values you enter in the yellow cells.

The budget file contains several identical project budget worksheets (“Project Budget #1”, ..., “Project Budget #8”). Complete a separate worksheet for each project receiving a portion of your s. 85.21 funds. Where you are asked to enter passenger revenues, include all such revenues – even those retained by contractors.

After completing the project budget worksheets, complete the “Cover Page” worksheet, have a county authorized representative sign a hard copy, and ensure the original signed page is included in your application, along with each non-blank project budget sheet and the budget summary form

Note that the budget summary form worksheet is entirely autofilled and requires no user-entered data.

Local Review

In this section of the application, you provide evidence that the county has satisfied all local review requirements. This should include copies of documentation that indicate:

- the county aging unit has been offered the opportunity to review or help develop the application, and (if necessary) the 51.42/51.437 board(s) have been offered the same; and
- the aging unit or chairman of any federally recognized Native American tribe with a reservation in the county has been offered the opportunity to review the application;

If the aging unit is represented on the county TCC or equivalent, you may demonstrate TCC approval of the application by including the minutes of the meeting in which the approval was granted. If the TCC or equivalent does not include members of the county 51.42/51.437 board(s), evidence of their review should be included in this section of the application. Such evidence may consist of written endorsements; recommendations or criticism; or the written minutes of meetings attended by the above organizations at which the contents of your application were discussed.

In order to document your s. 85.21 public hearing, 1) complete the public hearing notice form (page 23) or equivalent, and 2) provide a brief summary that:

- describes the county's efforts to announce the hearing;
- indicates how many people attended the hearing and identifies the organization(s) or group(s) the individual represented,; and
- summarizes the views and opinions expressed by hearing attendees or submitted in writing. You are not required to submit a complete hearing transcript.

Third Party Contracting

Document any third party contracting that occurs as part of your s. 85.21-funded specialized transportation system by:

- completing the third party contracting form (page 25); and
- attaching copies of all executed third party contracts.

In the event that execution of a third party contract is pending, attach a draft copy of the contract and a list of the party(ies) from whom you will be purchasing service. On the third party contracting form, be sure to indicate the last year in which the contracted service was subject to a bid, RFP, or RFQ process.

Application Schedule

The table below summarizes the timeline for the preparation, submission, and review of county s. 85.21 applications for 2014.

Milestone	Earliest Date	Drop-Dead Date
Application packet issued	October 3, 2013	
Public hearing notice published	October 4, 2013	December 7, 2013
Preliminary draft application available for public review	October 4, 2013	December 7, 2013
Public hearing held <ul style="list-style-type: none"> • at least 20 days after application packet issued • at least 10 days after hearing notice published • at least 10 days after draft application available for review 	October 23, 2013	December 17, 2013
Application submission <ul style="list-style-type: none"> • at least 14 days after hearing 	November 6, 2013	December 31, 2013
Department review of applications	January 2014	April 2014
2014 contracts issued	March 2014	April 2014
2014 aid disbursements	May 2014	June 2014

APPLICATION COVER SHEET AND TABLE OF CONTENTS

County Name _____

Item	Page
Table of Contents	
Applicant Information Form	
Transmittal Letter	
Accessibility Statement	
Coordination Statement	
Service Priorities	
Description of Project(s)	
Trust Fund Plan (if applicable)	
Project Budget Form(s)	
Budget Summary Form (cover page must be signed)	
Local Review (include public hearing notice)	
Evidence the County Aging Unit, and/or the TCC has had an opportunity to comment or participate	
Public Hearing Notice	
Summary of Public Hearing	
Third Party Contracting Form	
Copies of Third Party Contract(s)	

APPLICANT INFORMATION FORM

Application preparer

Address

Telephone Number	
Fax Number	
E-Mail Address	

Transportation projects
administrator

Address

Telephone Number	
Fax Number	
E-Mail Address	

Person(s) who will submit
required reports

Address

Telephone Number	
Fax Number	
E-Mail Address	

TRANSMITTAL LETTER SAMPLE

(Date)

Chief, Public and Specialized Transit Section
Bureau of Transit and Local Roads, Railroads and Harbors
Wisconsin Department of Transportation
P.O. Box 7913
Madison, WI 53707-7913

Dear Transit Section Chief:

_____ County hereby makes a 2014 application for \$_____ in state assistance under section 85.21 of Wisconsin Statutes to provide specialized transportation services for the elderly and persons with disabilities in 2014. The County assures that a minimum of \$_____ in local funds has been included in its adopted 2014 budget and will be available as the share required to match the 85.21 grant.

I hereby affirm that the information submitted in this application is true and correct.

Sincerely,

Name

Title

s. 85.21 TRUST FUND PLAN

ITEM		OWNER OF EQUIPMENT	PROJECTED COST	PLANNED YEAR OF PURCHASE
County		Prepared By		
Organization			Date	
Amount of s.85.21 aid held in trust as of 9/30/13			\$	
Total projected cost for this plan			\$	

Narrative (optional):

PUBLIC HEARING NOTICE FORM

Date of notice publication:

Date of public hearing:

Number of days notice provided for public hearing:

(Attach copy of dated published notice here)

APPENDICES

APPENDIX A - 2014 ALLOCATION OF s. 85.21 AID

County	Elderly Population Estimate (incl. elderly disabled)	Disabled Population Estimate (excl. elderly disabled)	Total Elderly & Disabled Population Estimate	Allocation	Local Match
ADAMS	5,314	2,202	7,516	\$82,510	\$16,502
ASHLAND	2,719	1,256	3,975	\$68,117	\$13,623
BARRON	8,789	3,324	12,113	\$132,977	\$26,595
BAYFIELD	3,370	1,177	4,547	\$68,117	\$13,623
BROWN	30,854	15,694	46,548	\$511,015	\$102,203
BUFFALO	2,583	1,063	3,647	\$68,117	\$13,623
BURNETT	3,825	1,209	5,034	\$68,117	\$13,623
CALUMET	6,154	2,150	8,305	\$91,171	\$18,234
CHIPPEWA	9,536	3,702	13,238	\$145,333	\$29,067
CLARK	5,463	1,821	7,284	\$79,971	\$15,994
COLUMBIA	8,687	3,581	12,267	\$134,674	\$26,935
CRAWFORD	3,239	1,300	4,539	\$68,117	\$13,623
DANE	54,796	29,670	84,466	\$927,284	\$185,457
DODGE	13,981	5,136	19,118	\$209,880	\$41,976
DOOR	6,844	1,498	8,342	\$91,583	\$18,317
DOUGLAS	6,701	3,197	9,898	\$108,665	\$21,733
DUNN	5,845	2,855	8,700	\$95,513	\$19,103
EAU CLAIRE	13,235	5,412	18,647	\$204,709	\$40,942
FLORENCE	1,037	342	1,379	\$68,117	\$13,623
FOND DU LAC	16,025	6,206	22,231	\$244,055	\$48,811
FOREST	1,960	719	2,678	\$68,117	\$13,623
GRANT	8,306	2,991	11,297	\$124,018	\$24,804
GREEN	5,870	2,294	8,164	\$89,626	\$17,925
GREEN LAKE	3,841	1,490	5,330	\$68,117	\$13,623
IOWA	3,705	1,290	4,995	\$68,117	\$13,623
IRON	1,610	456	2,067	\$68,117	\$13,623
JACKSON	3,445	1,409	4,854	\$68,117	\$13,623
JEFFERSON	11,746	4,815	16,560	\$181,805	\$36,361
JUNEAU	4,898	2,398	7,296	\$80,095	\$16,019
KENOSHA	19,634	11,429	31,063	\$341,015	\$68,203
KEWAUNEE	3,657	1,187	4,845	\$68,117	\$13,623
LA CROSSE	16,204	6,497	22,700	\$249,209	\$49,842
LAFAYETTE	2,715	1,317	4,032	\$68,117	\$13,623
LANGLADE	4,207	1,337	5,544	\$68,117	\$13,623
LINCOLN	5,591	1,956	7,547	\$82,858	\$16,572

County	Elderly Population Estimate (incl. Elderly Disabled)	Disabled, Not Elderly Population Estimate	Total Elderly & Disabled Population Estimate	Allocation	Local Match
MANITOWOC	14,519	5,049	19,567	\$214,816	\$42,963
MARATHON	20,242	9,202	29,444	\$323,243	\$64,649
MARINETTE	8,657	3,484	12,141	\$133,283	\$26,657
MARQUETTE	3,315	1,200	4,514	\$68,117	\$13,623
MENOMINEE	521	329	851	\$68,117	\$13,623
MILWAUKEE	111,383	74,568	185,951	\$2,041,419	\$408,284
MONROE	6,716	2,540	9,256	\$101,615	\$20,323
OCONTO	6,541	3,127	9,668	\$106,135	\$21,227
ONEIDA	8,206	2,359	10,565	\$115,983	\$23,197
OUTAGAMIE	22,178	9,108	31,287	\$343,473	\$68,695
OZAUKEE	14,146	3,423	17,569	\$192,873	\$38,575
PEPIN	1,456	581	2,037	\$68,117	\$13,623
PIERCE	4,709	2,450	7,160	\$78,601	\$15,720
POLK	7,644	2,804	10,448	\$114,699	\$22,940
PORTAGE	9,682	4,372	14,054	\$154,291	\$30,858
PRICE	3,158	1,101	4,260	\$68,117	\$13,623
RACINE	27,092	12,767	39,860	\$437,590	\$87,518
RICHLAND	3,412	1,405	4,818	\$68,117	\$13,623
ROCK	23,009	14,029	37,038	\$406,612	\$81,322
RUSK	3,160	1,152	4,312	\$68,117	\$13,623
SAINT CROIX	9,475	4,481	13,956	\$153,211	\$30,642
SAUK	9,875	3,830	13,704	\$150,451	\$30,090
SAWYER	3,664	1,300	4,964	\$68,117	\$13,623
SHAWANO	8,042	2,558	10,601	\$116,378	\$23,276
SHEBOYGAN	17,846	6,577	24,423	\$268,116	\$53,623
TAYLOR	3,600	1,170	4,770	\$68,117	\$13,623
TREMPEALEAU	4,815	1,529	6,344	\$69,643	\$13,929
VERNON	5,300	1,633	6,933	\$76,107	\$15,221
VILAS	5,928	1,992	7,920	\$86,949	\$17,390
WALWORTH	14,679	6,310	20,989	\$230,419	\$46,084
WASHBURN	3,582	1,243	4,825	\$68,117	\$13,623
WASHINGTON	19,270	6,641	25,911	\$284,455	\$56,891
WAUKESHA	60,047	17,191	77,238	\$847,943	\$169,589
WAUPACA	9,774	4,002	13,775	\$151,230	\$30,246
WAUSHARA	5,164	1,974	7,139	\$78,369	\$15,674
WINNEBAGO	23,423	10,959	34,382	\$377,459	\$75,492
WOOD	13,192	4,423	17,615	\$193,380	\$38,676
STATE TOTALS	823,809	367,242	1,191,051	\$13,623,400	\$2,724,680

Summary of 2014 85.21 Allocation Methodology

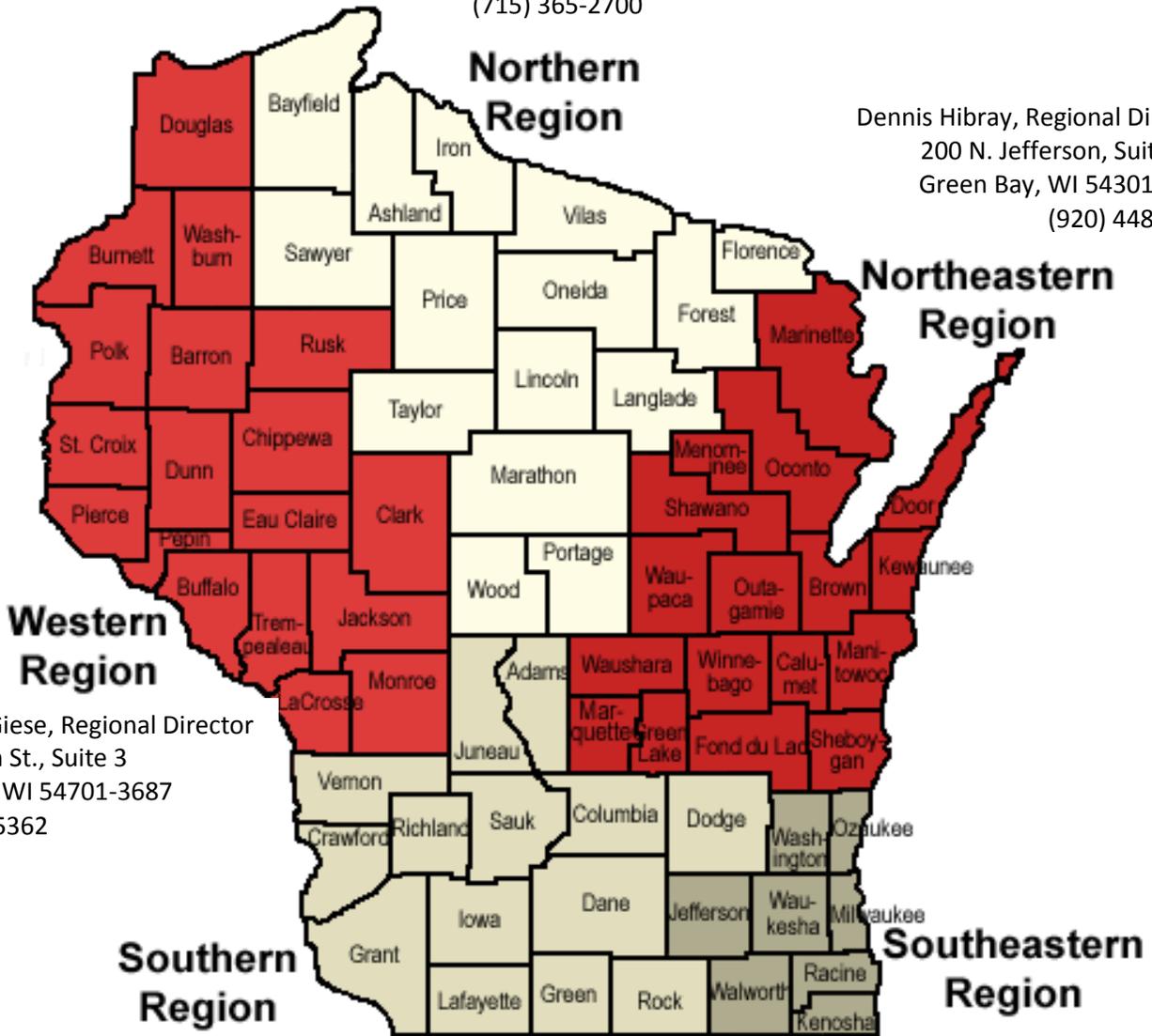
Per s. 85.21, Wis. stats., and Trans 1.02, Wis. Admin. Code, the most recent relevant census and statistical data and projections from the U.S. Census Bureau and the Wisconsin Department of Administration form the basis of county allocations. Generally, each county is allocated a share of the annual state 85.21 appropriation in proportion to its share of the total statewide population of elderly persons and persons with disabilities. However, these amounts are adjusted to ensure that each county receives not less than 0.5% of the total annual appropriation for the program.

Calculations leading to the above allocation table are based on three types of data: 1) total county population estimates, 2) elderly person (age 65 and over) population estimates, and 3) person with disabilities population estimates. For the latter, we excluded persons with disabilities who are age 65 or over, so that they are not double-counted.

APPENDIX B - DEPARTMENT OF HEALTH SERVICES REGIONAL OFFICES

Angela Nimsgern, Regional Director
 2187 N. Stevens Street, Suite C
 Rhinelander, WI 54501
 (715) 365-2700

Dennis Hibray, Regional Director
 200 N. Jefferson, Suite 511
 Green Bay, WI 54301-5123
 (920) 448-5223



Elizabeth Giese, Regional Director
 610 Gibson St., Suite 3
 Eau Claire, WI 54701-3687
 (715) 836-5362

Robert Harris, Acting Regional Director
 1 W. Wilson Street, Room 118
 Madison, WI 53703-3445
 (608) 266-3500

Robert Harris, Regional Director
 819 N. 6th Street, Room 609-A
 Milwaukee, WI 53203-1697
 (414) 227-4860

APPENDIX C - AREA AGENCIES ON AGING

Dane County Area Agency on Aging

Barbara Thoni, Executive Director

2306 South Park Street

Madison, WI 53713

(608) 261-9930

www.co.dane.wi.us/aging

Milwaukee County Area Agency on Aging

Stephanie Sue Stein, Executive Director

1220 West Vliet Street, Suite 300

Milwaukee, WI 53205

(414) 289-5950

<http://county.milwaukee.gov/Aging7705.htm>

Greater Wisconsin Agency on Aging Resources (all other counties)

Bob Kellerman, Executive Director

1414 MacArthur Road, Suite A

Madison, WI 53714

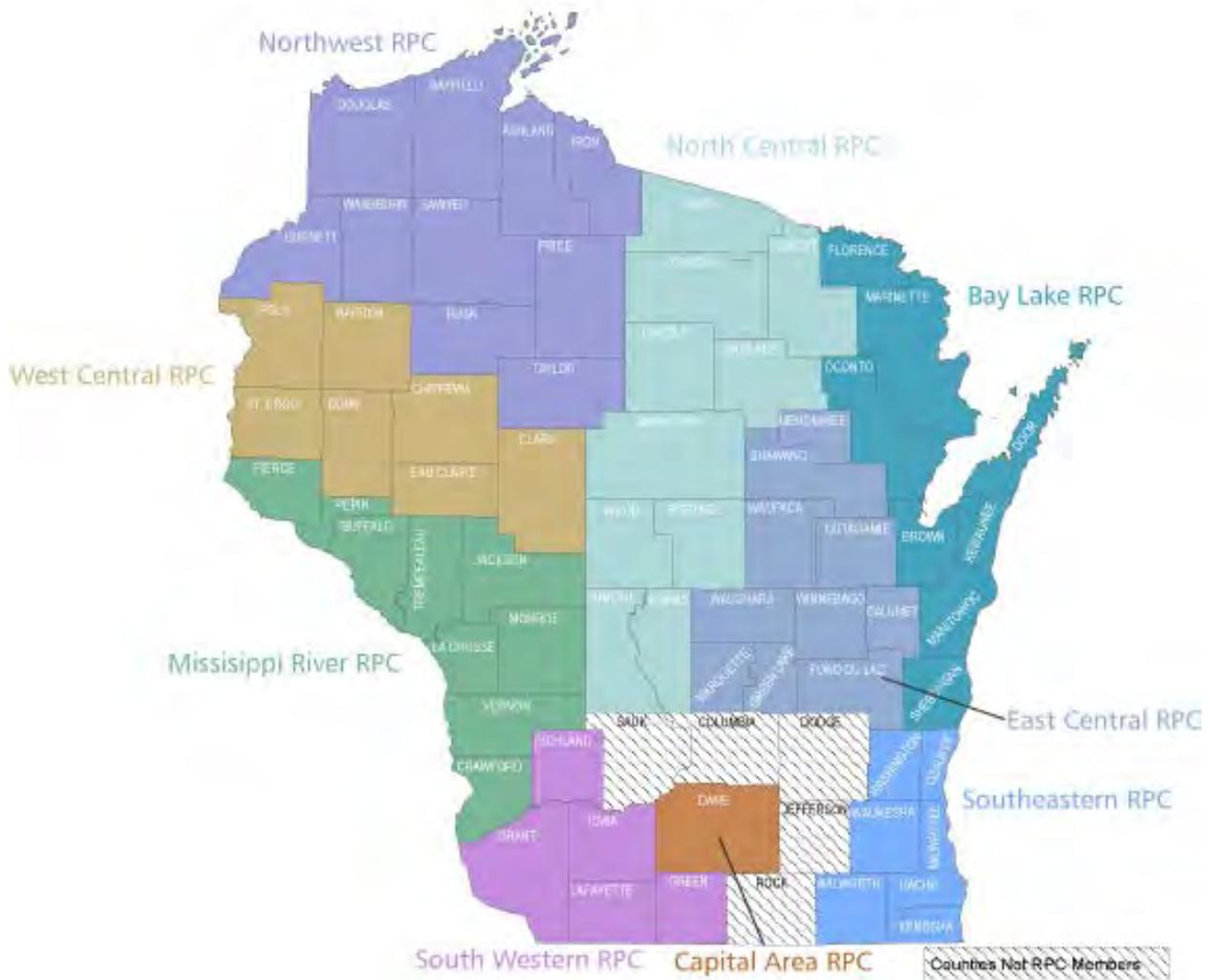
(608) 243-5670

www.gwaar.org

APPENDIX D - REGIONAL PLANNING COMMISSIONS

<p>Bay-Lake Regional Planning Commission Richard Heath, Executive Director 441 S. Jackson St. Green Bay, WI 54301 (920) 448-2820 www.baylakerpc.org</p>	<p>Northwest Regional Planning Commission Myron Schuster, Executive Director 1400 S. River Street Spooner, WI 54801 (715) 635-2197 www.nwrpc.com</p>
<p>Capital Area Regional Planning Commission Kamran Mesbah, Deputy Director 210 Martin Luther King Jr. Blvd. Madison, WI 53703 (608) 266-4137 www.capitalarearpc.org</p>	<p>Southeastern Wisconsin Regional Planning Commission Ken Yunker, Executive Director W239 N1812 Rockwood Drive Waukesha, WI 53188 (262) 547-6721 www.sewrpc.org</p>
<p>East Central Wisconsin Regional Planning Commission Eric Fowle, Executive Director 400 Ahnaip St., Suite 100 Menasha, WI 54952-3100 (920) 751-4770 www.eastcentralrpc.org</p>	<p>Southwestern Wisconsin Regional Planning Commission Larry Ward, Executive Director 20 South Court Street Platteville, WI 53818 (608) 342-1214 www.swwrpc.org</p>
<p>Mississippi River Regional Planning Commission Greg Flogstad, Director 1707 Main St., Suite 435 La Crosse, WI 54601 (608) 785-9396 www.mrrpc.com</p>	<p>West Central Wisconsin Regional Planning Commission Jay Tappen, Executive Director 800 Wisconsin St., Mailbox #9 Eau Claire, WI 54703-3606 (715) 836-2918 www.wcwrpc.org</p>
<p>North Central Wisconsin Regional Planning Commission Dennis Lawrence, Executive Director 210 McClellan St., Suite 210 Wausau, WI 54403 (715) 849-5510 www.ncwrpc.org</p>	

Wisconsin Regional Planning Commissions



APPENDIX E - COST STANDARDS

Allowable Expenses

LABOR Wages paid to employees in exchange for labor. These are wages that are typically paid to drivers, passenger aides or escorts (but not volunteers), dispatchers, service coordinators or brokers, mechanics, and administrative, planning or other technical personnel.

FRINGE BENEFITS Fringe benefits paid on behalf of the employees to other parties such as an insurance company or a governmental tax authority. These payments are for FICA, pension plans, medical and dental insurance, and other insurance plans. Fringe benefits may also include payments to employees for something other than work such as paid sick leave, paid holidays, and paid vacation.

MATERIALS AND SUPPLIES The cost of materials or supplies consumed from inventory or purchased for immediate use. Materials and supplies include tangible products such as fuel and lubricants, tires, equipment maintenance supplies and spare parts, and office supplies. Freight charges and sales tax (unless purchasing agency is tax exempt) can be included.

UTILITIES Payments to utility companies for their resources such as gas, water, sewer, electricity, radio repeater service, telephone service, etc. Note that only the portions of utility expenses that can be allocated to operating the transportation service are allowable costs. Cable/satellite television is considered entertainment (unallowable cost) rather than a necessary utility.

LIABILITY AND CASUALTY COSTS Payments for insurance programs that protect a project from losses incurred or caused by the project; payments to others for their losses caused by the project.

TAXES Taxes levied on a project by federal, state, and local governments, but not including income taxes.

PURCHASED TRANSPORTATION SERVICE Payments made to third parties for the provision of transportation service. Such organizations would typically be a Section 5310 grantee or other private, non-profit corporation; a public transit system; or a private contractor such as a school bus operator, taxi service, or lift-equipped van service.

OTHER PURCHASED SERVICES Payments made to third parties for services that support the provision of specialized transportation service. These services could include maintenance of vehicles or related equipment; professional and technical services such as training employees and volunteers; advertising or promotion; printing; custodial services; temporary help; accounting and auditing.

LEASES AND RENT Payments for the use of equipment or facilities owned by other organizations. Items typically leased or rented include vehicles; two-way radio equipment; and office space and vehicle storage space.

PURCHASE OF EQUIPMENT Purchase of equipment with which to provide specialized transportation service. Specialized transportation typically includes passenger-carrying vehicles; vehicle-mounted wheelchair loading and secured devices; two-way radio equipment; office and maintenance equipment; and other durable goods or equipment used in the provision of specialized transportation service. If equipment is shared with non-specialized transportation functions, then only that part of the equipment's cost which is proportional to its use in specialized transportation is an allowable expense.

TRAVEL Eligible travel expenses include transportation, meals, out-of-town lodging, and related expenses such as parking, which are incurred by employees, volunteers and other individuals as authorized by the county. Travel is allowed for: specialized transportation service provided by project employees or volunteers to eligible passengers; official project business; and travel by elderly or disabled, using personal or other available means of transportation, when authorized by a county (includes fare assistance programs.)

INTEREST Interest on money borrowed over a short term (one year or less) for operating expenses or over a long term (more than one year) for equipment purchases.

ADVERTISING Cost of purchasing service advertisements in media such as newspapers, magazines, newsletters, radio, television, direct mailing, posters, handouts, etc. Allowable advertising subjects may include the recruitment of paid or volunteer personnel; solicitation of bids for goods and services; sale or disposal of property or services; and announcements of service information such as routes, schedules, contact persons, etc. All advertising expenses charged to s. 85.21 funds must pertain specifically to specialized transportation projects.

VOLUNTEER HONORARIUMS AND RECOGNITION EVENTS Costs of gifts, mementos, dinners and ceremonies in recognition of volunteered services. However, only one event or group of presentations per project year is an eligible expense.

SUBSCRIPTIONS AND MEETINGS Book purchases and periodical subscriptions are allowable expenses if they directly pertain to the management, planning, and operation of transportation services. Such items must be procured for agency, not individual, use. Meeting or conference fees are allowable expenses when the primary purpose of the meeting is the dissemination of technical information. Fees for conferences or meetings designed to influence legislation are not allowed.

Unallowable Expenses

DEPRECIATION Depreciation accrued by public transit system operators, depreciation on

facilities or equipment purchased with public (Federal, state or local) capital grants, depreciation on intangible assets, and depreciation in excess of the rate used for income tax purposes.

ENTERTAINMENT The costs of amusements, social activities, and related activities.

FINES AND PENALTIES Costs resulting from violations or failures to comply with laws and regulations.

CHARITABLE CONTRIBUTIONS AND DONATIONS

BAD DEBT Losses resulting from uncollectible accounts or other claims.

RESERVE FUNDS FOR FUTURE EXPENSES State aid may not be saved from one year to another for contingencies or general expenses.

LOBBYING Program funds may not be used to cover the cost of any activity designed to influence law making.

ADVISORY COMMITTEES OR COUNCILS The cost of advisory committees or councils is not allowed, except when such groups are deemed necessary for the preparation of a technical study. The life or term of any such group may not exceed the term of the study.

GENERAL PUBLIC ADMINISTRATION General county or local government operation costs as they incidentally pertain to the activities covered under the s. 85.21 program are not allowable expenses. Such costs would include those associated meetings of the county board and its subcommittees, and expenses of county officials whose regular duties do not include specialized transportation.

CONSTRUCTION The cost of building or modifying fixed facilities such as garages, shelters, and storage buildings is not allowed.

LAND ACQUISITION

Allowable Expenses Conditioned on Department Approval

AID HELD IN TRUST State aid may be held in trust over multi-year periods for future expenses when specifically allowed by the Department under s. 85.21(3)(c), Wis. Stats.

APPENDIX F – TRUST ARRANGEMENTS UNDER s. 85.21(3)(c), Wis. Stats.

I. APPROVED ARRANGEMENTS

The balance of a county’s allocation that is not spent in a given year may be saved by a county under an approved trust arrangement, and funds held in trust may be used in future years for any allowable program expense. A county must complete a plan for all expenditures from aids held in trust as part of its annual application.

The following counties have approved trust arrangements as of July 2013:

Adams	Dunn	Lincoln	Rusk
Ashland	Eau Claire	Manitowoc	St. Croix
Barron	Florence	Marathon	Sauk
Bayfield	Forest	Marquette	Sawyer
Brown	Grant	Monroe	Shawano
Buffalo	Green	Oconto	Taylor
Burnett	Green Lake	Oneida	Trempealeau
Calumet	Iowa	Outagamie	Vernon
Chippewa	Iron	Ozaukee	Vilas
Clark	Jackson	Pepin	Washburn
Columbia	Jefferson	Pierce	Washington
Crawford	Kenosha	Price	Waupaca
Dodge	Kewaunee	Racine	Waushara
Door	Langlade	Richland	Wood
Douglas	La Crosse	Rock	

II. GENERAL INFORMATION ON AIDS HELD IN TRUST

Allowable Uses

Per Trans 1, Wis. Admin. Rules, a county may use the aid that it holds in trust for purchasing or maintaining capital equipment used in its specialized transit program. All such expenditures must conform to the county’s Department-approved trust fund plan, which lists specific expenses to be incurred, and the owner and operator of any equipment purchased. (See the “Application Instructions” section of this application booklet for details on preparing a plan.)

Management of Aids Held in Trust

Counties may elect – but are not required – to hold any state aid in trust. If a county wishes to hold any aid in trust, it must be authorized to do so by resolution of its Board of Supervisors. No other organization but a county may hold s. 85.21 aids in trust. A county need not own equipment presently in order to hold aids in trust.

A county may hold in trust either part or all of its allocation from a given year. However, the trust fund balance is subject to certain constraints:

1. It must be consistent with the county's latest trust fund plan; i.e., the county may not hold more state aid in trust than it needs to purchase the goods contained in its plan
2. It may not exceed \$80,000.
3. A county cannot hold a permanent amount of state aid in trust and spend only the interest earned; a county's trust plan must call for the expenditure of all of the funds held in trust.

Although a county does not need to physically segregate aids held in trust from other cash assets, it must account for the aids separately from other funds. It may also invest the aids either separately or pooled with other funds, but the interest earned by the aids must be added to the aids held in trust so as to further its specialized transportation service objectives.

When state aid is pooled with other funds for investment purposes, the interest earned by the aid must be added at least annually to the trust fund. The annual interest earned by state aid in a pooled investment is to be computed from the average annual rate of return from all the invested funds and the average monthly balance of aid held in trust during the year.

Neither state law nor administrative rule specifies a term for funds held in trust. A county may choose to set a term at the end of which the fund must be reauthorized or unspent aid must be refunded to WisDOT. If no term is established, then the trust fund may continue indefinitely or until it is terminated.

The Department does not require counties to name or appoint specific individuals, agencies, or committees to handle specific trust fund management responsibilities (e.g., approval of additions and expenditures). However, a county may at its discretion appoint such a person or group. Such an appointment should be included in the county board's authorizing resolution.

Counties must keep records of all aids held in trust, to include the dates and amounts of all additions to a trust fund (including interest); dates, amounts and purpose of expenditures from the fund; and the fund balance. These records serve as the basis for trust fund information submitted to the Department in annual financial reports.

Trust arrangements may be terminated by a county or by the Department. Upon termination, the county must refund the balance of unspent funds to the Department. A county may also be required to refund expenditures for items that are not included in a plan approved by the Department.

Local Match

A county must appropriate a local share equal to 20% of the amount of annual state aid for which it applies, regardless of how much of the state aid ultimately is placed in trust. Furthermore, the county **must** spend all of its appropriated local match in order to hold in trust whatever remains unspent and unencumbered from its allocated aid. This means that:

- **only state funds are to be held in trust;** and
- when a county makes an expenditure from its trust account, no local match is required, since the matching share for this aid was spent in the year that the aid was placed in trust.

Passenger Revenue

All passenger revenues (donations, fares, copayments, etc.) earned during a year from transportation services that are sponsored with state aid must be used to offset service expenses. Therefore, passenger revenues earned from state-sponsored services cannot be saved, carried over, or held in trust.

III. ESTABLISHMENT OF COUNTY TRUST ARRANGEMENT

Counties must have Department-approved trust funds in place before hold s. 85.21 aid in trust. Department approval is predicated on review of the following three items:

- Transmittal letter
- County board’s authorizing resolution
- Trust fund plan (using the form provided in this packet)

These items should be sent directly to the following address:

Chief of Transit
 Bureau of Transit, Local Roads, Railroads & Harbors
 Wisconsin Department of Transportation
 P. O. Box 7913
 Madison, WI 53707-7913

Counties wishing to establish a new trust fund in order to hold 2014 state aids in trust should submit the above items to the Department no later than March 1, 2014.

After reviewing the submitted materials, the Department will notify the county whether its trust arrangement has been approved. This notification will come in the form of a letter of authorization, and/or a state contract or contract amendment containing the approval and conditions for holding aid in trust.

A county may take the steps needed to hold s. 85.21 aids in trust at any time. Once the Department approves the county’s submittal, further Department review normally is required only when the county amends its trust fund plan.

In order to hold a portion of the current year’s aid in trust, the trust arrangement must be approved by June 30 of the following year. Thus, if a county wishes to hold state aids from 2014 in trust it must have an approved trust arrangement in place no later than June 30, 2014. Any balance of unspent aid that is not accounted for as “aid held in trust” by June 30 following the year in which the aid was allocated must be refunded to the Department.

APPENDIX G – APPLICATION REVIEW FORM

Wisconsin Department of Transportation

s. 85.21 PROGRAM – 2014 APPLICATION REVIEW

COUNTY _____

PART I – DEPARTMENT REVIEW

1. Transmittal Letter and Table of Contents

Yes	No	Description
		Did the applicant include and complete a table of contents?
		Is the letter of transmittal signed by the county board chair, county executive or county administrator?
		If not, is there a letter from the chair, executive or administrator designating a person to sign the transmittal letter?
		Are references, if any, to the amounts of the s. 85.21 allocation and the county's matching share correct?

Comments: _____

2. Applicant Information Form

Yes	No	Description
		Are the names, addresses, and phone numbers of both the application coordinator and service administrator shown?

Comments: _____

3. Accessibility

Yes	No	Description
		Does the application indicate whether or not the proposed projects will be capable of transporting those who cannot walk or who walk with assistance?
		If the answer is no, does the applicant explain how Americans with Disabilities Act (ADA) requirements for equivalency of service between ambulatory and non-ambulatory passengers will be met?

Comments: _____

4. Coordination

Yes	No	Description
		Do all the applicant's projects meet a goal or strategy in the County's locally developed coordinated public transit/human services coordination plan?
		Are the s. 85.21 projects identified in the plan as transportation resources?
		Did the County's 85.21 program coordinator participate in the development of the plan, or do the County's projects enhance coordination with other public and specialized transportation services?
		Has the applicant provided an adequate description of how existing specialized transportation services in the county are coordinated?

Comments: _____

5. Service Priorities

Yes	No	Description
		Does the county use trip purpose priority?
		If yes, do all projects use trip purpose priorities?
		Does the county list the purposes allowed as priority trips for each project?
		Does the county indicate how non-priority trip needs are met?

Comments: _____

6. Projects

Yes	No	Description
		Are separate descriptions completed for each project?
		Is each project description clear and complete:
		a. Describe service type (fixed route, door-to-door, flexible routes)
		b. Describe sponsoring/funding agency
		c. Indicate service provider
		d. Describe vehicles used
		e. Describe geographic area and hours of service
		f. Are Native American reservations served?
		g. Describe how service is requested?
		h. Indicate passenger eligibility requirements
		i. Describe passenger revenue policy
		If the county intends to transport persons who are neither elderly nor disabled, does the county show how priority will be given to elderly or disabled persons?

		For planning or managerial studies, does the description include:
		a. Purpose of the study?
		b. the extent and way in which financial sponsors, providers, and consumers of specialized transportation will be involved in the study

Comments: _____

7. Plan for Use of Aids Held in Trust (if applicable)

If the County has a valid trust agreement:

Yes	No	Description
		Has the county submitted a completed trust fund plan form?
		Are the planned expenditures greater than or equal to the amount held in trust?
		Is the plan to purchase and/or maintain equipment described fully?
		Are the prices for equipment shown in the plan reasonable based on current market prices?

Comments: _____

8. Proposed Budget(s)

Yes	No	Description
		Are separate budgets made out for each project?
		Does the budget(s) cover all of the allocated aids?
		Are all expenses and revenues for each project described?
		Do projected revenues equal projected expenses?
		Is the arithmetic correct?
		Does the budget show sufficient county match for the s. 85.21 allocation?
		Are all budgeted expenses allowable?
		Is the budget summary form filled out correctly?

Comments: _____

9. Local Review

Yes	No	Description
		Is there evidence that the county's aging unit and Developmental Disabilities Board (51.437) were given an opportunity to participate in the preparation of the application?
		Did the applicant meet the public hearing requirements?
		a. Published notice at least 10 days in advance of hearing.
		b. Provided proof of publication.
		c. Public hearing held at least two weeks prior to submittal date of application.
		d. Included hearing summary in application
		Are there unfavorable comments or criticisms, which you believe should be further considered by the applicant before this application is approved?

Comments: _____

10. Third-Party Contracting

Yes	No	Description
		Has the County submitted copies of draft or executed contracts, purchase orders, or other agreements?
		Do these documents effectively pass along to the third parties the same restrictions and requirements imposed on the county regarding the use of s. 85.21 aids?
		Has the county complied with the competitive public bidding requirement for purchases services in amounts of \$10,000 or more (bid at least every five years for services), or has it indicated its intended schedule to achieve compliance with this requirement? Indicate year last bid became effective: _____.

Comments: _____

PART II – REGIONAL REVIEW

Have comments on this county’s application for specialized transportation assistance been received from the following agencies?

Yes	No	Description
		Area Agency on Aging
		Area Administration Regions, Office of Strategic Finance
		Regional Planning Commission

Comments: _____

PART III – DOT RECOMMENDATION

Do you recommend that this application be approved? ____Yes ____No

If not, what steps do you believe should be taken before it is approved?

Reviewed by: _____
Signature Date



APPENDIX C

DYNAMIC INSIGHTS LLC
SURVEYS



September 2013

Winnebago County Specialized Transportation Study
Business/Agency Stakeholders: Qualitative Survey

Objectives:

Identify factors that restrict and/or exclude specialized transportation usage by business/agency clients/employees.

Identify possible improvement in service that can be made at both the individual provider level and for the overall network of providers in Winnebago County.

Identify special needs of clients/employees that are currently being unmet or under-met.

Gain feedback on how a macro perspective of the entire network of providers might lead to universal benefits clients/employees (e.g., better territory coverage, lower costs, higher quality service).

Targeted Population Segments:

Elderly – residents aged 65 years or older, or who have given up driving due to age related limitations that prevent the safe operation of a vehicle and for whom fixed-route public transportation is not a viable option (e.g., does not sufficiently satisfy all needs).

Disabled – residents who have a physical or mental impairment that restricts/prohibits their ability to safely operate a vehicle and for whom fixed-route public transportation is not a viable option (e.g., does not sufficiently satisfy all needs).

Low Income – residents whose discretionary income prohibits them from being able to afford the ownership and operation of a vehicle and for whom fixed-route public transportation is not a viable option (e.g., does not sufficiently satisfy all needs).

Specialized transportation is defined as follows:

Specialized transportation is a form of “demand-response service” that responds to riders’ individual requests (or demands) for service (van, small bus, or taxi). - AARP Public Policy Institute

Business/Agency Stakeholder is defined as follows:

An organization whose clients/employees rely on specialized transportation and who advocate for and/or help facilitate the use of specialized transportation.

Business/Agency Information

1. Category of client/employee that utilizes specialized transportation:

Elderly Physically disabled Mentally challenged Low income General population

2. Days clients/employees need specialized transportation:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
--------	---------	-----------	----------	--------	----------	--------

3. Range of hours that clients/employees need service:

--	--	--	--	--	--	--

4. Times when clients/employees demand for service peaks (day parts and seasonal):

5. Geographic boundaries within which most clients/employees live:

6. Approximate total number of one-way trips made by clients/employees in a month:

7. Sources of state or federal funding directed to or accessed on behalf of clients/employees (for transportation only):

8. What, if any, types of transportation do you provide for your clients/employees?

9. If you do provide transportation, what are the eligibility criteria?

10. Are you missing out on business because clients/customers cannot get to you? Yes No

11. Do you have clients/customers who are late to appointments because of transportation? Yes No

Business/Agency Perceptions, Issues and Insights

All of the following questions are framed within the context of those specialized transportation services utilized by clients/employees within Winnebago County.

12. In your opinion, what factors make utilizing specialized transportation problematic for your clients/employees (capture factors for all segments that apply)?

Elderly

Physically disabled

Mentally challenged

Low income

13. In your opinion, what factors make serving your clients/employees problematic for specialized transportation providers (capture factors for all segments that apply)?

Elderly

Physically disabled

Mentally challenged

Low income

14. To what extent would you say that the cost of specialized transportation to your clients/employees is a problem in terms of affordability?

Do you directly subsidize specialized transportation for your clients/employees?

If not, would you consider doing so?

Are you aware of the tax incentives for organizations that contribute to public transportation options?

15. Where do you perceive transportation gaps to exist for your clients/employees?

16. Where do you perceive your clients/employees to be over-served (i.e., too many overlapping transportation services are being provided)?

17. How might specialized transportation in Winnebago County be better coordinated in order to close gaps and/or address the overlap in service?

18. What barriers prevent your clients/employees from fully utilizing specialized transportation?

19. What are the most common complaints/concerns that you hear from your clients/employees who use specialized transportation services?

20. How do/did your clients become aware of specialized transportation services as an option?

21. How might specialized transportation services be better advertised and/or promoted to your clients/employees as viable transportation option?

22. And finally, how has the availability or lack thereof, of specialized transportation affected your business?



September 2013

Winnebago County Specialized Transportation Study

Specialized Transportation Drivers: Qualitative Survey

Objectives:

- Identify characteristics of the targeted population segments that interfere with the efficient delivery of transportation service.
- Identify recurring problems/issues stemming directly from the targeted population segments.
- Identify service enhancements that can be made at both the individual provider level and for the overall network of providers in Winnebago County.
- Identify special needs of riders that are currently being unmet or under-met.

Targeted Population Segments:

- Elderly – residents aged 65 years or older, or who have given up driving due to age related limitations that prevent the safe operation of a vehicle and for whom fixed-route public transportation is not a viable option (e.g., does not sufficiently satisfy all needs).
- Disabled – residents who have a physical or mental impairment that restricts/prohibits their ability to safely operation a vehicle and for whom fixed-route public transportation is not a viable option (e.g., does not sufficiently satisfy all needs).
- Low Income – residents whose discretionary income prohibits them from being able to afford the ownership and operation of a vehicle and for whom fixed-route public transportation is not a viable option (e.g., does not sufficiently satisfy all needs).

Specialized transportation is defined as follows:

Specialized transportation is a form of “demand-response service” that responds to riders’ individual requests (or demands) for service (van, small bus, or taxi). - AARP Public Policy Institute

Winnebago County Specialized Transportation Study - Driver

1. On a weekly basis, approximately how many riders from the following categories do you provide one-way travel services?

Destination	Elderly	Low Income	Mentally Challenged	Physically Disabled
# of times each week				

2. In your opinion, how do you think riders from the targeted population segments would rate delivery on the following factors (overall, not just for your routes and riders)?

Factor	Overall, how well is factor delivered?									
	Poor Delivery					Superior Delivery				
Wait time for pickup	1	2	3	4	5	6	7	8	9	10
Reliability	1	2	3	4	5	6	7	8	9	10
Customer service	1	2	3	4	5	6	7	8	9	10
Comfort level	1	2	3	4	5	6	7	8	9	10
Travel time	1	2	3	4	5	6	7	8	9	10
Accessibility	1	2	3	4	5	6	7	8	9	10
Cost	1	2	3	4	5	6	7	8	9	10
Cleanliness of vehicle	1	2	3	4	5	6	7	8	9	10
On-time arrival	1	2	3	4	5	6	7	8	9	10
Professionalism of driver	1	2	3	4	5	6	7	8	9	10
Hours of service	1	2	3	4	5	6	7	8	9	10
Monday thru Friday service	1	2	3	4	5	6	7	8	9	10
Saturday service	1	2	3	4	5	6	7	8	9	10
Sunday service	1	2	3	4	5	6	7	8	9	10
Feeling safe	1	2	3	4	5	6	7	8	9	10

3. What special needs or characteristics associated with the targeted population segments make servicing these riders problematic?

4. What are the biggest problems that you face when serving riders from the targeted population segments?

5. What changes would make it easier to service riders from the targeted population segments?

6. What changes would likely lead to a higher satisfaction level among riders from the targeted population segments?

7. If you could only change one thing about your experience in dealing with riders from the targeted population segment, what would that one thing be?

8. What destinations would your regular riders like to see added?

9. Which of the following describe your employment status?

Employed, full-time	Employed, part-time	Volunteer
---------------------	---------------------	-----------

10. What, if anything, could the transportation provider do to make your job easier/better?

11. What kind of training did you receive as part of your employment as a driver?

12. What could the riders do to make your job easier/better?

Winnebago County Specialized Transportation Study – Non-Users

Specialized transportation is a form of “demand-response service” that responds to riders’ individual requests (or demands) for service (van, small bus, or taxi). For example, a trip in a Cabulance vehicle would fall into this category, as would a trip via Dial-a-ride.

1. On a weekly basis, approximately how many times do you travel to each of the following destinations?

Destination	Work	School	Social Events	Shopping	Medical Visits
# of times each week					

2. For each of the following factors, please select how important you feel the factor would be if you decided to use specialized transportation.

Factor	How important would it be?									
	Not Important					Very Important				
Wait time for pickup	1	2	3	4	5	6	7	8	9	10
Customer service	1	2	3	4	5	6	7	8	9	10
Comfort level	1	2	3	4	5	6	7	8	9	10
Travel time	1	2	3	4	5	6	7	8	9	10
Accessibility (ramps/lifts)	1	2	3	4	5	6	7	8	9	10
Cost	1	2	3	4	5	6	7	8	9	10
Cleanliness of vehicle	1	2	3	4	5	6	7	8	9	10
On-time arrival	1	2	3	4	5	6	7	8	9	10
Professionalism of driver	1	2	3	4	5	6	7	8	9	10
Hours of service	1	2	3	4	5	6	7	8	9	10
Monday thru Friday service	1	2	3	4	5	6	7	8	9	10
Saturday service	1	2	3	4	5	6	7	8	9	10
Sunday service	1	2	3	4	5	6	7	8	9	10
Feeling safe	1	2	3	4	5	6	7	8	9	10

3. What are the biggest problems that you face when travel to a local destination (e.g., doctor's office, grocery store, work)?

4. How do you typically get to your destination?

Drive myself	Get a ride from family member or friend	Walk	Ride the city bus
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5. Do you own or have access to a private vehicle? YES NO

6. Do you have a valid driver's license? YES NO

7. What is your age range? <18 18-25 26-59 60-75 76-84 85+

8. Which of the following describe your employment status? (circle all that apply)

Employed, full-time	Employed, part-time	Unemployed	Student	Retired	Homemaker
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9. Which of the following most closely represents where your home is? (circle one)

City	Town	Rural
------	------	-------

10. What is your gender? Male Female

11. If you have some type of disability, how would you characterize it?

12. So that we can map-out where survey respondents live in Winnebago County, please provide us with your address (your mailing address will not be shared with anyone else and will only be used for mapping purposes):



September 2013

Winnebago County Specialized Transportation Study
Specialized Transportation Providers: Qualitative Survey

Objectives:

Identify operational constraints (lack of vehicles, lack of qualified drivers) and financial constraints (e.g., reimbursement rates, fuel costs) that may impact/reduce the level of services provided to the targeted population segments.

Gain insights related to how providers view the competitive and collaborative landscape within the geographic market area.

Identify perceived advantages and disadvantages related to servicing the targeted population segments.

Gain feedback on how a macro perspective of the entire network of providers might lead to universal benefits for providers, business/agencies and users (e.g., better territory coverage, lower costs, more efficient usage of available transportation assets).

Targeted Population Segments:

Elderly – residents aged 65 years or older, or who have given up driving due to age related limitations that prevent the safe operation of a vehicle and for whom fixed-route public transportation is not a viable option (e.g., does not sufficiently satisfy all needs).

Disabled – residents who have a physical or mental impairment that restricts/prohibits their ability to safely operation a vehicle and for whom fixed-route public transportation is not a viable option (e.g., does not sufficiently satisfy all needs).

Low Income – residents whose discretionary income prohibits them from being able to afford the ownership and operation of a vehicle and for whom fixed-route public transportation is not a viable option (e.g., does not sufficiently satisfy all needs).

Specialized transportation is defined as follows:

Specialized transportation is a form of “demand-response service” that responds to riders’ individual requests (or demands) for service (van, small bus, or taxi). - AARP Public Policy Institute

Providers Information

1. Type of service provided: Fixed route Demand response Subscription

2. Type of vehicles:

Vehicle type	# of vehicles	Lift-equipped	Ramp-equipped
Automobile			
Van			
Small bus			
Large bus			

3. Population segments served: Elderly Physically disabled Mentally challenged Low income General population

4. Days of operation: Monday Tuesday Wednesday Thursday Friday Saturday Sunday

5. Operating hours:

6. Peak times when capacity cannot meet demand (day parts and seasonable):

7. Geographic boundaries for service area:

8. Approximate number of one-way trips provided in an average month: _____

9. Most requested destinations:

10. Requested destinations that you do not serve:

11. Sources of state, federal or charitable funding accessed:

Service Provider Perceptions, Issues and Insights

All of the following questions are framed within the context of providing specialized transportation services to targeted population segments in Winnebago County.

12. In general, what factors make serving the following population segments problematic?

Elderly

Physically disabled

Mentally challenged

Low income

13. How can the revenue model associated with serving the above customers segments be improved?

14. What are the most common operational problems that you run into as you service the above customer segments (too few drivers/vehicles, peak/slack demand cycles)?

15. Where do you perceive transportation gaps to exist for the above customers segments?

16. Where do you perceive the above customer segments being over-served (i.e., too many overlapping transportation services are being provided)?

17. How might specialized transportation in Winnebago County be better coordinated in order to close gaps and/or address the overlap in service?

18. What barriers prevent the above customer segments from fully utilizing specialized transportation?

19. What are the most common complaints/concerns that you hear from customers who use specialized transportation services?

20. When you find that you cannot accommodate a request, how do you respond to the customer?

21. And finally, how might specialized transportation services be better advertised and promoted within Winnebago County?



September 2013

Winnebago County Specialized Transportation Study
Users or Representatives of Users: Qualitative Survey

Objectives:

Identify factors that restrict and/or exclude riders from fully utilizing specialized transportation services. Identify possible improvement in service that can be made at both the individual provider level and for the overall network of providers in Winnebago County.

Identify special needs of riders that are currently being unmet or under-met.

Gain feedback on how the network of providers might be changed in order to provide a higher level of benefits to riders (e.g., better territory coverage, lower costs, higher quality service).

Identify specific cost and scheduling constraints that negatively affect specialized transportation riders.

Targeted Population Segments:

Elderly – residents aged 65 years or older, or who have given up driving due to age related limitations that prevent the safe operation of a vehicle and for whom fixed-route public transportation is not a viable option (e.g., does not sufficiently satisfy all needs).

Disabled – residents who have a physical or mental impairment that restricts/prohibits their ability to safely operation a vehicle and for whom fixed-route public transportation is not a viable option (e.g., does not sufficiently satisfy all needs).

Low Income – residents whose discretionary income prohibits them from being able to afford the ownership and operation of a vehicle and for whom fixed-route public transportation is not a viable option (e.g., does not sufficiently satisfy all needs).

Specialized transportation is defined as follows:

Specialized transportation is a form of “demand-response service” that responds to riders’ individual requests (or demands) for service (van, small bus, or taxi). - AARP Public Policy Institute

Winnebago County Specialized Transportation Study - Users

1. On a weekly basis, approximately how many times do you use specialized transportation to travel to each of the following destinations?

Destination	Work	School	Social Events	Shopping	Medical Visits
# of times each week					

2. For each of the following factors, please select how important you feel the factor is and how well your primary specialized transportation provider is delivering on the factor.

Factor	How important is it?										How well does provider deliver on it?									
	Not Important					Very Important					Poor Delivery					Superior Delivery				
Wait time for pickup	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Customer service	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Comfort level	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Travel time	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Accessibility (ramps/lifts)	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Cost	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Cleanliness of vehicle	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
On-time arrival	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Professionalism of driver	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Hours of service	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Monday thru Friday service	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Saturday service	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Sunday service	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
Feeling safe	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10

3. How do you typically pay for your trips?

4. What destinations would you like to see added by the transportation provider?

5. On a weekly basis, approximately how many times do you use the following transportation?

Scheduled bus route: _____

On-demand (call in to schedule a ride): _____

6. What are the biggest problems that you face when using specialized transportation?

7. If you could only change one thing about your experience with using specialized transportation, what would that one thing be?

8. Do you own or have access to a private vehicle? YES NO

9. Do you have a valid driver's license? YES NO

10. What is your age range? <18 18-25 26-59 60-75 76-84 85+

11. Which of the following describe your employment status? (circle all that apply)

Employed, full-time	Employed, part-time	Unemployed	Student	Retired	Homemaker
---------------------	---------------------	------------	---------	---------	-----------

12. Which of the following most closely represents where your home is? (circle one)

City	Town	Rural
------	------	-------

13. What is your gender? Male Female

14. If you have some type of disability, how would you characterize it?

15. So that we can map-out where survey respondents live in Winnebago County, please provide us with your address (your mailing address will not be shared with anyone else and will only be used for mapping purposes):



APPENDIX D

MAKE THE RIDE HAPPEN
BROCHURE

FOR FURTHER INFORMATION

Call

Making the Ride Happen

(920) 225-1719

(888) 200-0576

Email MRH@lsswis.org

Website

www.eastcentralrpc.org/MakingTheRideHappen

Located at the

Thompson Community Center
820 West College Avenue
Appleton, WI 54914

Making The Ride Happen

is funded by grants, individual and corporate donations, and state/local funds.

LSS Lutheran Social Services
of Wisconsin and Upper Michigan, Inc.



Making The Ride Happen
Thompson Community Center
820 W. College Avenue
Appleton, WI 54914



MAKING the HAPPEN

*Transportation options for older adults
and individuals with disabilities*



Volunteer Opportunities

LSS Lutheran Social Services
of Wisconsin and Upper Michigan, Inc.

ABOUT US

Our Mission

To make the ride happen for older adults and individuals with disabilities so they can remain active and involved in their community.

How Volunteers Help

As a volunteer, you help our clients:

- Connect with health care professionals
- Stretch a fixed income
- Remain independent
- Live a fuller life in the community
- Bring warmth to their day through your interactions

Volunteer Opportunities

Drivers

Volunteers use their vehicle to provide transportation to older adults in the Fox Cities for medical appointments and errands. An assignment is half-day, morning or afternoon, on weekdays. Choose your day and commitment level; once a week, once a month, on call, or drive as needed.

- Training provided
- Application and screening process for both drivers and clients
- Snowbirds accommodated
- Staff coordinates client and driver scheduling
- Drivers receive their schedules quarterly

Bus Buddy Program

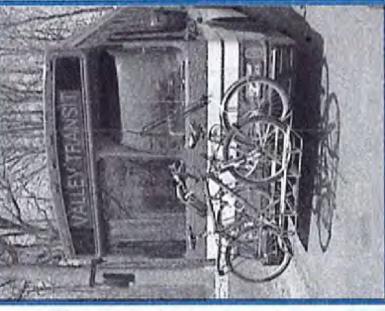
- Work one-on-one with someone, helping them to use public transportation to meet their needs
- Office staff provides support and training
- Volunteer determines how much time to commit
- Scheduling is flexible and is arranged between the volunteer and the client

OUR VISION



OUR VISION is to have one central location with comprehensive information, where an older adult or individual with disabilities can find a ride for their particular need, in a reasonable time. The program aims to aid those individuals who reside in Outagamie, Winnebago, and Calumet counties.

Making the Ride Happen is a grassroots effort that grew out of a Theda Care "Plunge" that focused on older adults. Transportation for older adults was identified as a community need.



The L.I.F.E. study in the Fox Cities highlighted the need for older adults to have easy access to safe transportation.

To Volunteer Call:

(920) 225-1719

or

(888) 200-0576

Office Hours:

Monday through Friday

8:30 am – 4:30 pm

Or leave a message after hours



APPENDIX E

**APTA MM TOMPKINS
COUNTY PROFILE**

ITHACA AND TOMPKINS COUNTY, NY A FORMAL RESPONSIBILITY AND A SHARED ROLE WITH MANY PARTNERS

“Mobility management” is a recognized public responsibility and a shared role throughout Tompkins County and Ithaca, NY. Since the late 1970’s, a variety of organizational partners have planned, developed, funded, operated and overseen an integrated series of bus services, paratransit services, volunteer driver, car sharing, ridesharing incentives and related programs. Generally, partnering agencies adopted a wide-ranging ‘holistic’ view of residents travel needs and a tradition of consensus-based collaborative action in meeting them.

Basic fixed route transit service and rural demand responsive services in Tompkins County are operated by Tompkins Consolidated Area Transit (TCAT) which was born out of the consolidation of three separate local systems in the 1990s and reorganized as a private non-profit transportation corporation in 2005. The Ithaca Tompkins County Transportation Council (ITCTC), the area MPO, serves as the hub of mobility management activity and innovation, as well as providing a collaborative forum where substantive mobility issues and solutions are addressed while minimizing typical political distractions. Since 1988, Cornell University, the county’s largest employer, has operated a successful Travel Demand Management (TDM) program which boosted transit ridership and ridesharing; resulting in 2,600 fewer cars registered on campus than in 1990. Other major partners in managing mobility include Ithaca College, Tompkins County Community College, the Tompkins County Department of Social Services, private paratransit, taxi and other service providers as well as other public and private sector interests and organizations.

The Tompkins County Department of Social Services (DSS) also plays a key role in managing mobility by virtue of its broader responsibility for county-wide human service client needs and its knowledge of and familiarity with the wider range of funding sources available to the county. DSS manages the county’s Coordinated Public Transit – Human Service Transportation process jointly with ITCTC, involving over 30 agencies and organizations. In addition, DSS and ITCTC split or share project management and contract management responsibilities for new initiatives, projects and programs, as appropriate. It is through the DSS’ Transportation Planning Program, begun in 2006, that all available federal and state transportation and human service program grant support is managed and coordinated for use across the county’s systems and services.

Aside from a long-standing commitment to interagency collaboration and the joint leadership provided by ITCTC and DSS, three core strategies have been at the heart of the effort to manage mobility across the Tompkins County:

- 1) A willingness to establish joint ‘coalitions’ to assess and address evolving, unmet transportation needs or “mobility deficits,” as they are recognized;

2) The creation of non-profit organizations to guide specific services and solutions arising out of coalition planning efforts directed by boards, typically with wide-ranging public, institutional and private sector participation; and

3) The knowledge, ability and willingness to share and coordinate all available funding sources to support the full range of mobility initiatives and delivery schemes.

Among the services, programs and initiatives currently underway are:

- Regular TCAT fixed route bus and rural demand response (DR) services;
- Contracted paratransit services for ADA and non-ADA eligible users (“Gadabout” service);
- Contracted “CityVan” subsidized taxi services;
- Contracted ridesharing services through ZimRide, overseen by the Tompkins Rideshare Consortium;
- Ithaca Car-share, a locally owned and operated non-profit car sharing organization;
- FISH Volunteer Driver Support Program;
- Women’s Opportunity Center Taxi Voucher program;
- DSS “Wheels for Work” car loan program;
- Cornell University Transportation Demand Management (TDM) programs; and
- The “Way2Go” coordinated travel training and education program serving users as well as county and provider staff, operated by Cornell Cooperative Extension of Tompkins County.

In addition to these programs, current efforts are aimed at implementing:

- A vanpool program under TCAT;
- An “ITN Everywhere” system; and
- Regional transportation planning

In Tompkins County, NY, “mobility management” is a well-recognized function and responsibility that is guided jointly and cooperatively by the county Department of Social Services and the MPO, integrating a wide variety of service providers under an equally wide variety of institutional arrangements to fill the county’s mobility gaps.



APPENDIX F

TRANSPORTATION COORDINATOR
CUSTOMER COMPLAINT FORM

LAKE COUNTY COMMUNITY TRANSPORTATION COORDINATOR CUSTOMER COMPLAINT FORM

Date: _____ Customer Name: _____ Compl aint Number: _____

Customer Address: _____

Customer Phone #: _____ Date of Incident: _____ Time of Incident: _____

Time Call Came In: _____ Call Taken By: _____

<i>Nature of Complaint/Compliment/Inquiry:</i>

<i>Codes: (Circle all that apply)</i>			
Running Late	Ride Time	Careless/Reckless Driving	Communication/Procedures
Driver Attitude/Conduct	Bus Did Not Show	Securement	Other
Compliment	Suggestion		

<i>Investigate Results:</i>

<i>Action Taken:</i>		
Investigated By: _____	Driver/Employee: _____	Date of Response: _____
Valid/Not Valid: _____	Driver Counseling: _____	Response By: _____
Date Logged: _____	Disciplinary Action: _____	Response Type: _____ <i>(phone, fax, report, etc.)</i>

T:\Forms\Operator Customer Complaint Report .doc



APPENDIX G

ESSENTIAL CHARACTERISTICS OF A ONE CALL CENTER

ONE CALL – Essential elements (chosen by 50% or more of respondents)

Type of information provided by one-call service

- Identifies service providers by type (e.g., air, bus, van, volunteer)
- Identifies service providers by geographic location
- Identifies service providers by population served
- Gives information on provider's days/hours of operation
- Gives information on provider's costs
- Gives information on other provider characteristics (e.g., eligibility, vehicle type)
- Identifies methods of payment for providers (e.g., Medicaid, vouchers, etc.)
- Operator gives comparison costs of trips by different providers

Breadth of information provided by one-call service

- Information on multiple types of transportation services (e.g., transit, carpool, vanpool, etc.)
- Information on multiple providers in the region, not just one jurisdiction
- Information on demand-response services funded through one agency
- Information on demand-response services funded through multiple agencies (e.g., transit agency, Medicaid, DSS)

Rider eligibility process

- Operator asks caller set of questions to determine ride-eligibility for multiple agencies
- Operator asks caller set of questions to determine most appropriate provider for caller

Scheduling (rider's perspective)

- Operator makes referrals to other providers when current providers cannot fulfill the trip request
- Rider receives a call-back confirming ride
- During call, riders can request ride on one agency
- Service links with brokerage, which determines providers for rides
- During call, riders can request a ride on choice among multiple agencies

Quality Control

- Service collects quantitative data that show its effectiveness in connecting community members with transportation
- Service has established performance measures
- Service has procedures in place to monitor its performance
- Service collects anecdotal evidence of its effectiveness in connecting community members with transportation

Stakeholder Involvement

- Multiple stakeholders were involved in creating service (100%)
- Services reflects a regional commitment, beyond one local jurisdiction
- MOUs are in place for agency partners to share rides
- Service has backing of local elected officials

ONE CLICK – Essential elements (chosen by 50% or more of respondents)

Type of information provided by one-click service

- Identifies names of providers with links
- Categorizes/lists providers by type (e.g., air, bus, van, volunteer)
- Categorizes/lists providers by geographic location
- Gives information on provider's days/hours of operation
- Provides information on providers' costs
- Identifies methods of payment for providers (e.g., Medicaid, vouchers, etc.)
- Categorizes/ lists providers by population served
- Provides information on other provider characteristics (e.g., eligibility, vehicle type)

Breadth of information provided by one-click service

- Provides information on multiple types of transportation services (e.g., transit, carpool, vanpool, etc.)
- Provides information on multiple providers in the region, not just one jurisdiction
- Provides information on demand-response services funded through multiple agencies (e.g., transit agency, Medicaid, DSS)
- Has a trip-planning feature that allows rider to find relevant transportation services based on their origin/destination

Rider eligibility process

- Has on-line questionnaire to be used to determine ride-eligibility for multiple agencies
- Links user to each provider's website where user can access eligibility form

Scheduling (rider's perspective)

- Riders can use to request a ride on choice among multiple agencies via website
- Rider can request an e-mail, phone call, or text to confirm ride was scheduled
- Riders can request a ride on one agency via website

Scheduling (agency's perspective)

- Brokerage uses information gathered through website to schedule rides

Quality Control

- Service collects quantitative data that show its effectiveness in connecting community members with transportation
- Service has established performance measures
- Service has procedures in place to monitor its performance
- Service collects anecdotal evidence of its effectiveness in connecting community members with transportation

Stakeholder Involvement

- Multiple stakeholders were involved in creating service (100%)
- Services reflects a regional commitment, beyond one local jurisdiction
- MOUs are in place for agency partners to share rides
- Service has backing of local elected officials



APPENDIX H

SHAWANO SWITCHES TAXI OPERATORS ARTICLE

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- [SPORTS \(/ARTICLES/SPORTS-0\)](#)
- [OPINIONS \(/ARTICLES/OPINIONS\)](#)
- [COMMUNITY \(/ARTICLES/COMMUNITY\)](#)
- [SCHOOLS \(/ARTICLES/SCHOOLS\)](#)
- [OBITUARIES \(/ARTICLES/OBITUARIES\)](#)
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Shawano switches taxi operators

Submitted by admin on Thu, 12/12/2013 - 08:44

By:

Tim Ryan, tryan@shawanoleader.com (<mailto:tryan@shawanoleader.com>)

A new company will take over operation of the city's shared-ride taxi program starting next month, but riders are not expected to notice much difference.

Starting Jan. 1, Viroqua-based Running Inc. will be operating City Cab, under the same service terms and fares that Top Hat Inc. of La Crosse operated under since 2008.

The Shawano Common Council unanimously approved an agreement with Running Inc. on Wednesday.

Under rules attached to state grant money that helps fund the program, the city is required to put operation of the taxi service out for bid every five years.

Running and Top Hat both submitted bids, as did Racine-based Kitown Transportation.

An Evaluation Committee was formed to review and score the proposals without knowing which company was being evaluated. Running finished with the highest score, according to city officials.

"We didn't really know who we were selecting with the point values that we used," said Council President Woody Davis, who was one of the Evaluation Committee members.

City Administrator Brian Knapp, who was also on the committee, said the scoring system was based on a well-defined process set up by the Department of Transportation that includes factors such as capacity, experience and finances.

Once the evaluations were scored, the bids were opened and Running Inc. turned out to have not only the highest evaluation score, but also the lowest price, Knapp said.

Under the first year of the five-year agreement, Running would ostensibly charge the city \$25.82 per hour of service, which would total \$237,899 a year.

However, that would be offset by the fares Running collects. The city would be responsible only for the amount left over, if any, after fares are collected.

Knapp said the evaluation results were no slight against Top Hat, adding the city had been happy with the company's operation of the service.

"They did a great job," Knapp said.

Mayor Lorna Marquardt said Top Hat was made aware of the results and understood the situation.

"They did stop in and extended thank yous to all of you," Marquardt told the council. "They said they enjoyed their time that they served in the city of Shawano, and maybe after five years they'll come in and bid again."

Marquardt said she was looking forward to the same level of service and operation from Running Inc.

Other Evaluation Committee members included City Clerk-Treasurer Karla Duchac, Public Works Director Eddie Sheppard, Joint City-County Transportation Committee member Frank Wozniak and Holly Konitzer from the county Social Services Department.

A separate agreement with the city requires Running Inc. to provide taxi service to the elderly and disabled and to accept tickets in lieu of cash payments equaling \$3. Social Services will reimburse the cost to Running using resources from a state transportation assistance program for counties.

Rate this article:

Average: 4 (1 vote)

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APPENDIX I

MARSHFIELD SHARE-RIDE
ARTICLE

- News
- Sports
- Business
- Opinion
- Photos/Video
- Entertainment
- Life
- Obits/Records

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10:10 PM, Dec. 27, 2013

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A A

Written by **Liz Weiler**
News-Herald Media

FILED UNDER

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News

Almost 30 years of taxi service provided by Radio Cab will come to a close when a new entity, Marshfield Public Transit, takes over at midnight Jan. 1.

Marshfield Public Transit is a division of Running Inc., based in Viroqua, which was awarded the city's contract to provide public transportation services in November.

Radio Cab appealed the award, which city officials reviewed, said Keith Strey, city finance director, who oversees the bidding process for the shared-ride service. ...



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APPENDIX J

**2014 GOING PLACES IN
WINNEBAGO COUNTY
BROCHURE**

Dial-a-Ride

Reduced fare for those sixty and over.

Information and Certification

Senior (60 years and over)

Oshkosh Seniors Center
232-5300

Service

Oshkosh City Cab
426-1551

Access to Jobs

Reduced fare for taxi service for low-income workers to and from employment within the City of Oshkosh

Information

GO Transit
(920) 232-5340

Americans with Disabilities Act

(ADA) Paratransit

Reduced fare for paratransit and taxi service for individuals with qualifying disabilities

Information and Certification

GO Transit
Phone: (920) 232-5340

Service

Cabulance, Inc.
426-3900
Oshkosh City Cab
426-1551

County-Wide

Special Needs Transportation

Reduced fare transportation for out-of-town medical appointments

Information and Service

ADVOCAP
(920) 420-2364

Winnebago County Transportation Services

Local and long distance transportation for clients of Winnebago County Dept. of Human Services, or non-clients ages sixty and over.

Information and Service

Human Services clients-contact case manager at Human Services

Non-clients ages 60 and over
ADVOCAP
(920) 420-2364

Medical Assistance Transportation

Winnebago County Department of Human Services

Information and Certification

Oshkosh Office 236-4697
Neenah Office 729-2770
Workforce Development 232-6246

Winnebago County Dept. of Veteran's Services Transportation

Transportation for veterans to veteran's medical facilities

Information and Service
(920) 236-4898

MTM

Riders on Medical Assistance should call this number to arrange for all non-emergency Medical Assistance transportation.

Toll free 1-866-907-1493

Rural Winnebago County

(excluding residents of the Cities of Menasha, Neenah and Oshkosh)

Rural Transportation for the Elderly and

Disabled

Reduced fare for paratransit and taxi services for disabled individuals, and those sixty and over

Information and Certification

GO Transit
(920) 232-5340

Service

Oshkosh City Cab/Cabulance, Inc.
426-1551 or 426-3900

Other Services and Providers

Making the Ride Happen

Comprehensive information and assistance call center for the disabled adult/older adult and their families in finding safe and affordable transportation.

Information and Assistance

920-225-1719 or toll free 888-200-0576

MRH@lsswis.org

Going Places in Winnebago County



Transportation Programs and Services For Elderly or Disabled Persons in Winnebago County

January 2014



Note: Ride limits and hours of service may vary between systems. Please contact individual systems for program details.

Prepared by the Winnebago County Specialized Transportation Coordination Council

City of Appleton

(Winnebago County portion only)

Valley Transit Fixed Route Bus and Valley Transit-II

See Fox Cities Area

Northern Winnebago Dial-a-Ride

Reduced fare for taxi service for individuals sixty and over

Information and Certification

The Heritage
738-3000

Service

Fox Valley Cab
734-4546

City of Neenah and City of Menasha

Valley Transit Fixed Route Bus and Valley Transit-II

See Fox Cities Area

Northern Winnebago Dial-a-Ride

Reduced fare for taxi service for individuals sixty and over

Information and Certification

Neenah City Hall
886-6125

Service

Fox Valley Cab
734-4546

Town of Menasha

Northern Winnebago Dial-a-Ride

Reduced fare for taxi service for individuals sixty and over

Information and Certification

Menasha Town Hall
720-7106

Service

Fox Valley Cab
734-4546

Valley Transit Fixed Route Bus and Valley Transit-II

See Fox Cities Area

Fox Cities Area

(Appleton, Menasha, and Neenah)

Valley Transit Fixed Route Bus

Reduced fare for disabled individuals, and those sixty-five and over

Information and Service

Valley Transit
832-5800

Valley Transit-II

Paratransit service for individuals with qualifying disabilities

Information

Valley Transit
832-5800

Certification

Occupational Health Systems
730-5337

Service

832-5789

The Connector Service

Offers targeted service to extend the regular Valley Transit bus routes beyond standard route boundaries and hours. This service is available 20 hours a day, six days a week.

Information

Valley Transit
(920) 832-5800

Service

832-5789

Bus Buddy Program

Volunteer companion for disabled individuals and senior citizens to assist them in using public transportation Flexible Hours

Information and Service

(920) 225-1917 or
1-888-200-0576
MRH@lsswis.org

City of Oshkosh

GO Transit Fixed Route Bus

Reduced fare for disabled individuals, and those sixty and over
Information and Service

GO Transit
232-5340

Travel Training Program

GO Transit provides assistance to any rider that would like to learn how to use the bus.

Information and Service

Go Transit
920-232-5340
www.rideGOtransit.com

Bus Service: Oshkosh to/from Neenah

Regular bus service is provided between Oshkosh and Neenah. Buses are equipped with a wheelchair lift.



APPENDIX K

FOX VALLEY ADVOCACY
COALITION BY-LAWS

**BY-LAWS OF
THE ADVOCACY COALITION**

ARTICLE I. PURPOSE

A network of community representatives, concerned with the rights and interests of persons with disabilities or elderly, collectively allying to increase communication and education among agencies; among individuals served by member agencies; and within the larger community.

In an effort to broaden the scope of agency services and community acceptance, the Coalition will focus on issues and concerns which increase opportunities and community participation for persons with disabilities and the elderly.

The Coalition will continue to evaluate the availability of appropriate services and community awareness.

ARTICLE II. OBJECTIVES

The objectives of the Advocacy Coalition are as follows:

- Objective 1 – To increase control by persons with disabilities, elderly persons, and their families and advocates over decisions affecting their lives by increasing their ability and opportunity to contact and interact with local and state level decision makers.
- Objective 2 -- To educate persons with disabilities, the elderly, employers, service providers, churches, general public, and public officials of the abilities and potentials of persons with disabilities and their human, constitutional and statutory rights as full citizens.
- Objective 3 -- To eliminate attitudinal, architectural, communication and program design barriers to full participation by persons with disabilities and elderly persons in employment, education, transportation, housing services, and the social and economic life in their communities.

ARTICLE III. EXECUTIVE COMMITTEE

- a. There shall be an Executive Committee consisting of the Officers elected by the members. Members of the Executive Committee shall serve two-year terms, and two members shall be elected one year, and two members the following year.
- b. The Executive Committee shall have the power to take any actions necessary to the operation of this association.

ARTICLE V. OFFICERS

- a. The Officers shall be a Chair(s) and Secretary (s). They shall be elected by and from the general membership, they shall serve two-year terms, and the Officers shall serve as members of the Executive Committee.
- b. Chair(s). The Chair (s) shall perform all duties incident to the office. He/she shall, when present, preside at all meetings of the Executive Committee. He/she shall, in general, perform all such duties as may be assigned by the Executive Committee from time to time.

- c. Secretary (s). In the absence of the Chair (s), the Secretary (s) shall perform the duties of the Chair (s), and when so acting shall have all the powers of and be subject to all the restrictions upon the Chair (s).

The Secretary (s) shall: (i) keep the minutes of the Executive Committee's meetings in one or more books provided for that purpose; (ii) see that all notices are duly given in accordance with the provisions of these By-Laws or as required by law; (iii) be custodian of the corporate records of the seal, if any, of the corporation and see that the seal, if any of the corporation is affixed to all documents, the execution of which on behalf of the corporation under its seal, if any, is duly authorized; (iv) keep a register of the post office address of each member which shall be furnished to the Secretary (s) by such member; and (v) in general perform all duties as from time to time may be assigned to him/her by the Chair (s) or by the Executive Committee.

ARTICLE VI. TIMES AND MEETINGS

- a. There shall be a general meeting of all members of the association at least six times a year. Each member shall receive written notice of each meeting.
- b. A general meeting of the members of the association shall also be held at the request of any two Officers or the written request of twenty percent of the membership. Written notice of such meetings shall be given to each member at least ten days prior to the meeting.
- c. Those members present shall constitute a quorum for doing business at any general meeting of the members. In no case shall a quorum be less than five (5) paid members.
- d. Decisions of the members shall prevail over any decision of the Executive Committee which are in conflict.
- e. The Executive Committee shall meet at least annually. Any and all members of the association may attend Executive Committee meetings. Over 50% of the Executive Committee shall constitute a quorum. Special meetings of the Executive Committee may be called by the Chair (s) or by any two other Officers.
- f. Reasonable, oral or written notice shall be given to all Officers at least forty-eight hours in advance of any Executive Committee meeting. Members who wish to be notified of any or all Executive Committee meetings shall notify the Secretary (s) who shall provide such notice.
- g. No member or Officer may vote except in person. However, any action which can be taken by a meeting of all the members may be taken by written resolution signed by a majority of the members, and any action which can be taken by the Executive Committee may be taken by written resolution signed by all of the Officers. Members of the Executive Committee may also take actions pursuant to a vote taken by telephone.

ARTICLE VII. CHAPTERS OF THE ASSOCIATION MAY BE FORMED AND MAY OPERATE UNDER THESE BY-LAWS.

ARTICLE VIII. AMENDMENT

These By-Laws may be amended by a majority vote of a general meeting of the members at any meeting. A written notice which identifies the Article and Subsection proposed to be amended and also provides a brief statement of the purpose of the amendment shall be provided to all members at least ten days in advance of any meeting at which an amendment to the By-Laws is to be considered.

ARTICLE IX. ADOPTION OF THE BY-LAWS AND STATEMENT OF PURPOSE

- a. These By-Laws shall be effective from the date they are adopted by the general membership.
- b. The Statement of Purpose may be reviewed and amended at any meeting of the general membership, provided written notice stating that the Statement of Purpose is to be reviewed is provided to all members at least ten days prior to the meeting.

Adopted by a majority vote of the general membership on the 17th day of August, 1989,

David Hall, Co-Chairperson

Maggie Krueger, Co-Chairperson

Karen De Merit, Co-Chairperson

EAST CENTRAL WISCONSIN REGIONAL PLANNING COMMISSION

Robert Hermes, Chair
Donna Kalata, Vice-Chair
Eric Fowle, Secretary-Treasurer

COMMISSION MEMBERS - 2013/2014

CALUMET COUNTY

Bill Barribeau
Pat Laughrin
Merlin Gentz
DuWayne Federwitz

MENOMINEE COUNTY

Muriel Bzdawka
(Jeremy Johnson, Alt.)
Ruth Winter
Robert Hermes, Chair

OUTAGAMIE COUNTY

Tom Nelson
Judy Schuette
(Peter Stueck, Alt.)
Tim Hanna
Carl Anthony
Kevin Sturn
Michael Thomas

SHAWANO COUNTY

Jerry Erdmann
Ken Capelle
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Larry Timm
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Burk Tower
(Mark Rohloff, Alt)
Jim Erdman
Ken Robl

