2019-2023
Coordinated Public Transit - Human Services Transportation Plan
for
Florence County
Wisconsin

August 9, 2018

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CHAPTER 1 – INTRODUCTION

COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN REQUIREMENT

The human services transportation provisions of the federal "Fixing America's Surface Transportation" (FAST) Act aim to improve transportation services for persons with disabilities, older adults, and individuals with lower incomes by ensuring that communities coordinate transportation resources provided through multiple federal programs. Coordination will enhance transportation access, minimize duplication of services, and facilitate the most appropriate and cost-effective transportation possible with available resources. In order to express these goals, Florence County is required to publish a locally developed *Coordinated Public Transit – Human Services Transportation Plan*.

Federal transit law requires that the *Coordinated Public Transit – Human Services Transportation Plan* identify an approved program of projects prior to distribution of funds from Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities Program).

According to Federal Transit Administration (FTA) rules, the *Coordinated Public Transit – Human Services Transportation Plan* must include the following four elements:

1. An assessment of available services that identifies current transportation providers (e.g., public, private, and non-profit);

2. An assessment of the transportation needs for individuals with disabilities, seniors, and people with low incomes;

3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and

4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

In addition, WisDOT has required or recommended that the following items be included in the plan. These items include:

1. County Meeting Invitation List;

2. County Meeting Participant List;

3. County Meeting Flyer;

4. County Meeting Record;

5. Inventory of Transportation Providers servicing Florence County;

6. County Coordination and Assessment Action Plan; and

7. County List of Approved Projects for the Section 5310 Program.

All of these items are included in the plan

PARTICIPATION PROCESS

The FAST Act also requires that the *Coordinated Public Transit – Human Services Transportation Plan* be developed through a local process that includes representatives from public and private transportation providers, human service agencies, interested parties and the general public.

WisDOT has developed a meeting process to comply with this requirement. In the case of Florence County, transportation planning staff at the Bay-Lake Regional Planning Commission was chosen because they are currently responsible for reviewing federal and state program applications, need to be aware of and knowledgeable about transit programs and funding streams in the county, and are an independent and objective entity.

Local staff along with Bay-Lake Regional Planning Commission developed a list of potential representatives using WisDOT-endorsed guidelines, and invited them to participate in the county meeting (see Appendix B for the list of county meeting invitees, Appendix C for a copy of the county meeting agenda, and Appendix D for a copy of the county meeting flyer). In addition, the local news media were informed of the Florence County meeting.

MEETING RECORD

The Florence County meeting was held on June 26, 2018. The meeting participants are listed in Table 1.1.

Table 1.1: Florence County Coordination Meeting Attendance List.

Name	Representing
Tiffany White	ADRC of Florence County
Sue Mattson	Florence County Health Services
Jan Gehlhoff	ADRC Florence County
Gloria Dzekute	St. Vincent de Paul
Susan Theer	ADRC / Florence County Board
Larry Neuens	ADRC / Florence County Board
Karalyn Peterson	Midstate Independent Living Choices, Inc.
Brandon Robinson	Bay-Lake Regional Planning Commission

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CHAPTER 2 – DEMOGRAPHIC ANALYSIS

POPULATION BY AGE

Table 2.1 displays Florence County's 2010 U.S. Census population by age cohort as well as population projections for 2040 as provided by the Wisconsin Department of Administration (WDOA). In 2010, Florence County had 931 people age 65 or older. Based on WDOA population projections, this number is expected to increase to 1,545 by 2040. As a result, those individuals age 65 or older will require additional specialized transportation services.

Table 2.1: Population by Age Cohort, Florence County, 2010-2040.

Age Category	2010 Census	2040 Population Projections	Numeric Change 2010 - 2040	Percent of 2010 Population	Percent of 2040 Population
0 to 4	187	155	-32	4.2	3.8
5 to 9	200	185	-15	4.5	4.6
10 to 14	218	200	-18	4.9	5.0
15 to 19	250	180	-70	5.7	4.5
20 to 24	157	125	-32	3.5	3.1
25 to 29	170	130	-40	3.8	3.2
30 to 34	192	155	-37	4.3	3.8
35 to 39	192	155	-37	4.3	3.8
40 to 44	305	170	-135	6.9	4.2
45 to 49	417	230	-187	9.4	5.7
50 to 54	454	240	-214	10.3	6.0
55 to 59	395	265	-130	8.9	6.6
60 to 64	355	295	-60	8.0	7.3
65 to 69	310	255	-55	7.0	6.3
70 to 74	243	335	92	5.5	8.3
75 to 79	157	370	213	3.5	9.2
80 to 84	115	315	200	2.6	7.8
85 or older	106	270	164	2.4	6.7
Totals	4,423	4,030	-393	100.0	100.0
Age 65 or older	931	1,545	614	21.0	38.3

Source: U.S. Bureau of the Census, 2010; Wisconsin Department of Administration, 2013; and Bay-Lake Regional Planning Commission, 2018.

PERSONS WITH DISABILITIES

Table 2.2 details the 2012-16 Five-year Estimates of disabled individuals in Florence County according to the *U.S. Bureau of the Census, American Community Survey*.

The definition used to define persons with disabilities is:

"Individuals who, because of any temporary or permanent physical or mental condition or institutional residence, are 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."

Table 2.2: Persons with Disabilities, Florence County.

Category	Population	Percent of Total Population
Elderly Disabled	369	8.3
Non-Elderly Disabled	456	10.2
Total	825	18.5

Source: U.S. Bureau of the Census, American Community Survey, 2012-16 Five-year Estimates, Table DP02, 2018.
Elderly Disabled = 65 years and over

MEDIAN HOUSEHOLD INCOMES AND LOW INCOME HOUSEHOLDS

- The median household income in Florence County (according to the *2012-16 American Community Survey Five-year Estimates*) was $46,595 (in 2016 inflation-adjusted dollars).

- In Florence County, 353 people (8.0% of the total population) live below the poverty level according to the *2012-16 American Community Survey Five-year Estimates.*

CHAPTER 3 – TRANSPORTATION PROVIDERS

INVENTORY OF TRANSPORTATION SERVICE PROVIDERS IN FLORENCE COUNTY

The Aging and Disability Resource Center (ADRC) of Florence County offers a flexible route/door-to-door transportation service utilizing a seven passenger (with one wheelchair position) lift equipped modified bus and two sport utility vehicles (one in the Florence/Commonwealth/Fern area and one in the Aurora/Homestead area). Transportation services are offered Monday-Friday by appointment to older adults throughout Florence County, and to adults with mobility issues. All trips are scheduled in an attempt to accommodate as many riders as possible. Routes are scheduled on a daily basis for flexibility in meeting the requests received. Transportation is scheduled weekly for shopping, banking, and other personal needs. Medical transportation is a priority, thus users must contact ADRC for route information before scheduling medical appointments.

Disabled American Veterans

Wisconsin DAV offers free rides to any veteran who needs help getting to and from scheduled VA medical appointments. We have 36 DAV vans serving more than 30,000 veterans annually across more than half the state. These vans serve major VA medical facilities in Iron Mountain, Madison, Milwaukee, Tomah, and Minneapolis: and VA outpatient clinics in Appleton, Green Bay, Superior, Union Grove, Wausau, and Wisconsin Rapids. Certain DAV vans provide direct to/from service between a veteran's home and the VA medical facility. These vans are paid for as a result of donations from Individuals, Corporations and Organizations, and are operated by volunteer drivers.

Florence County Private Transportation Providers

A small number of private transportation companies provide services in Florence County. These entities are shown in Table 3.1 later in this chapter.

Table 3.1: Inventory of Private Service Transportation Providers for Florence County.

Name
Aging & Disability Resource Center (ADRC) of Florence County
Disabled American Veterans (DAV)
Florence Health Services (facility resident transport only)
MTM (non-emergency medical transportation for WI Medicaid customers)
New Freedom Transportation (medical, educational, employment and social)
Tri-City Cab (taxi service)
TRICO Opportunities (employment program transport)
Yorkshire Tours (charter bus)

Source: Aging and Disability Resource Center of Florence County and Bay-Lake Regional Planning Commission, 2018.

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Participants at the Florence County coordinated public transit – human services transportation plan meeting on June 26, 2018 were asked to revisit the "Framework for Action" segment from the 2013 transportation coordination planning process. This exercise requested attendees to evaluate how well the transportation services have been coordinated to-date based on the 2013 plan assessment. The following is the 2018 human services transportation assessment for Florence County according to meeting participants.

Section 1: Making Things Happen by Working Together

Section 1 addressed issues related to coordination, formal program goals and objectives, and most importantly, the need to articulate a vision for the provision of services to the elderly and disabled in Florence County.

Done Well

- The Aging and Disability Resource Center (ADRC) of Florence County Governing Board oversees the ADRC of Florence County and provides direction relative to delivery of transportation services.
- Having a point of contact at WisDOT.
- Demand Responsive transport service, including expansion of services to Aurora and Homestead.

Do Better

- Consider establishing a Transportation Advisory Committee made up of County Board supervisors, elderly citizens, volunteers, representatives of area assisted care facilities, medical escort providers, other transportation users and human service staff.
- Programs could benefit from a more formal articulation of goals and objectives in a coordination plan or in the County Comprehensive Plan that has been completed by Florence County.
- Improved cooperation between various public and private service agencies and transportation providers.
- Potential to improve the Demand Responsive transport service.
- Need more of a presence in Florence County's outlying areas.
- Improve communication and coordination with NEWCAP on available transportation programs.
- Better coordination with the State's broker system.
- Explore alternative funding sources to finance the transportation program in the county.

Section 2: Taking Stock of Community Needs and Moving Forward

Section 2 addressed issues involving service assessment and the review and inventory of services provided which are essential in identifying gaps, needs and duplication of services.

Done Well

- Florence County provides a brief inventory of transportation providers and transportation services in the annual Section 85.21 application.

Do Better

- Conduct a survey in the rural portions of the county in order to identify service gaps.

- Better communication is needed with surrounding counties when they apply for Section 5310 funding.

- There is a need for an additional transportation service provider within Florence County.

- Coordinate with assisted care providers to provide transportation services which will reassure those residents that they are a part of the community.

- Improve efficiency providing transportation services across surrounding county borders.

Section 3: Putting Customers First

Section 3 addressed the ease of access to information about the transportation services provided in Florence County.

Done Well

- With a limited budget Florence County's elderly and disabled are adequately served.

- Fares are reasonable and affordable given the high cost of the transportation service provided.

- The flexibility of Florence County's transportation services.

- Driver training is available.

- All eligible clients are served regardless of ability to pay.

- County's ADRC website is a useful promotion/marketing tool and identifies important information on the elderly and disabled transportation services provided in Florence County.

- One phone number for all transportation services (i.e., ADRC of Florence County).

- The countywide newsletter has been a useful tool for transmitting information related to elderly and disabled transportation services in Florence County.

- Utilizing marketing tools and digital media (e.g., website, flyers, newspapers, etc.) to a greater extent to better advertise the County's transportation services.

- Informational flyers are available to assist and market the existing transportation services.

- Rider education booklet has been useful in assisting current and new users.

- Transportation services are user-friendly/better match users with most appropriate services.

Do Better

- Strive for excellent volunteer drivers.

- Customer satisfaction surveys will be conducted annually.

- Little service on evenings/weekends and holidays.

- Communicate with NEWCAP on available transportation programs in the county, especially programs that could provide assistance to those individuals with low incomes.

- Coordinate with assisted care providers to provide transportation services which will reassure those residents that they are a part of the community.

Section 4: Adapting Funding for Greater Mobility

Section 4 addressed identification of accounting procedures that create customer-friendly payment systems while maintaining consistent reporting and accounting procedures across programs.

Done Well

- The ADRC of Florence County accommodates all customers regardless of their ability to pay and method of payment.

Do Better

- Florence County looks to the State to provide information and education on additional funding sources, improving accounting procedures and increasing efficiency.

Section 5: Moving People Efficiently

Section 5 addressed centralized managerial systems to coordinate highly diverse, multimodal service provision.

Done Well

- The ADRC of Florence County provides ongoing leadership toward improving cooperation and coordination of services.

- Continue to educate users on the transportation services provided.

- One-stop shop phone call for transportation services has been established (i.e., ADRC of Florence County).

- Continue to collaborate with private transportation providers.

- Good communication between ADRC and various entities (e.g., social organizations, medical providers, caregivers, etc.).

- Disabled American Veterans (DAV) transports users to the VA medical facilities and VA outpatient clinics.

Do Better

- Coordination do-able county-wide, however more efforts are recommended to work with neighboring counties.

- Single contact point for transportation customers is effective only to those that know where and how to access the source. It is equally important that all county departments, services, church groups, social organizations, medical providers, caregivers, etc., have information for those seeking transportation and are able to direct the potential client (or acquaintance of a potential client) to the appropriate service provider.

- Lack of volunteer drivers, better recruitment needed.

- There is a need for an additional transportation service provider within Florence County.
- Improve long wait times for transportation service at medical facilities.
- Lack of a Specialized Medical Vehicle to alleviate the need for ambulance transportation in non-emergency situations.

ACTION PLAN SUMMARY

The 2018 Action Plan was developed by county meeting participants with assistance from Bay-Lake Regional Planning Commission staff. Florence County meeting participants were asked to identify:

- Needs and gaps in transportation services;
- Possible solutions to the needs and gaps;
- Entities responsible for addressing the needs and gaps;
- A timeline for implementation; and
- Roadblocks to implementation.

Table 4.1 is a summary of proposed actions in Florence County, including the parties responsible for implementing the actions, an approximate implementation schedule, and any roadblocks to implementation.

Table 4.1: Action Plan Summary, Florence County 2019-2023.

Action Item	Responsible Party	Implementation Schedule	Roadblocks to Implementation
Utilize Section 5310 Program and submit applications for capital equipment (buses and vans) as needed to replace existing fleets.	ADRC of Florence County	2019-2023	Dependent on Funding
Continue to update the transportation service user-guide and provide more details of transportation service resources.	ADRC of Florence County	On-going	No Roadblocks
Continue to assess utility of new programs and alternative funding sources for possible local applications.	ADRC of Florence County and Florence County	On-going	May Need Full Board Approval
Better representation on the Transportation Advisory Council.	ADRC of Florence County	2019-2023	Willing Participation from others
Improve transportation coordination and cooperation with neighboring counties.	ADRC of Florence County, neighboring counties, and Bay-Lake Regional Planning Commission	2019-2023	Time intensive coordination with few riders
Continue to offer customer travel booklet.	ADRC of Florence County	On-going	No Roadblocks
Improve Service Convenience.	ADRC of Florence County	On-going	Cooperation of riders
Continue to offer the *Work-N-Wheels Program* and explore other transportation programs offered thru NEWCAP	ADRC of Florence County, Florence County, and NEWCAP, Inc.	Yearly 2019-2023	No roadblocks.
Explore options, if needed, for an additional transportation service provider in Florence County.	Florence County	2019-2023	reliant on outside assistance/provider
Improve recruitment of volunteer drivers.	ADRC of Florence County	2019-2023	Available staff to find quality volunteer drivers
Assess the need for a larger transport vehicle.	Florence County	2019-2023	No roadblocks
Explore the need for a Specialized Medical Vehicle.	Florence County	2019-2023	considerable effort between providers/volume/profit ratio
Conduct annual education as a component of a larger marketing plan for Florence County transportation services.	ADRC of Florence County	Yearly 2019-2023	No roadblocks
Conduct a customer satisfaction survey regarding Florence County transportation services.	ADRC of Florence County	Yearly 2019-2023	No roadblocks
Develop a transportation service directory including taxi services and other transportation providers in the surrounding areas.	ADRC of Florence County	2019-2023	No Roadblocks

Source: ADRC of Florence County and Bay-Lake Regional Planning Commission, 2018.

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CHAPTER 5– PROGRAM OF PROJECTS

2019 – 2023 PROGRAM OF PROJECTS

The FAST Act requires the county *Coordinated Public Transit – Human Services Transportation Plan* to identify an approved program of projects prior to the distribution of funds from the Section 5310 program (Enhanced Mobility of Seniors and Individuals with Disabilities Program).

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Table 5.1: Program of Projects for FY 2019-2023, Florence County

Program	FY 2019 Projects	FY 2020 Projects	FY 2021 Projects	FY 2022 Projects	FY 2023 Projects
Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities)	One (1) lift equipped 8 passenger bus with one (1) wheel chair position	One (1) lift equipped 8 passenger bus with one (1) wheel chair position	One (1) lift equipped 8 passenger bus with one (1) wheel chair position	One (1) lift equipped 8 passenger bus with one (1) wheel chair position	One (1) lift equipped 8 passenger bus with one (1) wheel chair position
	Continuation of centralized dispatch service	Continuation of centralized dispatch service	Continuation of centralized dispatch service	Continuation of centralized dispatch service	Continuation of centralized dispatch service

Source: ADRC of Florence County and Bay-Lake Regional Planning Commission, 2018.

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CONCLUSION

Florence County meeting participants met on June 26, 2018, identified issues of concern, and developed an action plan. Florence County meeting participants also approved the program of projects contained in this report.

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2019-2023
Coordinated Public Transit - Human Services Transportation Plan
for
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APPENDICES

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APPENDIX A
FEDERAL AND STATE TRANSPORTATION PROGRAM
DESCRIPTIONS

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FEDERAL AND STATE TRANSPORTATION PROGRAM DESCRIPTIONS AND LOCAL INTEREST

<u>Federal Transit Administration (FTA) Section 5307 – Capital and Operating Assistance</u>
This program (49 U.S.C. 5307) makes Federal resources available to urbanized areas and to transit capital and operating assistance in urbanized areas or to state transportation agencies for transportation-related planning. An urbanized area is an incorporated area with a population of 50,000 or more, as designated by the U.S. Department of Commerce, Bureau of the Census.

<u>Federal Transit Administration Section 5309 – Capital Investment Grant (CIG)</u>
This is FTA's primary grant program (49 U.S.C. 5309) for funding major transit capital investments, including heavy rail, commuter rail, light rail, streetcars, and bus rapid transit. It is a discretionary grant program unlike most others in government. Instead of an annual call for applications and selection of awardees by the FTA, the law requires that projects seeking CIG funding complete a series of steps over several years to be eligible for funding. For New Starts and Core Capacity projects, the law requires completion of two phases in advance of receipt of a construction grant agreement – Project Development and Engineering. For Small Starts projects, the law requires completion of one phase in advance of receipt of a construction grant agreement – Project Development. The law also requires projects to be rated by FTA at various points in the process according to statutory criteria evaluating project justification and local financial commitment.

<u>Federal Transit Administration Section 5310 –Enhanced Mobility for Seniors and Individuals with Disabilities</u>
This program (49 U.S.C. 5310) provides formula funding to States for the purpose of assisting private nonprofit groups and local public bodies in meeting the transportation needs of the elderly and persons with disabilities when existing transportation service is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each State's share of population for these groups of people.

Funds are obligated to the rural and small urban areas of the state by WisDOT based on an annual grant application. Projects within the Appleton, Green Bay, Madison and Milwaukee urbanized areas also apply for Section 5310 funds through annual applications through the appropriate MPO or RPC that oversees these areas.

WisDOT ensures that local applicants and project activities are eligible and in compliance with Federal requirements, that providers have an opportunity to participate, and that the program provides for maximum coordination of federally assisted transportation services. Once FTA approves the application, funds are available for state administration of its program and for allocation to subrecipients within the state.

Typical projects under the 5310 grant include:
- Human service vehicles;
- Mobility management projects; and
- Operating projects.

<u>Federal Transit Administration Section 5311 – Nonurbanized Area Formula Funds</u>
Formula Grants For Other than Urbanized Areas (49 U.S.C. 5311) is a rural program that is formula based and provides funding to states for the purpose of supporting public transportation in rural areas with a population of less than 50,000. The goal of the program is to provide the following services to communities with a population less than 50,000:

- Enhance the access of people in nonurbanized areas to health care, shopping, education, employment, public services, and recreation;
- Assist in the maintenance, development, improvement, and use of public transportation systems in nonurbanized areas;
- Encourage and facilitate the most efficient use of all transportation funds used to provide passenger transportation in nonurbanized areas through the coordination of programs and services;
- Assist in the development and support of intercity bus transportation; and
- Provide for the participation of private transportation providers in nonurbanized transportation.

State of Wisconsin Section 85.20 – State Urban Mass Transit Operating Assistance Program

The State Urban Mass Transit Operating Assistance program (codified in Wisconsin State Statutes Section 85.20) provides operating cost assistance to transit systems in order to alleviate local tax burdens. Eligible applicants include municipalities or counties with populations greater than 2,500, as well as transit or transportation commissions or authorities. Public transportation services eligible for this program includes bus, shared-ride taxicab, rail or other conveyance either publicly or privately owned. Capital projects are not eligible for this program.

State of Wisconsin Section 85.21 – County Elderly and Persons with Disabilities Transportation Assistance Program

The purpose of this program is to promote the general public health and welfare by providing financial assistance to counties providing transportation services for seniors and individuals with disabilities, and to thereby improve and promote the maintenance of human dignity and self-sufficiency by affording the benefits of transportation services to those people who would not otherwise have an available or accessible method of transportation.

Wisconsin counties (or agencies thereof) are the only eligible applicants for funds available under s. 85.21, Wis. Stats., which are allocated on annual basis as determined by current population estimates. Private for-profit or private non-profit organizations may provide service for counties through contractual agreements.

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Florence County Invite List for 2019-2023 Coordinated Public Transportation Plan

Town Chairs of:
- Aurora, Commonwealth, Fence, Fern, Florence, Homestead, Long Lake, and Tipler

Florence Health Services
- Sue Mattson or representative (smattson@nshorehc.com)

Maplewood Villa
- Joel Koll or representative (maplewoodvillallc@gmail.com)

Florence Co. Rescue
- Mike Theis (mtheis@co.florence.wi.us)

ADRC Governing Board Members
- Chad Hedmark (chadhedmark@gmail.com)
- Larry Neuens (nuinns@borderlandnet.net)
- Betty Bock (bbock6084@gmail.com)
- Barb Neuens (same as Larry Neuens, above)
- Vicki Antonini (antonini.vicki@gmail.com)
- Debra Bell (hdctbell@borderlandnet.net)
- Connie Onsager (norskeconnie@aol.com)
- Susan Theer (stheer@borderlandnet.net)
- Barb Chiamulera (bchiamulera@hotmail.com)
- Janice Gehlhoff (PO Box 144, Florence, WI 54121)

Economic Development:
- Wendy Gehlhoff   wgehlhoff@co.florence.wi.us

St. Vincent de Paul:
- Julie VanGinkel (400 Central Ave., PO Box 92 Florence, WI 54121)

St. John's Lutheran Church – WELS:
- Pastor Jason Liebenow (524 Olive Avenue Florence, WI 54121)

St. Mary's Catholic Church:
- To Whom it May Concern (308 Florence Avenue, PO Box 166 Florence, WI 54121)

Bethlehem Lutheran Church:
- Pastor Douglas Johnson (PO Box 535 Florence, WI 54121

First Presbyterian Church:
- Pastor Douglas Johnson (316 Norway St., PO Box 47 Florence, WI 54121)

School:
- Ben Neihaus – Superintendent and/or Rick Roberts – Director of Transportation (P.O. Box 440 Florence, WI 54121)

Greater WI Agency on Aging Resources, Inc.:
- Carrie Porter (Carrie.Porter@gwaar.org)

Disability Rights Wisconsin:
- Amy Devine (amyd@drwi.org)

New Freedom Transportation (from Center for Independent Living for Western WI, Inc.):
- Bobbi Craig-Hegna (craigb@cilww.com)

Midstate Independent Living Choices, Inc.:
- Karalyn Peterson (kpeterson@milc-inc.org)

APPENDIX C
COUNTY MEETING AGENDA

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2019-2023 COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN
FLORENCE COUNTY

Date: June 26, 2018

Time: 10:00 AM

Location:
Florence County Courthouse
2nd floor Conference Room
501 Lake Avenue
Florence, WI 54121

AGENDA

Welcome and Introductions	10:00 am to 10:10 am
Overview and Purpose of the Meeting	10:10 am to 10:25 am
County Coordination Assessment Exercise	10:25 am to 11:00 am
Development of the County Action Plan	11:00 am to 11:30 am
Approval of County Projects	11:30 am to 12:00 pm
Adjourn	12:00 pm

Facilitated by:

Brandon G. Robinson
Community Assistance Planner
Bay-Lake Regional Planning Commission
(920) 448-2820
brobinson@baylakerpc.org

APPENDIX D
COUNTY MEETING FLYER

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ADRC
Aging & Disability Resource Center
of Florence County

Florence County Residents: Your Input is Requested!!

2019-2023 Coordinated Public Transit-Human Services Transportation Plan

A Transportation Coordination meeting for Florence County will be held to review a list of transportation program projects and to conduct a county assessment of public transit/human services transportation coordination.

Date: Tuesday, June 26, 2018

Time: @ 10:00 AM

Location:
Florence County Courthouse
2nd floor Conference Room
501 Lake Avenue
Florence, WI 54121

For more information or feasible accommodations, please contact Tiffany White, at the ADRC, 1-855-528-ADRC (2372) or via email at twhite@co.florence.wi.us.

APPENDIX E
COUNTY MEETING EVALUATION FORMS

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Florence County
Coordinated Public Transit-Human Services Transportation Plan
June 26, 2018

Meeting Evaluation Form

Instructions: For each item below, please circle the number/response that best expresses your opinion.

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

11. The time allotted for the meeting was: __ too much ☒ about right __ not enough

12. List key points/issues presented during the meeting that were the most valuable or useful.

13. List any information or meeting content you felt was omitted or needed further clarification.

14. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

15. Other comments (write on back)

Florence County
Coordinated Public Transit-Human Services Transportation Plan
June 26, 2018

Meeting Evaluation Form

<u>Instructions</u>: For each item below, please circle the number/response that best expresses your opinion.

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

11. The time allotted for the meeting was: ___ too much ✓ about right ___ not enough

12. List key points/issues presented during the meeting that were the most valuable or useful.

13. List any information or meeting content you felt was omitted or needed further clarification.

14. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

15. Other comments (write on back)

Florence County
Coordinated Public Transit-Human Services Transportation Plan
June 26, 2018

Meeting Evaluation Form

<u>Instructions</u>: For each item below, please circle the number/response that best expresses your opinion.

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

11. The time allotted for the meeting was: __ too much _✓_about right __ not enough

12. List key points/issues presented during the meeting that were the most valuable or useful.
Good way to present info – good / needs to improve

13. List any information or meeting content you felt was omitted or needed further clarification.

14. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

15. Other comments (write on back)

Florence County
Coordinated Public Transit-Human Services Transportation Plan
June 26, 2018

Meeting Evaluation Form

<u>Instructions</u>: For each item below, please circle the number/response that best expresses your opinion.

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

11. The time allotted for the meeting was: __ too much ☒about right __ not enough

12. List key points/issues presented during the meeting that were the most valuable or useful.

Information about NEWCAP programs

13. List any information or meeting content you felt was omitted or needed further clarification.

Would have been nice to have copies of the last plan for review

14. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

15. Other comments (write on back)

Florence County
Coordinated Public Transit-Human Services Transportation Plan
June 26, 2018

Meeting Evaluation Form

<u>Instructions</u>: For each item below, please circle the number/response that best expresses your opinion.

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

11. The time allotted for the meeting was: __ too much _X_ about right __ not enough

12. List key points/issues presented during the meeting that were the most valuable or useful.

13. List any information or meeting content you felt was omitted or needed further clarification.

14. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

15. Other comments (write on back) *This was my first Mtg w/ ADRC. you've enlighten me with what they do show. Very well done.*

St Vincent DePaul
Gloria Dzekute