

2014-2018
Coordinated Public Transit -
Human Services Transportation Plan
for
Florence, Marinette, and Oconto Counties
Wisconsin

December 2, 2013

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CHAPTER 1 – INTRODUCTION

COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN REQUIREMENT

The federal “Moving Ahead for Progress in the 21st Century” (MAP-21) act, which took effect on October 1, 2012, reauthorized surface transportation programs through federal fiscal year 2014. The human services transportation provisions of MAP-21 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 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, Marinette, and Oconto counties are required to publish a locally developed *Coordinated Public Transit – Human Services Transportation Plan*.

Florence, Marinette, Oconto counties have again combined their efforts into a single *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 and older adults. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts and gaps in service;
3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

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

1. Meeting Invitation List for Each County;
2. Meeting Participant List for Each County;
3. Meeting Flyer for Each County;
4. Meeting Record for Each County;
5. Inventory of Transportation Providers in Florence, Marinette and Counties;
6. Coordination and Assessment Action Plan; and
7. County List of Approved Projects for Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities Program) program.

All of these items are included in the plan

PARTICIPATION PROCESS

MAP-21 requires that the Coordinated Public Transit – Human Services Transportation Plan be developed through a local process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the general public.

WisDOT has developed a meeting process to comply with this requirement. In the case of Florence, Marinette, and Oconto counties, 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 these counties, 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 meetings (see Appendix A for copies of the letters requesting participation, Appendix B for the lists of respective county meeting invitees, Appendix C for copies of the county meeting agendas, and Appendix D for copies of the county meeting flyers). In addition, the local news media were informed of each county meeting.

MEETING RECORD

The Florence County meeting was held on September 11, 2013. The Florence County meeting participants are listed in Table 1.1.

Table 1.1: Florence County Coordination Meeting Attendance List

Name	Representing
Helen Wahlstrom	Florence County Board Supervisor
Sue Mattson	Golden Living Center
Mike Theis	Florence Rescue
Joel Koll	Maplewood Villa CBRF
Karen Hoffmann	Maplewood Villa CBRF
Cindy Throm	ADRC of Florence County
Barbara Bauer	ADRC of Florence County - Director
Don Gardner	Florence County Board Supervisor
Susan Theer	Florence County Board Supervisor
Betty Bock	Town of Aurora Chairperson
Brandon Robinson	Bay-Lake Regional Planning Commission

The joint Marinette/Oconto Counties meeting was held on August 22, 2013. The Marinette/Oconto Counties meeting participants are listed in Table 1.2.

Table 1.2: Marinette/Oconto Counties Coordination Meeting Attendance List

Name	Representing
Ethel Firgens	Town of Breed
Deanna Tachick	Town of Breed
Kathy Just	Marinette County Board
Pam Vincent	Visions of N.E.W.
Jody Pristel	New View Industries
Kolin Erickson	East Central Wisconsin Regional Planning Commission
Nick Musson	East Central Wisconsin Regional Planning Commission
Alycia Frewerd	Oconto County Commission on Aging
Pam Mueller Johnson	Elderly Services of Marinette County
Mary Basak	Elderly Services of Marinette County
Sandy Popp	Options for Independent Living
Robin Elsner	Marinette County Health and Human Services Department
Joshua Schedler	Bay-Lake Regional Planning Commission
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 2035 as provided by the Wisconsin Department of Administration (WDOA). In 2010, Florence County had 13,714 people age 65 or older. By 2035, the population age 65 or older is expected to have a substantial increase to 2,184. As a result, this segment of the population will require additional specialized transportation services.

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

Age Category	2010 Census	2035 Population Projections	Numeric Change 2010 - 2035	Percent of 2010 Population	Percent of 2035 Population
0 to 4	187	182	-5	4.2	3.5
5 to 9	200	204	4	4.5	3.9
10 to 14	218	213	-5	4.9	4.1
15 to 19	250	187	-63	5.7	3.6
20 to 24	157	132	-25	3.5	2.5
25 to 29	170	144	-26	3.8	2.7
30 to 34	192	164	-28	4.3	3.1
35 to 39	192	216	24	4.3	4.1
40 to 44	305	296	-9	6.9	5.6
45 to 49	417	320	-97	9.4	6.1
50 to 54	454	361	-93	10.3	6.9
55 to 59	395	282	-113	8.9	5.4
60 to 64	355	358	3	8.0	6.8
65 to 69	310	501	191	7.0	9.6
70 to 74	243	541	298	5.5	10.3
75 to 79	157	477	320	3.5	9.1
80 to 84	115	313	198	2.6	6.0
85 or older	106	352	246	2.4	6.7
Totals	4,423	5,243	820	100.0	100.0
Age 65 or older	931	2,184	1,253	21.0	41.7

Source: U.S. Bureau of the Census, 2010; Wisconsin Department of Administration, 2008; and Bay-Lake Regional Planning Commission, 2013.

Table 2.2 illustrates the 2010 Census and projected 2035 population of Marinette County by age cohort. Marinette County had 8,254 people age 65 or older in 2010. By 2035, the same age group is estimated to increase to 15,383, an 86 percent increase from 2010. The future growth of this population segment will require additional specialized transportation services in Marinette County.

Table 2.2: Population by Age Cohort, Marinette County, 2010.

Age Category	2010 Census	2035 Population Projections	Numeric Change 2010 - 2035	Percent of 2010 Population	Percent of 2035 Population
0 to 4	2,096	2,158	62	5.0	4.6
5 to 9	2,327	2,316	-11	5.6	4.9
10 to 14	2,508	2,474	-34	6.0	5.3
15 to 19	2,655	2,443	-212	6.4	5.2
20 to 24	2,181	1,836	-345	5.2	3.9
25 to 29	2,087	1,848	-239	5.0	3.9
30 to 34	2,041	1,915	-126	4.9	4.1
35 to 39	2,082	2,079	-3	5.0	4.4
40 to 44	2,458	2,485	27	5.9	5.3
45 to 49	3,378	2,983	-395	8.1	6.3
50 to 54	3,585	3,353	-232	8.6	7.1
55 to 59	3,274	3,059	-215	7.8	6.5
60 to 64	2,823	2,777	-46	6.8	5.9
65 to 69	2,479	3,130	651	5.9	6.6
70 to 74	1,914	3,858	1,944	4.6	8.2
75 to 79	1,448	3,535	2,087	3.5	7.5
80 to 84	1,136	2,419	1,283	2.7	5.1
85 or older	1,277	2,441	1,164	3.1	5.2
Totals	41,749	47,109	5,360	100.0	100.0
Age 65 or older	8,254	15,383	7,129	19.8	32.7

Source: U.S. Bureau of the Census, 2010; Wisconsin Department of Administration, 2008; and Bay-Lake Regional Planning Commission, 2013.

As detailed in Table 2.3, Oconto County's population age 65 or older was 6,022 in 2010. Based on WDOA population projections, this number is expected to increase to 13,799 by 2035. Additional specialized transportation services will be required in Oconto County based on the substantial increase that is projected for this segment of the county's population.

Table 2.3: Population by Age Cohort, Oconto County, 2010.

Age Category	2010 Census	2035 Population Projections	Numeric Change 2010 - 2035	Percent of 2010 Population	Percent of 2035 Population
0 to 4	2,098	2,661	563	5.6	5.2
5 to 9	2,278	2,885	607	6.0	5.7
10 to 14	2,408	2,988	580	6.4	5.9
15 to 19	2,483	2,833	350	6.6	5.6
20 to 24	1,595	2,096	501	4.2	4.1
25 to 29	1,724	2,285	561	4.6	4.5
30 to 34	2,065	2,466	401	5.5	4.8
35 to 39	2,194	2,699	505	5.8	5.3
40 to 44	2,786	3,207	421	7.4	6.3
45 to 49	3,371	3,532	161	9.0	6.9
50 to 54	3,314	3,493	179	8.8	6.8
55 to 59	2,883	2,973	90	7.7	5.8
60 to 64	2,439	3,120	681	6.5	6.1
65 to 69	1,899	3,765	1,866	5.0	7.4
70 to 74	1,546	3,761	2,215	4.1	7.4
75 to 79	1,111	2,934	1,823	3.0	5.7
80 to 84	779	1,842	1,063	2.1	3.6
85 or older	687	1,497	810	1.8	2.9
Totals	37,660	51,037	13,377	100.0	100.0
Age 65 or older	6,022	13,799	7,777	16.0	27.0

Source: U.S. Bureau of the Census, 2010; Wisconsin Department of Administration, 2008; and Bay-Lake Regional Planning Commission, 2013.

ELDERLY AND PERSONS WITH DISABILITIES

Tables 2.4, 2.5, and 2.6 detail the 2013 population of elderly and disabled individuals according to the Wisconsin Department of Transportation population estimates for Florence, Marinette, and Oconto counties. The aforementioned tables illustrate that the elderly and persons with disabilities account for approximately one-quarter of the overall population in each of the three counties.

By definition, persons with disabilities are:

“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 2.4: Elderly and Disabled Persons, Florence County, 2010.

Category	Population	Percent of Total Population
Elderly (including Elderly Disabled)	917	20.7
Non-Elderly Disabled	340	7.7
Total	1,257	28.4

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

Table 2.5: Elderly and Disabled Persons, Marinette County, 2010.

Category	Population	Percent of Total Population
Elderly (including Elderly Disabled)	8,248	19.8
Non-Elderly Disabled	3,482	8.3
Total	11,730	28.1

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

Table 2.6: Elderly and Disabled Persons, Oconto County, 2010.

Category	Population	Percent of Total Population
Elderly (including Elderly Disabled)	6,049	16.1
Non-Elderly Disabled	3,121	8.3
Total	9,170	24.3

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

LOW INCOME HOUSEHOLDS AND MEDIAN HOUSEHOLD INCOMES

- In Florence County, 624 people (14.1% of the population as of 2010) live below the poverty level according to the *2007-2011 American Community Survey*. The 2007-2011 median household income for Florence County was \$43,000. One of Florence County's two Census tracts had median household incomes below the overall county's median household income. The one Census tract that was below the county median household income covers the entire southern half of Florence County.
- In Marinette County, 4,344 people (12.8% of the population as of 2010) live below the poverty level according to the *2007-2011 American Community Survey*. The 2007-2011 median household income for Marinette County was \$41,574. Six of the 12 Census tracts in Marinette County had median household incomes below the county median household income. Four of the six Census tracts that were below the county median household income cover the northern half and western portions of Marinette County, while the other two tracts include the City of Marinette and adjacent land area.
- In Oconto County, 4,368 people (11.6% of the population as of 2010) live below the poverty level according to the *2007-2011 American Community Survey*. The 2007-2011 median household income for Oconto County was \$49,396. Seven of the 10 Census tracts in Oconto County had median household incomes below the county median household income. Five of the seven Census tracts that were below the county median household income encompass the northern half and western portions of Oconto County, including the villages of Suring and Gillett, and the City of Oconto Falls. The remaining two tracts below the county median household income cover the City of Oconto and adjacent land area.

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. 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. In general, trips are scheduled to take place between the hours of 7:00 a.m. and 4:00 p.m. 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

The Disabled American Veterans (DAV) is a non-profit veterans' service organization. The Wisconsin Department of the DAV "has 36 vans serving 23,311 patients annually across more than half the State. These vans serve major VA medical facilities in Madison, Milwaukee, Minneapolis, and Tomah; and VA outpatient clinics in Appleton, Green Bay, Superior, Union Grove, Wausau and Wisconsin Rapids. These vans are paid for as a result of donations from individuals, corporations and organizations, and are operated by volunteer drivers.

On January 4, 2012, the Iron Mountain, MI Veterans Affairs Medical Center also began the Veterans Transportation Service. The Iron Mountain VA Medical Center has two 16 passenger, wheel chair accessible buses to accommodate nearly all patients, including those using wheel chairs, oxygen tanks, and walkers. In addition, nursing assistant escorts will be available to assist patients during transport. The Iron Mountain VA Medical Center Veterans Transportation Service in no way replaces the Disabled American Veterans (DAV) vans, but complements them. To assist northern Wisconsin patients, a round trip route is offered from the Eagle River area to the Iron Mountain VA Medical Center on Mondays, and includes stops in Florence, Crystal Falls, and Iron River. Also, a new route added on April 2, 2013 transports Veterans round trip from as far as the Green Bay area to the Iron Mountain VA Medical Center on Tuesdays and includes stops in many cities along the way. Pick-up locations include Beecher, Wausaukee, Crivitz, Stiles, Suamico, Green Bay, Oconto, Peshtigo, Marinette, and Menominee.



Source: www.ironmountain.va.gov

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.

INVENTORY OF TRANSPORTATION SERVICE PROVIDERS IN MARINETTE COUNTY

The **City of Marinette** operates a **Shared-Ride Taxi** service with services provided by a private contractor, Taxi, Inc. This service is door-to-door and operates seven days per week (excluding holidays) and utilizes three mini-vans and a full size wheelchair accessible van. Services are



Source: Taxi, Inc.

provided throughout the City of Marinette, as well as in rural areas within a two-mile radius of the city, and the cities of Menominee and Peshtigo. The only requirement for the service is that the trip must originate in or be destined for the City of Marinette. As of 2013, elderly passengers were charged \$2.00 per ride and members of the public \$3.00 per ride. An additional fare of \$5.00 is charged to passengers riding to or from outlying communities. Taxi, Inc. provides nearly 35,000 rides annually.

The funding for the shared-ride taxi program is provided with state, federal, and city assistance through an annual grant. In 2013, the State aide (85.20 Urban Mass Transit Operating Assistance program) and Federal aid (Section 5311 Formula Grant for Rural Areas) provided approximately 70 percent of the total transit program's operating costs. Passenger fares and the City of Marinette provide the remainder of the programs operating costs.

Marinette County Elderly Services is a private non-profit organization and operates as a county aging unit providing services to persons age 60 and older, regardless of income. Marinette County Elderly Services provides transportation services via a scheduled bus service and volunteers with private vehicles. The provided transportation services are primarily for elderly and disabled persons living in Marinette County and are for medical related and/or business related trip needs for the county residents. The cost of the special transportation is paid for through the Wisconsin Department of Transportation Section 85.21 grant program and county funds, donations, and fares collected from passengers.



Source: Marinette County Elderly Services

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Marinette County Veteran's Service providers have approximately 10 volunteer individuals with one non-accessible van to provide transportation to and from veteran's clinics. These rides vary by appointment and are offered on a first come first served basis. Individuals riding the bus must be ambulatory and cannot be on oxygen treatments. Veterans requiring oxygen or an accessible vehicle can be transported to the VA Medical Center, Iron Mountain, MI via their transportation service. Passengers must contact for information and scheduling. This transportation service is primarily funded with VA monies and some county funds.

Marinette County Private Transportation Providers

Several private transportation companies also provide services in Marinette County. These entities are illustrated in Table 3.1 at the end of this chapter.

INVENTORY OF TRANSPORTATION SERVICE PROVIDERS IN OCONTO COUNTY

The **Oconto County Commission on Aging** provides door-to-door transportation services via scheduled bus service operating at predetermined times in specific areas throughout the county. Services are primarily for elderly and disabled individuals living in Oconto County. Four mini-passenger buses with wheelchair accessibility are used primarily for medical, nutritional and personal shopping purposes. Additionally, buses are available for medical appointments that cannot be fulfilled during regularly scheduled route times. Each day the route changes to accommodate the clients' needs. This service is requested through advance reservations and passengers must call at least one-half hour before the scheduled start time for that day. The driver receives the route schedule fifteen minutes before the scheduled start time for that particular day. Persons 55 years of age and older (spouse or caregiver regardless of age) and disabled persons at least 18 years of age who reside in Oconto County are eligible for transportation services. Priority is given to those with no other means of transportation. The Oconto County Commission on Aging does not serve individuals who are neither elderly nor disabled. The cost of this service is currently a donation, but the Oconto County Commission on Aging may, at some point, implement a fee schedule due to increased cost to the project.

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Source: donate.dav.org

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Oconto County Veteran's Services work with approximately five volunteer drivers who are able to pick up veterans. This service is only for scheduled VA medical appointments to and from VA facilities. Oconto County Veteran's Services also utilize Oconto County Commission on Aging accessible buses as needed, and provides mileage reimbursement at the same rate as to volunteer drivers.

Oconto County Private Transportation Providers

Table 3.1 identifies several private transportation companies that also provide services in Oconto County.

Table 3.1: Inventory of Private Service Transportation Providers for Florence, Marinette, and Oconto Counties.

Name	Location	Service
Golden Living Center	Florence	Facility Resident Transport Only
Truckland Transportation LLC	Iron Mountain, MI	School Bus Transportation
Lar-El Bus Service	Kingsford, MI	Charter bus
Goodwill Industries	Marinette	Employment program transport
Northland Lutheran Services	Marinette	Facility resident transport only
Westlund Bus Inc.	Marinette	Charter and school bus
M&M Taxi Service	Marinette	Taxi Service
Reliable Taxi	Marinette	Taxi Service
Newcare Transport Services	Crivitz	Facility resident transport only
Fareway Taxi	Crivitz	Taxi Service
Travel Aide	Peshtigo and De Pere	Medical and social transport
New View Industries	Gillett	Employment program transport
Visions of Oconto County	Lena	Human services and Visions client transport
Comfort Travel	Green Bay	Charter bus
Lamers Bus Lines	Green Bay	Medical and social transport (access)
Wheelchair Transport	Green Bay	Medical and social transport
A-1 Medi Mobile	Green Bay	Medical and social transport

Source: Aging and Disability Resource Center of Florence County; NEWCAP Inc.; and Bay-Lake Regional Planning Commission, 2013.

CHAPTER 4 – ACTION PLAN

REVIEW OF FRAMEWORK FOR ACTION DISCUSSION FROM THE 2008 PLANNING PROCESS – FLORENCE COUNTY

Participants at the Florence County coordinated public transit – human services transportation plan meeting on September 11, 2013 were asked to revisit the “Framework for Action” segment from the 2008 transportation coordination planning process. This exercise requested attendees to evaluate how well the transportation services have been coordinated to-date based on the 2008 plan assessment. The following is the 2013 human services transportation assessment for Florence County according to meeting participants.

FLORENCE COUNTY 2013 TRANSPORTATION ASSESSMENT

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 – Florence County

- 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.
- Demand Responsive transport service.

Do Better – Florence County

- Consider establishing a Transportation Advisory Council 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.
- Florence County feels there is an advantage to having a point of contact at the WisDOT’s regional level.
- 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.
- Continue to improve the Demand Responsive transport service.
- Need more of a presence in Florence County’s outlying areas.
- Improve communication and coordination with Forest County.
- Better coordination with the State’s broker system.
- There is a need to find 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

- Florence County provides a brief inventory of transportation providers and transportation services in the annual Section 85.21 application.
- A survey has been conducted in the rural portions of the county in order to identify service gaps.

Do Better – Florence County

- 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 communication regarding transportation services with surrounding counties (e.g., Forest County).

Section 3: Putting Customers First

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

Done Well – Florence County

- 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.
- Volunteer drivers are doing an excellent job.
- Driver training is available.
- All 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.
- Informational flyers are available to assist and market the existing transportation services.
- Customer satisfaction surveys have been conducted.
- Transportation services are user-friendly/better match users with most appropriate services.

Do Better – Florence County

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

- Rider education programs are needed to assist current and new users.
- Little service on evenings/weekends and holidays.
- 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 – Florence County

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

Do Better – Florence County

- 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 – Florence County

- The ADRC of Florence County provides ongoing leadership toward improving cooperation and coordination of services.
- One-stop shop phone call for transportation services has been established (i.e., ADRC of Florence County).
- Disabled American Veterans (DAV) transports users to the VA medical facilities and VA outpatient clinics.

Do Better – Florence County

- Central dispatching and brokerage not practical at the County level.
- Coordination do-able county-wide, however more efforts are recommended to work with neighboring counties (e.g., Forest County).
- 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.
- Better communication between ADRC and various entities (e.g., social organizations, medical providers, caregivers, etc.).
- Better use of technology to develop a system that helps with making the pooling of rides and ride sequencing more efficient.
- Collaboration with private transportation providers needs to improve.

- Lack of volunteer drivers, better recruitment needed.
- More communication needed to educate users on the transportation services provided.
- There is a need for an additional transportation service provider within Florence County.
- Lack of a Specialized Medical Vehicle to alleviate the need for ambulance transportation in non-emergency situations.

REVIEW OF FRAMEWORK FOR ACTION DISCUSSION FROM THE 2008 PLANNING PROCESS – MARINETTE AND OCONTO COUNTIES

Participants at the joint Marinette/Oconto County coordinated public transit – human services transportation plan meeting on August 22, 2013 were asked to revisit the “Framework for Action” segment from the 2008 transportation coordination planning process. This exercise requested attendees to evaluate how well the transportation services have been coordinated to-date based on the 2008 plan assessment. The following is the 2013 human services transportation assessment for Marinette and Oconto Counties according to meeting participants.

MARINETTE AND OCONTO COUNTIES 2013 TRANSPORTATION ASSESSMENT

Section 1: Making Things Happen by Working Together

Section 1 addressed issues related to transportation 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 Marinette and Oconto Counties.

Done Well – Marinette/Oconto Counties

- The creation of the Mobility Manager position to coordinate transportation services and resources in a multi-county region (i.e., Oconto and Marinette Counties).
- Joint quarterly transportation coordination meetings between Marinette and Oconto Counties thru the Northeast Wisconsin Transportation Committee (NEWTC).
- Both Marinette County (Northeast Wisconsin Transportation Committee (NEWTC)) and the City of Marinette (City of Marinette Transportation Coordination Committee (i.e., Shared-Ride Taxi)) have transportation coordination committees that meet frequently, public notice their meetings and encourage the public to attend and provide input.
- The City of Marinette Shared-Ride Taxi service continues to be a successful.
- Mobility Manager being affiliated with NEWCAP Inc. (Northeast Wisconsin Community Action Program) provides access to additional transportation-related funding sources.
- CarFit educational program through Marinette County Elderly Services offers older adults the opportunity to check how well their personal vehicles fit them.
- Oconto County Commission on Aging oversees the County Aging Unit and provides direction relative to delivery of service.
- County websites and other social media (e.g., Facebook, Twitter, etc.) are useful promotion/marketing tools and identify important information on the transportation services provided in Marinette and Oconto Counties.

Do Better – Marinette/Oconto Counties

- Continue to improve communication and cooperation between various public and private service agencies and providers is needed and, in particular, communication with WisDOT needs to improve.
- Expand CarFit educational program to Oconto 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 – Marinette/Oconto Counties

- Counties provide a brief inventory of transportation providers and transportation services in the annual s.85.21 application.
- All public and (known) private transportation providers in Marinette and Oconto Counties and adjacent counties are contacted when applying for s. 5310 funds.
- Resource guide developed for Marinette and Oconto Counties detailing transportation services and providers.
- Surveys of elderly and disabled persons conducted by the Mobility Manager to evaluate transportation services.

Do Better – Marinette/Oconto Counties

- Communication with private transportation providers is needed.
- Continue to update software/information/data records to better coordinate services and analysis.

Section 3: Putting Customers First

Section 3 addressed the ease of access to information about the transportation services provided in Marinette and Oconto Counties.

Done Well – Marinette/Oconto Counties

- With limited budgets Marinette and Oconto County's elderly and disabled are adequately served.
- Fares are reasonable and affordable given the high cost of the service provided.
- Volunteer drivers are doing an excellent job.
- Driver training is available.
- All clients are served regardless of ability to pay fares.
- County websites and other social media (e.g., Facebook, Twitter, etc.) are useful promotion/marketing tools and identify important information on the elderly and disabled transportation services provided in Marinette and Oconto Counties.
- The Mobility Manager provides a central contact for transportation services.
- Resource guide developed for Marinette and Oconto Counties details transportation services and providers.

- Customer satisfaction surveys of elderly and disabled persons conducted in Marinette County to evaluate transportation services.
- Newsletters are utilized to publicize information relative to transportation services and needs.
- Making vehicles available for private use during weekends.

Do Better – Marinette/Oconto Counties

- Mobility Manager contributes to each county's newsletters.
- Better coordination between counties to communicate a consistent message of available transportation resources thru newsletters and other publications.
- Limited service on evenings/weekends and holidays.
- Develop a plan to market available services.
- Customer satisfaction surveys are needed in Oconto County.
- Transportation services need to be more user-friendly/better match users with most appropriate services.
- Referrals between counties, and between transportation providers.

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 – Marinette/Oconto Counties

- The Marinette County Elderly Services and Oconto County Commission on Aging accommodate all customers regardless of their ability to pay and method of payment.
- Mobility Manager provides information and education on additional transportation funding sources.

Section 5: Moving People Efficiently

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

Done Well – Marinette/Oconto Counties

- The Marinette County Elderly Services and Oconto County Commission on Aging provide ongoing leadership toward improving cooperation and coordination of services.
- Mobility Manager provides a one-stop shop for transportation services. This provides county departments, services, church groups, social organizations, medical providers, etc. with a contact for those seeking transportation and are able to direct the potential client (or acquaintance of a potential client) to the appropriate service provider.

Do Better – Marinette/Oconto Counties

- Collaboration with private transportation providers needs to improve.

ACTION PLAN SUMMARY

The 2013 Action Plan was developed by county meeting participants with assistance from Bay-Lake Regional Planning Commission staff. 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 2014-2018.

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	2014-2018	Dependent on Funding
Create 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	On-going	May Need Full Board Approval
Better representation on respective County Coordination Committees.	Florence County	2014-2018	Willing Participation from others
Improve transportation coordination and cooperation with neighboring counties (e.g., Forest County).	ADRC of Florence County, neighboring counties, and Bay-Lake Regional Planning Commission	2014-2018	Time intensive coordination with few riders
Continue to offer customer travel training.	ADRC of Florence County	On-going	No Roadblocks
Continue to explore joint purchasing options	ADRC of Florence County and neighboring counties (e.g., Forest County)	2014-2018	Time intensive coordination with distance barrier
Contract with agency operators.	ADRC of Florence County	2014-2018	No Roadblocks - only time
Improve Service Convenience.	ADRC of Florence County	On-going	Cooperation of riders
Explore options for an additional transportation service provider in Florence County.	Florence County	2014-2018	reliant on outside assistance/provider
Explore technology to develop a system that helps coordinate with social organizations, medical providers, caregivers, and other cooperators to make the pooling of rides and ride sequencing more efficient.	ADRC of Florence County and agencies/facilities providing services to the elderly and individuals with disabilities	2014-2018	Time intensive/available labor considerable effort between entities
Improve recruitment of volunteer drivers.	ADRC of Florence County	2014-2018	Available staff to find quality volunteer drivers
Assess the need for a larger transport vehicle.	Florence County	2014-2018	No roadblocks
Explore the need for a Specialized Medical Vehicle.	Florence County	2014-2018	considerable effort between providers/volume/profit ratio
Conduct annual rider education programs as a component of a larger marketing plan for Florence County transportation services.	ADRC of Florence County	Yearly 2014-2018	No roadblocks
Develop a transportation service directory including taxi services and other transportation providers in the surrounding areas.	ADRC of Florence County	2014-2018	No Roadblocks - only time

Source: ADRC of Florence County and Bay-Lake Regional Planning Commission, 2013.

Table 4.2 is a summary of proposed actions in Marinette and Oconto counties, including the parties responsible for implementing the actions, an approximate implementation schedule, and any roadblocks to implementation.

Table 4.2: Action Plan Summary, Marinette/Oconto Counties 2014-2018.

Action Item	Responsible Party	Implementation Schedule	Roadblocks to Implementation
Submit a 5310 grant application for an on-going multi-county Transportation Mobility manager	Marinette and Oconto County, and NEWCAP, Inc.	Yearly 2014-2018	Collaborative effort between forthcoming 5310 applicants and fiscal agency (Marinette County Elderly Services, Oconto County Commission on Aging & NEWCAP, Inc.).
Utilize Section 5310 Program and submit applications for capital equipment (buses and vans) as needed to replace existing fleets.	Marinette and Oconto County, and NEWCAP, Inc.	Yearly 2014-2018	No roadblocks.
Apply for Specialized Transportation Assistance Program (s. 85.21) funds.	Marinette and Oconto County, and NEWCAP, Inc.	Yearly 2014-2018	No roadblocks.
Update transportation service inventory and provide more details using websites and social media.	Marinette and Oconto County, and NEWCAP, Inc.	On-going	Increased communication and cooperation between various public and private service agencies and providers.
Continue to assess utility of new programs under 5310 for possible local applications	Marinette and Oconto County, and NEWCAP, Inc.	On-going	New program development requires more formal direction and collaboration between public and private service agencies and providers.
Northeast Wisconsin Transportation Committee (NEWTC) will continue to have quarterly meetings.	Marinette and Oconto County, and NEWCAP, Inc.	On-going	No roadblocks.
Contract with agency operators	Marinette and Oconto Counties	On-going 2014-2018	Contingent upon consolidation of existing programming and/or new program development.
Continue to offer the CarFit education program in Marinette County and expand to Oconto County.	Marinette and Oconto Counties	Marinette - On-going	No roadblocks.
		Oconto - 2014-2018	Requires host agency input and cooperation in volunteer training.
Face-to-face quarterly meetings between the Mobility Manager and each county.	Marinette and Oconto County, and NEWCAP, Inc.	2014-2018	No roadblocks in Marinette County, increased collaboration and communication in Oconto County.
Quarterly county newsletters with Mobility Manager contributions and shared articles between counties.	Marinette and Oconto County, and NEWCAP, Inc.	On-going	Increased communication and cooperation between various public and private service agencies and providers.
Communicate with Greater Wisconsin Agency on Aging Resources, Inc. (GWARR) to receive transportation funding information.	Marinette and Oconto County, and NEWCAP, Inc.	On-going	No roadblocks.
Investigate other funding opportunities (e.g., Toyota 100 Cars for Good).	Marinette and Oconto Counties	On-going	Continued access to educational opportunities improving research and development capabilities.
Expand volunteer driver and escort programs	Marinette and Oconto Counties	On-going	Improved coordination and collaboration of multi-county and regional efforts.
Continue support of City of Marinette Shared-Ride Taxi Transit Service	Marinette County	On-going	No roadblocks.
Consider Shared-Ride Taxi Transit Service in other urban centers.	Marinette and Oconto County, and NEWCAP, Inc.	On-going	Increased partnerships with public and private service agencies and providers, persuasive demonstration of multi-agency contracting, and ensure efforts have formal direction.

Source: NEWCAP Inc.; Elderly Services of Marinette County; Marinette County Health and Human Services Department; Oconto County Commission on Aging; New View Industries; Options for Independent Living; Visions of N.E.W.; and Bay-Lake Regional Planning Commission, 2013.

CHAPTER 5 – PROGRAM OF PROJECTS

2014 – 2018 PROGRAM OF PROJECTS

MAP-21 requires this three 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 (Enhanced Mobility of Seniors and Individuals with Disabilities Program) program.

Table 5.1 summarizes the approved program of projects for Florence County, Table 5.2 summarizes the approved program of projects for Marinette County, and the approved program of projects for Oconto County are summarized in Table 5.3.

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Table 5.1: Program of Projects for FY 2014-2018, Florence County

Program	FY 2014 Projects	FY 2015 Projects	FY 2016 Projects	FY 2017 Projects	FY 2018 Projects
Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities)	One (1) lift equipped 7 passenger bus with one (1) wheel chair position	One (1) lift equipped 7 passenger bus with one (1) wheel chair position	One (1) lift equipped 7 passenger bus with one (1) wheel chair position	One (1) lift equipped 7 passenger bus with one (1) wheel chair position	One (1) lift equipped 7 passenger bus with one (1) wheel chair position
	One (1) lift equipped 16 passenger bus with one (1) wheel chair position	One (1) lift equipped 16 passenger bus with one (1) wheel chair position	One (1) lift equipped 16 passenger bus with one (1) wheel chair position	One (1) lift equipped 16 passenger bus with one (1) wheel chair position	One (1) lift equipped 16 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, 2013.

Table 5.2: Program of Projects for FY 2014-2018, Marinette County

Program	FY 2014 Projects	FY 2015 Projects	FY 2016 Projects	FY 2017 Projects	FY 2018 Projects
Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities)	Marinette County: .two (2) lift equipped buses – seven passenger with one wheel chair position	Marinette County: .two (2) lift equipped buses – seven passenger with one wheel chair position	Marinette County: .two (2) lift equipped buses – seven passenger with one wheel chair position	Marinette County: .two (2) lift equipped buses – seven passenger with one wheel chair position	Marinette County: .two (2) lift equipped buses – seven passenger with one wheel chair position
	Marinette and Oconto County: Continued funding for Mobility Manager	Marinette and Oconto County: Continued funding for Mobility Manager	Marinette and Oconto County: Continued funding for Mobility Manager	Marinette and Oconto County: Continued funding for Mobility Manager	Marinette and Oconto County: Continued funding for Mobility Manager

Source: NEWCAP Inc.; Elderly Services of Marinette County; Marinette County Health and Human Services Department; and Bay-Lake Regional Planning Commission, 2013.

Table 5.3: Program of Projects for FY 2014-2018, Oconto County

Program	FY 2014 Projects	FY 2015 Projects	FY 2016 Projects	FY 2017 Projects	FY 2018 Projects
Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities)	Oconto County: .two (2) lift equipped buses – seven passenger with one wheel chair position	Oconto County: .two (2) lift equipped buses – seven passenger with one wheel chair position	Oconto County: .two (2) lift equipped buses – seven passenger with one wheel chair position	Oconto County: .two (2) lift equipped buses – seven passenger with one wheel chair position	Oconto County: .two (2) lift equipped buses – seven passenger with one wheel chair position
	Marinette and Oconto County: Continued funding for Mobility Manager	Marinette and Oconto County: Continued funding for Mobility Manager	Marinette and Oconto County: Continued funding for Mobility Manager	Marinette and Oconto County: Continued funding for Mobility Manager	Marinette and Oconto County: Continued funding for Mobility Manager

Source: NEWCAP Inc.; Oconto County Commission on Aging; New View Industries; and Bay-Lake Regional Planning Commission, 2013.

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CHAPTER 6– CONCLUSION

CONCLUSION

Florence County meeting participants met on September 11, 2013, identified issues of concern, and developed an action plan. Florence County meeting participants also approved the program of projects contained in this report.

The working group for Marinette and Oconto counties met on August 22, 2013, where participants identified issues of concern, and developed an action plan. The working group also approved the program of projects contained in this report.

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2014-2018
Coordinated Public Transit -
Human Services Transportation Plan
for
Florence, Marinette, and Oconto Counties
Wisconsin

APPENDICES

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APPENDIX A
COUNTY MEETINGS – LETTERS OF INVITATION TO
PARTICIPATE

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Aging & Disability Resource Center of Florence County

P.O. Box 140, Courthouse • 501 Lake Ave, Florence, WI 54121
Phone: 715-528-4890 or 855-528-ADRC (2372) • e-mail: adrc@co.florence.wi.us.

August 22, 2013

RE: Florence County Transportation Coordination Meeting

Dear Invitee:

Federal transportation law requires projects under the Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities) Program to meet certain requirements in order to receive funding.

One of the requirements is that Section 5310 projects be part of a locally developed *Coordinated Public Transit – Human Services Transportation Plan*. This plan is required to be developed through a process that includes representatives of public and private transportation providers and the general public.

The Wisconsin Department of Transportation developed a county meeting process to comply with the requirements. In the case of Florence County, transportation planning staff at the Bay-Lake Regional Planning Commission were 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 these counties, and are an independent and objective entity.

The Transportation Coordination meeting to update the Florence County Plan is scheduled for:

Date: Wednesday, September 11, 2013

Time: 1:00 p.m. -3:00 p.m.

Location: Florence Community Center

You are being asked to participate in the meeting because you represent one or more of the following:

- Local consumers of specialized transportation services (elderly and persons with disabilities)
- Local transportation providers
- Local nursing home representatives
- Local assisted living care facilities representatives
- Local major employers
- County Board Supervisors
- General Public

In addition to identifying the program of projects that will appear in the plan, the meeting will include completing an assessment of human services transportation issues and developing an action plan.

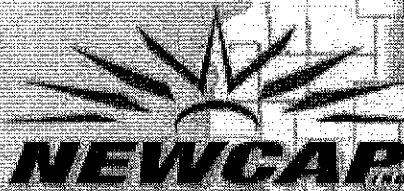
Please RSVP to this meeting invitation by calling the Aging & Disability Resource Center of Florence County or e-mailing bbauer@co.florence.wi.us. We look forward to seeing you on September 11, 2013.

Sincerely,

A handwritten signature in cursive script that reads 'Barbara Bauer'.

Barbara Bauer

Director



Northeast Wisconsin Community Action Program

1201 Main Street • Oconto, WI 54153 • (920) 834-4621 • (800) 242-7334 • FAX (920) 834-4867

August 12, 2013

Dear Invitee:

Federal transportation law requires projects falling under the Section 5310 Enhanced Mobility of Seniors and Persons with Disabilities Program to meet certain requirements in order to receive funding.

One of the requirements is that Section 5310 projects be part of a locally developed coordinated public transit-human services transportation plan. This plan is required to be developed through a process that includes representatives of public and private transportation providers and the general public.

The Wisconsin Department of Transportation developed a county meeting process to comply with the requirements. In the case of Marinette and Oconto Counties, Bay-Lake Regional Planning Commission was chosen to coordinate and conduct the meeting because they are currently responsible for reviewing federal and state program applications, need to be aware and knowledgeable of transit programs and funding streams in each county and are an independent and objective entity.

The meeting for updating this plan is:

Thursday, August 22, 2013 @ 10:00 AM
Oconto County Commission on Aging
1210 Main Street
Oconto, WI

You are being asked to participate in the meeting because you represent one of more of the following entities:

- Local consumers of specialized transportation services (elderly and persons with disabilities)
- Local transportation providers
- Local nursing home representatives
- Local assisted living facility representatives
- Local major employers
- County Board Supervisors
- General public

In addition to identifying the program of projects that will appear in the plan, the meeting will include completing an assessment of human services transportation issues and developing an action plan.

For more information and accommodations, please respond to this invitation by contacting Katie Scheffen at 1-800-242-7334 or via email at KatieScheffen@newcap.org. We look forward to seeing you on August 22.

Sincerely,

Katie Scheffen

Katie Scheffen, NEWCAP

APPENDIX B
COUNTY MEETINGS – LISTS OF INVITEES

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Coordinated Transportation Plan Meeting * 09-11-2013

List of Invitees

Golden Living Center – Sue Mattson

Arms of Angels

Maplewood Villa – Jeff Koel

MTM

Human Services – Jen, Jim, Janet, Rebecca, Amy

Health Dept – Annette Seibold

Florence Rescue – Rick Knepper

Aurora Rescue – Jeff Rickaby

Long Lake Rescue – Mike Anderson

County Board Supervisors (11 of 12, 1 vacancy)

Town Chairs of

Aurora

Commonwealth

Fence

Fern

Florence

Homestead

Long Lake

Tipler

Florence Schools – Ben Niehaus & Bill Witynski

ADRC staff

2013 Transportation Coordination Meeting
List of Invitees
Marinette County

Business	Contact	Mailing Address	City	Zip	Service
Aacer Flooring		970 Ogden Ave	Peshtigo	54157	Employer
Accent Building Maintenance Ltd.		1215 9th St	Marinette	54143	Employer
ADRC of Marinette County	Board of Directors	2500 Hall Ave	Marinette	54143	Board Members
ADRC of Marinette County	Pam Daye	2500 Hall Ave	Marinette	54143	Human service provider
Angeli's	Human Resources	2301 Roosevelt Rd	Marinette	54143	Employer
Ansul Fire Protection		1 Stanton St	Marinette	54143	Employer
Badger Bay Holding Corp.	DBA Brother's Three	1302 Marinette Ave	Marinette	54143	Employer
Bay Area Medical Center	Chief Executive Officer	3100 Shore Dr	Marinette	54143	Medical provider
Bayshore Pines		875 University Ave	Marinette	54143	Assisted living facility
Bayshore Pines South		3206 Woodland Rd	Marinette	54143	Assisted living facility
City of Marinette	Community Development	1905 Hall Ave	Marinette	54143	Employer
City of Marinette	Jim Anderson	1905 Hall Ave	Marinette	54143	General public
City of Niagara	George Bousley	1029 Roosevelt Rd	Niagara	54151	General public
City of Peshtigo	Al Krzensky	331 French St	Peshtigo	54157	General public
Country Side Adult Care Home		N2511 Shore Dr	Marinette	54143	Assisted living facility
Drees Community Center	Peshtigo Meal Site	600 Pine St, PO Box 133	Peshtigo	54157	Nutrition program
Family Care Medical Clinic		3123 Shore Dr #202	Marinette	54143	Medical provider
Fareway Taxi	Ken Vollman	1320 North Ave	Crivitz	54114	Private transportation
Fincantieri North Reach Medical & Wellness		1600 Ely St	Marinette	54143	Medical provider
Goodman Town Hall	Goodman Meal Site	506 Mill St, PO Box 305	Goodman	54125	Nutrition program
Goodwill Industries	Jim Borowski	1428 Main St	Marinette	54143	Employment transportation
Handicapped United		PO Box 544	Marinette	54143	Accessible transportation
Karl Schmidt Unisia Inc.		1731 Industrial Pkwy N	Marinette	54143	Employer
Krist Oil Co.	Manager	2002 Hall Ave	Marinette	54143	Employer
Luther Manor		831 Pine Beach Rd	Marinette	54143	Assisted living facility
M & M Taxi Service		706 Wells St	Marinette	54143	Private transportation
Marinette & Oconto Counties Literacy Council	Janet Glime	W10072 E Springside Rd	Coleman	54112	Human service provider
Marinette Area Chamber of Commerce		601 Marinette Ave	Marinette	54143	General public
Marinette County Administrator	Ellen Sorensen	1926 Hall Ave	Marinette	54143	County Administration
Marinette County Association for Business & Industry		210 S Hwy 141, Unit 3	Crivitz	54114	General public
Marinette County Chairperson	Vilas Schroeder	1926 Hall Ave	Marinette	54143	County Board
Marinette County Elderly Services	Board of Directors	515 N Hwy 141	Crivitz	54114	Board Members
Marinette County Elderly Services	Pam Mueller Johnson	515 N Hwy 141, PO Box 456	Crivitz	54114	Med, Access trans
Marinette County Elderly Services	Pam Mueller Johnson	515 N Hwy 141, PO Box 456	Crivitz	54114	Med, Access trans
Marinette County Health & Human Services	Robin Elsner	2500 Hall Ave, Unit B	Marinette	54143	Human service provider
Marinette County Veteran's Service Office	Michelle Steffens	1926 Hall Ave	Marinette	54143	Medical transportation
Marinette Senior Center	Marinette Meal Site	1603 Ludington Ave	Marinette	54143	Nutrition site
McDonald's	General Manager	2291 Roosevelt Rd	Marinette	54143	Employer
Menard's	Human Resources	2080 Old Peshtigo Rd	Marinette	54143	Employer
NEW Care Residence		PO Box 158	Crivitz	54114	Assisted living facility
Niagara Senior Citizens Center	Niagara Meal Site	569 Washington St	Niagara	54151	Nutrition program
North Reach After Hours		1106 University Dr #102	Marinette	54143	Medical provider
North Reach Fast Care		2741 Roosevelt Rd	Marinette	54143	Medical provider

2013 Transportation Coordination Meeting
List of Invitees
Marinette County

Business	Contact	Mailing Address	City	Zip	Service
North Reach Health Care		218 S Hwy 141, #100	Crivitz	54114	Medical provider
North Reach Internal Medicine		3123 Shore Dr #102	Marinette	54143	Medical provider
Northland Lutheran Retirement Community		831 Pine Beach Rd	Marinette	54143	Assisted living facility
Pathways to Hope		2316 Carney Ave	Marinette	54143	Human service provider
Patz Sales	Human Resources	917 Business US 141	Pound	54161	Employer
Pelkin's Piggly Wiggly	General Manager	216 Business US 141	Coleman	54112	Employer
Peshtigo Chamber of Commerce		PO Box 36	Peshtigo	54157	General public
Peshtigo Family Medicine		441 French St	Peshtigo	54157	Medical provider
Rainbow House	Main Office	1530 Main St	Marinette	54143	Human service provider
Red Cross	Director	1727 Stephenson St	Marinette	54143	Human service provider
Reliable Taxi		W1467 Cleveland Ave	Marinette	54143	Private transportation
Rennes Health Center East		701 Willow St	Peshtigo	54157	Assisted living facility
Rennes Health Center West		501 N Lake St, PO Box 147	Peshtigo	54157	Assisted living facility
Res Care Home Care		3900 Hall Ave, Unit A	Marinette	54143	Assisted living facility
Salvation Army	Director	80 W Russell St	Marinette	54143	Human service provider
St. Vincent De Paul	Executive Director	1619 Main St	Marinette	54143	Human service provider
Superior Health & Medical Care		1915 Hall Ave	Marinette	54143	Medical provider
Taxi, Inc.	Tom Westlund	1815 Badger Pkwy	Marinette	54143	Accessible transportation
The Motor Company		W1680 Hwy 41	Marinette	54143	Employer
Town of Amberg	Pat Boshen	N15035 Grant St, PO Box 245	Amberg	54102	General public
Town of Athelstane	Janice DuChateau	N15073 Hemlock Rd	Amberg	54102	General public
Town of Beaver	Mike Schounard	N4785 3rd Ln	Pound	54161	General public
Town of Beecher	Betty Nowack	N17644 Smith Ln, PO Box 273	Pembine	54156	General public
Town of Dunbar	Becky Grandaw	N16556 Rock Rd	Dunbar	54119	General public
Town of Goodman	Sue Pratt	506 Mill St, PO Box 306	Goodman	54125	General public
Town of Grover	Lisa Witak	W6144 Cty Hwy WW	Oconto	54153	General public
Town of Lake	Penny Chaikowski	W5673 Cty Rd G	Porterfield	54159	General public
Town of Middle Inlet	Charles Starek	W7901 Cty Rd X	Crivitz	54114	General public
Town of Pembine	Sheri Stepien	W7837 Cemetery Rd	Pembine	54156	General public
Town of Porterfield	Amy Linstad	N5202 Bagley Rd	Marinette	54143	General public
Town of Silver Cliff	Steffanie Bishop	N11684 Boat Landing Rd 11	Silver Cliff	54104	General public
Town of Stephenson	Elaine Olson	W9484 Cty Rd X	Crivitz	54114	General public
Town of Wagner	Melissa Christansen	N11066 Rademaker Rd	Wausaukee	54177	General public
Travel Aide by Rennes Group		261 French St	Peshtigo	54157	Med. Accessible trans
Tri-City United Way	Rose O'Hara	1812 Hall Ave	Marinette	54143	Human service provider
Twin Counties Free Clinic	Clinic Director	1301 Cheri Blvd, #116	Marinette	54143	Medical provider
UW-Marquette	Student Affairs	750 W Bay Shore St	Marinette	54143	General public
Village of Coleman	Julie Nosgovitz	202 E Main St, PO Box 52	Coleman	54112	General public
Village of Crivitz	Marilyn Padgett	800 Henrietta Ave, PO Box 727	Crivitz	54114	General public
Village of Pound	Trish Schutte	2002 Cty Rd Q	Pound	54161	General public
Village of Wausaukee	Toshia Ranollo	428 Harrison Ave, PO Box 475	Wausaukee	54177	General public
Walmart Supercenter	Human Resources	2900 Roosevelt Rd	Marinette	54143	Employer
Waupaca Foundry	Human Resources	805 Ogden Ave	Peshtigo	54143	Employer

2013 Transportation Coordination Meeting
List of Invitees
Marinette County

Business	Contact	Mailing Address	City	Zip	Service
Wausaukee Center	Wausaukee Meal Site	926 Main St	Wausaukee	54177	Nutrition program
Wausaukee Composites	Human Resources	837 Cedar St	Marinette	54143	Employer
Wausaukee Enterprises Inc.	Bob Beltrame	836 Cedar St	Wausaukee	54177	Employment transportation
Westlund Bus Inc.	Tom Westlund	1815 Badger Pkwy	Marinette	54143	Charter, School Trans
Women's Specialty Care		3123 Shore Dr #201	Marinette	54143	Medical provider

2013 Transportation Coordination Meeting

List of Invitees Oconto County

Business	Contact	Mailing Address	City	Zip	Service
ADRC of the Wolf River Region	Director	607 E Elizabeth St	Shawano	54166	Human service provider
ADRC of the Wolf River Region	Board of Directors	607 E Elizabeth St	Shawano	54166	Board Members
Associated Bank	Human Resources	134 N Main St	Oconto Falls	54154	Employer
Aurora Health Center		980 S St Augustine Dr	Pulaski	54162	Medical provider
Aurora Health Center		25 Hwy Old 141	Pound	54161	Medical provider
Bay Lakes Companies	Human Resources	720 Main St	Oconto Falls	54154	Employer
Bellin Health Home Services		1201 Park Ave	Oconto	54154	Medical provider
Beyond Abilities		3756 Cty Rd A	Oconto	54153	Employment trans
Bread by the Bay		133 Jackson St	Oconto	54135	General public
Chrysler World Inc.	Human Resources	2612 Cty Rd EE	Abrams	54101	Employer, trans
Citizens Bank	Branch Manager	301 W Main St	Lena	54139	General public
Citizens Bank	Branch Manager	725 Main St	Suring	54174	General public
City of Gillett	Beth Rank	150 N McKenzie Ave	Gillett	54124	General public
City of Oconto	Sarah Perrizo	1210 Main St	Oconto	54153	General public
City of Oconto Falls	Vicki Roberts	500 N Chestnut Ave, PO Box 70	Oconto Falls	54154	General public
Community Memorial Hospital	Human Resources	855 S Main St	Oconto Falls	54154	Employer
Community Memorial Hospital		855 S Main St	Oconto Falls	54154	Medical provider
Community Memorial Hospital		855 S Main St	Oconto Falls	54154	General public
Graphic Management Specialty	Human Resources	139 Evergreen St	Oconto	54153	Employer
Hugo & Bramschrieber Asphalt	Human Resources	5821 Allen Rd	Abrams	54101	Employer
Lakewood Area Chamber of Commerce		PO Box 87	Lakewood	54138	General public
Lakewood Town Hall	Lakewood Meal Site	17258 Northd Rd	Lakewood	54138	Nutrition program
New View Industries	Jody Pristel	222 W Park St	Gillett	54124	Employment trans
NEWCAP, Inc.	Jaime Johnson	1201 Main St	Oconto	54153	Human service provider
Northern Health Centers	Rhonda Stuart	15397 Hwy 32, PO Box 179	Lakewood	54138	Medical provider
Oconto Area Chamber of Commerce		110 Brazeau Ave	Oconto	54153	General public
Oconto County	Kevin Hamann	301 Washington St	Oconto	54153	County Administration
Oconto County ADRC		7436 Rea Rd	Oconto Falls	54154	Human service provider
Oconto County Board of Supervisors	Ron Korzeniewski	9460 Schroeder Rd	Krakow	54137	County Board
Oconto County Board of Supervisors	Leland Rymer	111 Ridge Rd, PO Box 125	Oconto Falls	54154	County Board
Oconto County Commission on Aging	Ruth Cariveau	1210 Main St	Oconto	54153	Med, access
Oconto County Commission on Aging	Alycia Freward	1210 Main St	Oconto	54153	Transportation provider
Oconto County Commission on Aging	Board Members	1210 Main St	Oconto	54153	Board Members
Oconto County Commission on Aging	Oconto Meal Site	1210 Main St	Oconto	54153	Nutrition program
Oconto County Economic Development	Paul Ehrfurth	1113 Main St	Oconto	54153	General public
Oconto County Health & Human Services	Craig Johnson	501 Park Ave	Oconto	54153	Human service provider
Oconto County Planning & Zoning		501 Park Ave	Oconto	54153	County Administration
Oconto County Veteran's Services	Holly Hoppe	301 Washington St	Oconto	54154	Medical transportation
Oconto Falls Area Chamber of Commerce		251 N Main St	Oconto Falls	54154	General public
Oconto Falls Senior Center	Oconto Falls Meal Site	512 Caldwell Ave	Oconto Falls	54154	Nutrition program
Peshtigo National Bank	Human Resources	149 N McKenzie St	Gillett	54124	Employer
Pintsch's Hardware Inc.	General Manager	17891 Hwy 32	Townsend	54175	Employer
Pulaski Area Chamber of Commerce		159 W Pulaski St	Pulaski	54162	General public

2013 Transportation Coordination Meeting

List of Invitees Oconto County

Business	Contact	Mailing Address	City	Zip	Service
ResCare Home Care		321 Munsert Ave	Oconto Falls	54154	Assisted living facility
Saputo Cheese	Human Resources	317 N Rosera St	Lena	54139	Employer
Shopko	Human Resources	126 Charles St	Oconto	54153	Employer, med
St. John's Lutheran Church	Little Suamico Meal Site	1255 Cty Rd J	Little Suamico	54141	Nutrition program
Stephenson National Bank & Trust	Branch Manager	101 Bralick Way	Oconto	54153	General public
Suring United Methodist Church	Suring Meal Site	404 Main St	Suring	54174	Nutrition program
Synagro Central	Human Resources	10616 Cty Rd Z	Suring	54174	Employer
Tabor United Methodist Church	Gillett Meal Site	120 W Main St	Gillett	54124	Nutrition program
Thompson's Foods Inc.	General Manager	722 Brazeau St	Oconto	54153	Employer
Town of Abrams	Jean Hansen	5877 Main St, PO Box 183	Abrams	54101	General public
Town of Bagley	Al Sleeter	9812 Cty Rd Z	Pound	54161	General public
Town of Brazeau	Jean Gross	10892 Parkway Rd	Pound	54161	General public
Town of Breed	Deanna Tachick	11155 Hwy 32	Suring	54174	General public
Town of Chase	Tamera Willems	8481 Cty Rd S	Pulaski	54162	General public
Town of Doty	Jennifer Dryja	14899 Cty Rd T	Mountain	54149	General public
Town of How	Mary Woods	12896 Hwy 32	Suring	54174	General public
Town of Little River	Linda Green	3727 Cty Rd A	Little River	54153	General public
Town of Little Suamico	Sandra Pagel	5964 Cty Rd S	Sobieski	54171	General public
Town of Maple Valley	Kathy Kallas	9088 Cty Rd Z	Suring	54174	General public
Town of Morgan	Charlene Borghese	3276 Cty Rd C	Oconto Falls	54154	General public
Town of Mountain	Lynn Kauziaric	13503 Weller Rd, PO Box 95	Mountain	54149	General public
Town of Pensaukee	Bonnie Allen Wusterbarth	4684 Brookside Rd	Abrams	54101	General public
Town of Riverview	Arnold Bubolz	15471 Hwy 32, PO Box 220	Mountain	54149	General public
Town of Spruce	Barb Baugnet	9097 Cty Rd B	Oconto Falls	54154	General public
Town of Stiles	Marilyn Magnin	5718 Watercrest Rd	Lena	54139	General public
Town of Townsend	Linda Adamczyk	16564 Elm St, PO Box 227	Townsend	54175	General public
Town of Underhill	Tracy Winkler	5597 Cardinal Rd	Gillett	54124	General public
UW-Extension	John Pinkart	301 Washington St	Oconto	54153	Human service provider
Verrette Materials Inc.	Human Resources	6141 S Hwy 32	Gillett	54124	Employer
Village of Lena	Charlene Meier	117 E Main St	Lena	54139	General public
Village of Pulaski	Karen Ostrowski	585 E Glenbrook Dr	Pulaski	54162	General public
Village of Suring	Carol Heise	604 E Main St, PO Box 31	Oconto Falls	54154	General public
Visions of Oconto County	Jackie Witt	5739 Pioneer Park Rd	Lena	54139	Human service provider
Visions of Oconto County		5739 Pioneer Park Rd	Lena	54139	Employment trans
Woodland Village Nursing Center	Wayne Owens	430 Manor Dr	Suring	54174	Private transportation
Woodland Village Nursing Center	Human Resources	430 Manor Dr	Suring	54174	General public
Woodland Village Nursing Center		430 Manor Dr	Suring	54174	Assisted living facility
YMCA		18369 Okonto Ln	Lakewood	54138	Medical provider

APPENDIX C
COUNTY MEETING AGENDAS

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2014-2018 COORDINATED PUBLIC TRANSIT- HUMAN SERVICES TRANSPORTATION PLAN *FLORENCE COUNTY*

Date: September 11, 2013

Time: 1:00 p.m. – 3:00 p.m.

Location: Florence Community Center

AGENDA

Welcome and Introductions	1:00 pm to 1:10 pm
Overview and Purpose of the Meeting	1:10 pm to 1:25 pm
County Coordination Assessment Exercise	1:25 pm to 2:00 pm
Development of the County Action Plan	2:00 pm to 2:30 pm
Approval of County Projects	2:30 pm to 3:00 pm
Adjourn	3:00 pm

Facilitated by:

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

2014-2018 COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

MARINETTE & OCONTO COUNTIES

**Thursday, August 22, 2013 @ 10:00 AM
Oconto County Commission on Aging
1210 Main Street
Oconto, WI**

AGENDA

Welcome and Introductions	10:00 AM – 10:10 AM
Overview and Purpose	10:10 AM – 10:25 AM
County Coordination Assessment Exercise	10:25 AM – 11:00 AM
Development of the Action Plan	11:00 AM – 11:30 AM
Approval of County Projects	11:30 AM – 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 FLYERS

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Florence County Residents:

**Your Input Requested
into:**

2014-2018

**Coordinated Public Transit -
Human Services Transportation Plan**

Wednesday, September 11, 2013

1:00-3:00 p.m.

Florence Community Center

749 Central Avenue

Please contact the ADRC at

1-855-528-ADRC (2372)

to submit comments.

Florence County

2014-2018 Coordinated Public Transit-Human Services Transportation Plan

Poster Distribution Locations:

Towns of:

Aurora

Commonwealth

Homestead

Fence

Fern

Florence

Long Lake

Tipler

Media Releases:

WJNR

WLUC

WJFW

Florence Mining News

The Daily News

Iron County Reporter

Forest Republican

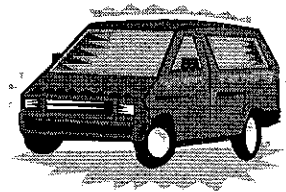
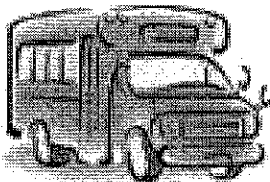
Meeting Notice

2014-2018 Coordinated Public Transit-Human Services Transportation Plan

Marinette & Oconto Counties

A Transportation Coordination meeting for Marinette & Oconto Counties will be held to review a list of transportation program projects and to conduct a county assessment of public transit/human services transportation coordination. The meeting will be facilitated by the Bay-Lake Regional Planning Commission and will be held on:

**Thursday, August 22nd, 2013 @ 10:00 AM
Oconto County Commission on Aging
1210 Main Street
Oconto, WI**



For more information and accommodations, please contact
Katie Scheffen, Mobility Manager, at 1-800-242-7334 or via email at
KatieScheffen@newcap.org.

Oconto County Flyer Locations

Northwoods Veterinary Clinic	9920 Hwy 22 E	Gillett
The Flower Shoppe II	100 S Green Bay Ave	Gillett
McGuire's Sports Bar & Restaurant	211 N Rosera St	Lena
Ray's Pub & Grub	9089 D B Frontage Rd	Lena
Lena Lanes	201 Harley St	Lena
Community Bible Church	7560 Old Hwy 141	Lena
Northwoods Sporting Goods	410 E Main St	Lena
Crivello's Restaurant	818 Main St	Oconto
Lumber Mill Gallery	107 Smith Ave	Oconto
Betty's Bar	3895 St Hwy 22	Oconto
Bayshore Books	302 Collins Ave	Oconto
Wagner Shell & Food Mart	517 Smith Ave	Oconto
Oconto Elks Club	310 Farnsworth Ave	Oconto
Oconto Pharmacy	1008 Main St	Oconto
The Garden Spot	3645 St Hwy 32	Oconto
Brubaker's Country Store	3152 Cty Rd A	Oconto
Northern Lights Clinic	855 S Main St	Oconto Falls
Peterson Ford	300 N Main St	Oconto Falls
Impressions Salon & Tanning	125 Caldwell Ave	Oconto Falls
Grace Evangelical Lutheran Church	501 S Main St	Oconto Falls
Mag's Décor	145 N Main St	Oconto Falls
Witt's Piggly Wiggly & Pit Stop	409 E Highland Dr	Oconto Falls
Express Video	219 Main St	Oconto Falls
The Flower Shoppe	224 N Main St	Oconto Falls
United True Value	415 E Highland Dr	Oconto Falls
Quilters Escape	323 E Highland Dr	Oconto Falls
Holiday Inn - Kelly Lake	9600 Hwy G	Suring
Suring Lanes	235 Peshtigo Brook Rd	Suring
The Flower Shoppe III	804 Main St	Suring

Source: NEWCAP

Marinette County Flyer Locations

The Beaver Trading Post	Hwy 141	Coleman
A Cut Above	219 W Main St	Coleman
Trinity Lutheran Church	221 N Louis Ave	Coleman
Coleman Floral & Greenhouse	N2730 Double R Rd	Coleman
Sew Much More	709 Dyer St	Crivitz
Washington Square Residentail Community	2900 Shore Dr	Marinette
Marinette Inn	1450 Marinette Ave	Marinette
Railhouse Restaurant & Brewpub	2029 Old Peshtigo Rd	Marinette
Rubber Ducky Car Wash	1557 Marinette Ave	Marinette
Blue Bike Burrito	2020 Hall Ave	Marinette
Hetzel's Quality Consignments	1706 Main St	Marinette
Catholic Charities	844 Pierce Ave, Ste 102	Marinette
Family Video	1607 Marinette Ave, Ste B	Marinette
Sticks & Stones	1708 Main Street	Marinette
Everard's Flowers	937 State St	Marinette
Knights of Columbus	2014 Hall Ave	Marinette
Erik's Garden Center	W1932 US Hwy 41	Marinette
Pine Street Quilts	801 Marinette Ave	Marinette
King's Buffet	2545 Roosevelt Rd	Marinette
Schloegel's Bay View Restaurant	2720 10th St	Menominee
Peshtigo Fire Museum	400 Oconto Ave	Peshtigo
Beaver American Lutheran Church	N4557 19th Rd	Pound
Christian Fellowship	W8050 Cty Rd C	Wasaukee
Immanuel Baptist Church	927 Main St	Wasaukee

Source: NEWCAP

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APPENDIX E
COUNTY MEETINGS EVALUATION FORMS

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Florence County
Coordinated Public Transit-Human Services Transportation Plan
September 11, 2013

Meeting Evaluation Form

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

		Strongly Agree		Agree		Strongly Disagree		Don't Know	
General Meeting Questions									
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 2008 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		

9. The time allotted for the meeting was: too much about right not enough

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

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

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

13. Other comments.

Oconto/Marinette Counties
Coordinated Public Transit-Human Services Transportation Plan
August 22, 2013

Meeting Evaluation Form

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

		Strongly Agree		Agree		Strongly Disagree		Don't Know	
General Meeting Questions									
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 2008 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		

9. The time allotted for the meeting was: too much about right not enough

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

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

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

13. Other comments.

BAY-LAKE REGIONAL PLANNING COMMISSION

www.baylakerpc.org

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Tom Sieber

Door County

Ken Fisher

Florence County

Ed Kelley

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Yvonne Van Pembroke

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Eric Corroy

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Terry Brazeau

Dennis Kroll

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