

***2024 - 2028***  
***Coordinated Public Transit -***  
***Human Services***  
***Transportation Plan***  
***for***  
***Florence County***  
***Wisconsin***

May 31, 2023

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## CHAPTER 1 – INTRODUCTION

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### **COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN REQUIREMENT**

The human services transportation provisions of the federal Bipartisan Infrastructure Law (BIL) 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 BIL 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 May 24, 2023. The meeting participants are listed in Table 1.1.

Table 1.1: Florence County Coordination Meeting Attendance List

<b>Name</b>	<b>Representing</b>
Tiffany White	ADRC of Florence County
Cathleen Morris	Bethlehem Lutheran and First Presbyterian Churches
Jeanette Bomberg	ADRC of Florence County Governing Board
Holly Stratton	ADRC of Florence County Governing Board
Janice Gehlhoff	ADRC of Florence County Governing Board
Rich Holmstrom	ADRC of Florence County Governing Board
Warren Soderberg	ADRC of Florence County Governing Board
Lisa Broullette	ADRC of Florence County Governing Board
Ann-Marie Frankini	ADRC of Florence County Governing Board
Barb Chiamulera	ADRC of Florence County Governing Board
Karalyn Peterson	Midstate Independent Living Choices, Inc.
Bobbi Craig	New Freedom Transportation/Center for Independent Living for Western Wisconsin, Inc.
Samantha Franda	NEWCAP, Inc.
Jeffrey Agee-Aguayo	Bay-Lake Regional Planning Commission

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## CHAPTER 2 – DEMOGRAPHIC ANALYSIS

### **POPULATION BY AGE**

Table 2.1 displays Florence County’s 2017 – 2021 American Community Survey (ACS) population by age cohort as well as population projections (for 2040) as provided by the Wisconsin Department of Administration (WDOA) Demographic Services Center. In the 2017 – 2021 ACS, Florence County had 1,224 persons age 65 or older. Based on WDOA population projections, this number is expected to increase to 1,545 by 2040. As a result, this segment of the population will require additional specialized transportation services.

Table 2.1: Population by Age Cohort, Florence County, 2017 – 2021 ACS to 2040

<b>Age Category</b>	<b>2017 - 2021 ACS</b>	<b>2040 Population Projections</b>	<b>Numeric Change 2017 to 2021 ACS - 2040</b>	<b>Percent of 2017 - 2021 ACS Population</b>	<b>Percent of 2040 Population</b>
0 to 4	184	155	-29	4.1%	3.8%
5 to 9	208	185	-23	4.6%	4.6%
10 to 14	223	200	-23	4.9%	5.0%
15 to 19	166	180	14	3.7%	4.5%
20 to 24	170	125	-45	3.7%	3.1%
25 to 29	165	130	-35	3.6%	3.2%
30 to 34	180	155	-25	4.0%	3.8%
35 to 39	143	155	12	3.1%	3.8%
40 to 44	292	170	-122	6.4%	4.2%
45 to 49	232	230	-2	5.1%	5.7%
50 to 54	360	240	-120	7.9%	6.0%
55 to 59	528	265	-263	11.6%	6.6%
60 to 64	467	295	-172	10.3%	7.3%
65 to 69	407	255	-152	9.0%	6.3%
70 to 74	327	335	8	7.2%	8.3%
75 to 79	195	370	175	4.3%	9.2%
80 to 84	206	315	109	4.5%	7.8%
85 or older	89	270	181	2.0%	6.7%
Totals	4,542	4,030	-512	100.0%	100.0%
Age 65 or older	1,224	1,545	321	26.9%	38.3%

Source: U.S. Bureau of the Census, *2017 – 2021 American Community Survey 5-Year Estimates*; Wisconsin Department of Administration Demographic Services Center, 2013; and Bay-Lake Regional Planning Commission, 2023.

It should be noted that the 2017 – 2021 ACS was used to obtain population by age cohort for Florence County, since the 2010 Census is outdated, and since this information is not yet available from the 2020 Census nearly three years after it was administered. The WDOA Demographic Services Center will eventually release 2050 age cohort projections for all Wisconsin counties, but this information is not expected to be released for several months.

## **PERSONS WITH DISABILITIES**

Table 2.2 details the number of disabled individuals in Florence County according to the 2017 – 2021 ACS Five-Year Estimates.

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

<b>Category</b>	<b>Population</b>	<b>Percent of Total Population</b>
Elderly Disabled	327	7.3%
Non-Elderly Disabled	497	11.1%
Total	824	18.3%

Source: U.S. Bureau of the Census, *2017 – 2021 American Community Survey 5-Year Estimates* (Table S1810: Disability Characteristics); and Bay-Lake Regional Planning Commission, 2023.

Note: Elderly Disabled = 65 years and over

## **MEDIAN HOUSEHOLD INCOMES AND LOW-INCOME HOUSEHOLDS**

- The median household income in Florence County (according to the *2017 - 2021 American Community Survey Five-Year Estimates*) was \$52,143 (in 2021 inflation-adjusted dollars).
- In Florence County, 453 people (nearly 10.1% of the total population) live below the poverty level according to the *2017 - 2021 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 transportation service. Transportation services are offered Monday through Friday by appointment to older adults (60+) throughout Florence County, and to adults of all ages with mobility issues. All trips are scheduled in an attempt to accommodate as many riders as possible. Medical transportation is a priority. In general, trips are scheduled to take place on weekdays (excluding holidays) between the hours of 7:30 a.m. and 4:00 p.m. Travel between the hours of 10:30 a.m. and 1:00 p.m. is generally reserved for the senior nutrition program. A minimum of 48 hours advance notice for trips is requested.



Transportation runs are scheduled weekly for medical, shopping, banking and other personal needs. Routes are adjusted on a daily basis for maximum flexibility in meeting the requests received. Fares are suggested based on destination and distance traveled.

#### **Disabled American Veterans (DAV)**

The Wisconsin DAV offers free rides to any veteran who needs help getting to and from scheduled VA medical appointments. The Wisconsin DAV has 36 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 because of donations from individuals, corporations, and organizations, and are operated by volunteer drivers.

#### **NEWCAP**

NEWCAP (the Northeast Wisconsin Community Assistance Program) offers several programs to Florence County. NEWCAP's "Work N Wheels" program involves 0 percent interest vehicle loans for low income working clients. The Medical Mileage program is a reimbursement program to those who have medical needs. The "My Garage" program offers 0 percent interest loans to working clients for simple vehicle repairs. NEWCAP also offers mobility management in the area; this involves assisting with trying to find transportation resources for a specific area or need that perhaps another agency provides or where NEWCAP can facilitate a need that arises.

### **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.

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

<b>Name</b>	<b>Location</b>	<b>Service</b>
Veyo	Middleton and Wauwatosa	Non-emergency medical transportation
Florence Health Services	Florence	Transportation for residents of their facility
New Freedom Transportation	Menomonie, WI	Medical, educational, employment and social trip purposes
Tri-City Cab	Iron Mountain, MI	Taxi service
TRICO Opportunities	Kingsford, MI	Transportation for employees of its programs
Yorkshire Tours	Kingsford, MI	Charter bus transportation service

Source: Aging and Disability Resource Center of Florence County, 2023; and Bay-Lake Regional Planning Commission, 2023.

## CHAPTER 4 – ACTION PLAN

### **REVIEW OF FRAMEWORK FOR ACTION DISCUSSION FROM THE 2018 PLANNING PROCESS**

Participants at the Florence County coordinated public transit – human services transportation plan meeting on May 24, 2023, were asked to revisit the “Framework for Action” segment from the 2018 transportation coordination planning process. This exercise requested attendees to evaluate how well the transportation services have been coordinated to-date based on the 2018 plan assessment. The following is the 2023 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 the delivery of transportation services.
- Having a point of contact at WisDOT.
- Having demand response transportation service, including expansion of services to Aurora, Homestead, Long Lake, and Tipler.
- There is good cooperation between various public and private service agencies and transportation providers.

##### **Do Better**

- Programs could benefit from a more formal articulation of goals and objectives in a coordination plan or in the county’s comprehensive plan that has been completed by Florence County.
- Potential to improve demand response transportation service.
- Improve communication and coordination with NEWCAP on available transportation programs.
- Better coordination with the state’s Non-Emergency Medical Transportation (NEMT) 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 outlying 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 living facilities and nursing homes to provide transportation services which will reassure those residents that they are part of the community.
- Improve efficiency providing transportation services across surrounding county borders.
- Provide outreach to apartment complexes within the county regarding the availability of ADRC transportation services.

## **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 that is provided.
- The flexibility of the Florence County ADRC's transportation services.
- Driver training is available.
- All eligible clients are served regardless of ability to pay.
- The county ADRC's website is a useful promotional/marketing tool, and identifies important information on the elderly and disabled transportation services provided in Florence County.
- There is one phone number for all transportation services (i.e.: the ADRC of Florence County), and this is publicized through various means, including refrigerator magnets.
- Marketing tools and digital and other media (i.e.: the website, flyers, newspapers, radio advertising, etc.) are utilized to a greater extent to better advertise the county ADRC's transportation services.
- Informational flyers are available to assist and market the existing transportation services.
- The rider education booklet has been useful in assisting current and new users.
- Transportation services are user friendly and better match users with the most appropriate services.

## **Do Better**

- Strive for excellent volunteer and paid drivers.
- Customer satisfaction surveys will be conducted every two years.
- Consider providing 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 living facilities and nursing homes 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 or method of payment.

##### **Do Better**

- Florence County looks to WisDOT to provide information and education on additional funding sources, improving accounting procedures and increasing efficiency.
- Consider the development of a driver reimbursement program in order to have flexible funding for customers.

#### **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.
- The ADRC of Florence County continues to educate users on the transportation services provided.
- There is one phone number for all transportation services (i.e.: the ADRC of Florence County), and this is publicized through various means, including refrigerator magnets.
- The ADRC of Florence County continues to collaborate with private transportation providers.
- There is good communication between the ADRC of Florence County and various entities (i.e.: social organizations, medical providers, caregivers, etc.).
- The Disabled American Veterans (DAV) transports veterans to Veterans Administration (VA) medical facilities and outpatient clinics.
- The VA also offers transportation for veterans through its veterans' transportation service (VTS).

##### **Do Better**

- Coordination is doable countywide; however, more efforts are recommended to work with neighboring counties.
- A single contact point for transportation customers is effective only for those who 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.

- There is a lack of volunteer drivers, and better recruitment is needed.
- There is a need for an additional transportation service provider within Florence County.

### **ACTION PLAN SUMMARY**

The 2023 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 2024 – 2028

Action Item	Responsible Party	Implementation Schedule	Roadblocks to Implementation
Utilize the Section 5310 program and submit applications for capital equipment as needed to replace existing fleets	ADRC of Florence County	2024 - 2028	Dependent on funding needs
Continue to update the transportation service user guide and provide more details of transportation service resources	ADRC of Florence County	Ongoing	No roadblocks
Continue to assess the utility of new programs and alternative funding sources for possible local applications	ADRC of Florence County and Florence County	Ongoing	May need full County Board approval
Improve transportation coordination and cooperation with neighboring counties	ADRC of Florence County, neighboring counties, and Bay-Lake Regional Planning Commission	2024 - 2028	Time intensive coordination with few riders
Continue to offer a customer travel booklet	ADRC of Florence County	Ongoing	No roadblocks
Improve service convenience	ADRC of Florence County	Ongoing	Cooperation of riders and availability of drivers
Continue to offer the Work-N-Wheels and My Garage programs and explore other transportation programs offered through NEWCAP	ADRC of Florence County, Florence County, and NEWCAP, Inc.	Annual (2024 - 2028)	No roadblocks
Improve recruitment of volunteer drivers	ADRC of Florence County	2024 - 2028	Available staff to find and train quality volunteer drivers
Conduct annual education as a component of a larger marketing plan for Florence County transportation services	ADRC of Florence County	Annual (2024 - 2028)	No roadblocks
Conduct a customer satisfaction survey regarding Florence County transportation services	ADRC of Florence County	Biennial (2024 - 2028)	No roadblocks
Update the transportation service directory, including taxi services and other transportation providers in the surrounding area	ADRC of Florence County	2024 - 2028	No roadblocks

Source: ADRC of Florence County, 2023; and Bay-Lake Regional Planning Commission, 2023.

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## **CHAPTER 5 – PROGRAM OF PROJECTS**

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### **2024 – 2028 PROGRAM OF PROJECTS**

The Bipartisan Infrastructure Law (BIL) requires that this county *Coordinated Public Transit – Human Services Transportation Plan* 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).

Table 5.1 summarizes the approved program of projects for Florence County.

Table 5.1: Program of Projects for Federal Fiscal Years 2024 - 2028, Florence County

Program	FY 2024 Projects	FY 2025 Projects	FY 2026 Projects	FY 2027 Projects	FY 2028 Projects
Section 5310 (Enhanced Capital Assistance Program for Transportation of the Elderly and Persons with Disabilities)*	Aging and Disability Resource Center of Florence County - No applications	Aging and Disability Resource Center of Florence County - One (1) side entry minivan with three (3) ambulatory positions and one (1) wheelchair position at the cost of approximately \$70,250.	Aging and Disability Resource Center of Florence County - No applications	Aging and Disability Resource Center of Florence County - No applications	Aging and Disability Resource Center of Florence County - No applications
	Aging and Disability Resource Center of Florence County - Continuation of centralized dispatch service at the cost of approximately \$6,200.	Aging and Disability Resource Center of Florence County - Continuation of centralized dispatch service at the cost of approximately \$6,400.	Aging and Disability Resource Center of Florence County - Continuation of centralized dispatch service at the cost of approximately \$6,600.	Aging and Disability Resource Center of Florence County - Continuation of centralized dispatch service at the cost of approximately \$6,800.	Aging and Disability Resource Center of Florence County - Continuation of centralized dispatch service at the cost of approximately \$7,000.
*Applicant will continue to apply for listed project(s) if not funded in the year in which they are listed.					
NOTE: The county meeting participants unanimously approved this 2024 - 2028 Program of Projects at their May 24, 2023, meeting.					

Source: ADRC of Florence County, 2023; and Bay-Lake Regional Planning Commission, 2023.

## **CHAPTER 6 – CONCLUSION**

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### **CONCLUSION**

Florence County meeting participants met on May 24, 2023, identified issues of concern, and developed an action plan. Florence County meeting participants also approved the program of projects contained in this report at that meeting.

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## **APPENDIX A: FEDERAL AND STATE TRANSPORTATION PROGRAM DESCRIPTIONS AND LOCAL INTEREST**

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### Federal Transit Administration (FTA) Section 5307 – Capital and Operating Assistance

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 area with a minimum population density of 425 housing units per square mile that has a population of 50,000 or more.

### Federal Transit Administration Section 5309 – Capital Investment Grant (CIG)

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.

### Federal Transit Administration Section 5310 – Enhanced Mobility for Seniors and Individuals with Disabilities

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 urbanized areas over 200,000 population also apply for Section 5310 funds through annual applications through the appropriate MPO 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 Section 5310 grant include:

- Human service vehicles;
- Mobility management projects; and
- Operating projects.

#### Federal Transit Administration Section 5311 – Nonurbanized Area Formula Funds

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 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 Section 85.21 of the *Wisconsin Statutes*, which are allocated on an 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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## **APPENDIX B: COUNTY MEETING – LIST OF INVITEES**

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### **Florence County Invite List for 2024 - 2028 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](mailto:smattson@nshorehc.com))

#### Maplewood Villa:

- Joel Koll or representative ([maplewoodvillallc@gmail.com](mailto:maplewoodvillallc@gmail.com))

#### Florence Co. Rescue Squad:

- Amanda Mulvey ([amulvey@florencecountywi.gov](mailto:amulvey@florencecountywi.gov))

#### ADRC Governing Board Members:

- Jeanette Bomberg ([jbomberg@pridesports.com](mailto:jbomberg@pridesports.com), [jbomberg1@gmail.com](mailto:jbomberg1@gmail.com))
- Lisa Brouillette ([librouillette@live.com](mailto:librouillette@live.com))
- Barb Chiamulera ([bchiamulera@hotmail.com](mailto:bchiamulera@hotmail.com))
- Ann-Marie Frankini ([frankini@umich.edu](mailto:frankini@umich.edu))
- Janice Gehlhoff ([jlgflo66@gmail.com](mailto:jlgflo66@gmail.com))
- Chad Hedmark ([chadhedmark@gmail.com](mailto:chadhedmark@gmail.com))
- Richard Holmstrom ([rtholmst@mtu.edu](mailto:rtholmst@mtu.edu))
- Warren Soderberg (PO Box 301, Florence, WI 54121)
- Holly Stratton ([hollyws@borderlandnet.net](mailto:hollyws@borderlandnet.net))
- Rich Wolosyn ([rwolosyn@gmail.com](mailto:rwolosyn@gmail.com))

#### Economic Development

- Eric Printz ([eprintz@florencecountywi.gov](mailto:eprintz@florencecountywi.gov))

#### St. Vincent DePaul:

- Julie VanGinkel or Dorothy Vayda (PO Box 92, Florence, WI 54121)

#### St. John's Lutheran Church – WELS:

- Pastor Jason Liebenow or representative (PO Box 558, Florence, WI 54121)

**Florence County Invite List for 2024 - 2028 Coordinated Public Transportation Plan  
(Continued)**

St. Mary's Catholic Church:

- Father Soja Joseph or representative (PO Box 166, Florence, WI 54121)

Florence Parish (Bethlehem Lutheran Church & First Presbyterian Church):

- Pastor Cathleen Morris or representative (PO Box 47, Florence, WI 54121)

Florence School District:

- Karl Morrin – Superintendent and/or Rick Roberts – Director of Transportation (PO Box 440, Florence, WI 54121)

Greater WI Agency on Aging Resources:

- Nick Musson ([nick.musson@gwaar.org](mailto:nick.musson@gwaar.org))

Disability Rights Wisconsin:

- Amy Devine ([amyd@drwi.org](mailto:amyd@drwi.org))

New Freedom Transportation (from Center for Independent Living for Western WI, Inc.):

- Bobbi Craig ([craigb@cilww.com](mailto:craigb@cilww.com))

Midstate Independent Living Choices, Inc.:

- Karalyn Peterson ([kpeterson@milc-inc.org](mailto:kpeterson@milc-inc.org))

NEWCAP, Inc.:

- Dave Leisner – Transportation Director or representative ([daveleisner@newcap.org](mailto:daveleisner@newcap.org))

## **APPENDIX C: COUNTY MEETING AGENDA**

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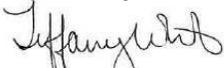
### **ADRC of Florence County Governing Board**

**Wednesday, May 24, 2023 \* 5:30 pm**

2<sup>nd</sup> Floor Conference Room; Courthouse; Florence, WI 54121

1. Call to Order/Roll Call
2. Approval of agenda (action)
3. Approval of minutes of March 29, 2023 meeting, April 20, 2023 interview committee meeting and May 18, 2023 interview committee meeting (action)
4. Approval of Bills (action)
5. Approval of Out of Town Travel (action)
6. Advocacy and Comments from the Public
7. 2024-2028 Coordinated Public Transit – Human Services Transportation Plan for Florence County
  - a. County Coordination Assessment Exercise
  - b. Development of the Action Plan
  - c. Approval of County Projects
8. ADRC/OAA Program Staffing
  - a. Letter of Resignation – ADRC Casual Worker (last day: 4/25/2023) (action)
  - b. Letter of Resignation – ADRC Assistant Cook – Aurora (last day: 5/12/2023) (action)
  - c. Letter of Resignation – ADRC Head Cook – Florence (last day: 5/31/2023) (action)
  - d. Letter of Resignation – ADRC Assistant Cook – Florence (last day: 5/12/2023) (action)
9. Director’s Report
10. Board Member Comments and/or Identification of future agenda items
11. Next meeting date/time
12. Adjournment

*Respectfully Submitted,*



*Tiffany White, Interim ADRC Director*

**Please note:** If you have special needs or require special accommodations, please phone 715-528-4890 a minimum of 48 hours prior to the scheduled meeting date/time.

**NOTICE OF POSSIBLE QUORUM:** Please be advised that it is possible that a quorum of other Florence County Committees, may be in attendance. It is not intended for this meeting to include any other committee other than the ADRC Governing Board unless specifically posted as such. Please be advised that there will not be any formal discussion or any official action taken of any pending or future matters pertaining to Florence County under the authority of any committee at this meeting other than the ADRC Governing Board, as posted on this agenda.

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**Florence County Residents:  
Your Input is Requested!!**

**2024-2028 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: Wednesday, May 24, 2023**

**Time: 5:30 PM**

**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@florencecountywi.gov](mailto:twhite@florencecountywi.gov).

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# APPENDIX E: COUNTY MEETING EVALUATION FORMS

**Florence County**  
**Coordinated Public Transit-Human Services Transportation Plan**  
~~April 19, 2023~~    *May 24, 2023*  
**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
<b>Facilitator Questions</b>							
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.

*I am interested in getting updates if things change. I am available virtually as needed.*

15. Other comments (write on back)

**Florence County**  
**Coordinated Public Transit-Human Services Transportation Plan**  
**April 19, 2023**

**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
<b>Facilitator Questions</b>							
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.  
*• Adding the nursing home (care centers) and people living in the apartments to Sec. 2*

13. List any information or meeting content you felt was omitted or needed further clarification.  
*• More information from people who actually use the service(s),*

14. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability. *Yes, however there may be some other committee you would rather have me serve on. My schedule is quite flexible. Most of my regular meetings are on Wednesday afternoons or evenings.*

⑮. Other comments (write on back)

- In Section 4, it was suggested that a "driver reimbursement program" could pay volunteer drivers. I was wondering who would be liable if the volunteer had an accident.
- Some of the tables were hard to read, because the font-size was too small. Projecting the tables on the screen helped some, but I would have preferred a larger font-size in the document.

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

April 19, 2023

May 24, 2023

**Meeting Evaluation Form**

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

<b>General Meeting Questions</b>		<b>Strongly Agree</b>		<b>Agree</b>	<b>Strongly Disagree</b>		<b>Don't Know</b>
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
<b>Facilitator Questions</b>							
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. /N c

15. Other comments (write on back)

# Florence County Coordinated Public Transit-Human Services Transportation Plan

~~April 19, 2023~~ May 24, 2023

## 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
<b>Facilitator Questions</b>							
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.

*Useful Plan*

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

*Very good*

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)

*Very good plan & participants*

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

~~April 19, 2023~~ *May 24, 2023*

**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
<b>Facilitator Questions</b>							
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.

*- Understanding the transportation available in the County.*

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

~~April 19, 2023~~ May 24, 2023

## 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	2		4	5	6
1. The information covered in the group discussions, examples and explanations was understandable.	1	2	X	4	5	6
2. The meeting provided a good forum for communication about public/human services transportation coordination.	1	X	3	4	5	6
3. Participants at the meeting were from a broad stakeholder group.	1	X	3	4	5	X
4. The county/region's prioritized action plan is comprehensive and realistic.	1	X	3	4	5	6
5. The county/region has a working coordination team.	1	X	3	4	5	6
6. The previous coordination plan has been implemented.	X	2	3	4	5	6
7. Developing the prioritized action plan was meaningful and valuable.	X	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.	X	2	3	4	5	6
<b>Facilitator Questions</b>						
9. Facilitator was knowledgeable about the meeting process.	X	2	3	4	5	6
10. The information was presented in a clear, logical format.	X	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.

New to me - very Informative

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

No

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

No

15. Other comments (write on back)

# Florence County Coordinated Public Transit-Human Services Transportation Plan

~~April 19, 2023~~ May 24, 2023

## 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
<b>Facilitator Questions</b>							
9.	Facilitator was knowledgeable about the meeting process.	(5)	2	3	4	5	6
10.	The information was presented in a clear, logical format.	(4)	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. *That transportation services are available to the Aged + Disabled & that it has a priority for the ADRC is valuable & useful*

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

~~April 19, 2023~~ May 24, 2023

## 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
<b>Facilitator Questions</b>							
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.

*New Cap presents Bay Lakes*

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.

(1)

15. Other comments (write on back)

*Good meeting*

# Florence County Coordinated Public Transit-Human Services Transportation Plan

April 19, 2023    *May 24, 2023*

## 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
<b>Facilitator Questions</b>							
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.

*All the information was clearly laid out. Tables were helpful!*

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

*None*

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**  
~~April 19, 2023~~ *May 24, 2023*

**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	2	3	4	5	6
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
<b>Facilitator Questions</b>						
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.

*No*

15. Other comments (write on back)