2016 Coordinated Public Transit - Human Services Transportation Plan for Kewaunee County, Wisconsin

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<u>COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION</u> <u>PLAN REQUIREMENT</u>

The human services transportation provisions of the federal "Fixing America's Surface Transportation" (FAST) Act aim to improve transportation services for persons with disabilities, older adults, and individuals with lower incomes by ensuring that communities coordinate transportation resources provided through multiple federal programs (see Appendix A for federal and state transportation program descriptions). 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, Kewaunee County is required to publish a locally developed *Coordinated Public Transit – Human Services Transportation Plan*.

The FAST Act requires that the county *Coordinated Public Transit – Human Services Transportation Plan* identify an approved program of projects prior to distribution of funds from the Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities) program. Two other programs that were previously included in *Coordinated Public Transit – Human Services Transportation Plans* (Section 5316, the Job Access and Reverse Commute Program (JARC), and Section 5317, the New Freedom Program) were discontinued in the previous federal surface transportation legislation (the "Moving Ahead for Progress in the 21st Century" (MAP-21) Act), but were rolled into other existing programs; Section 5316 was rolled into Section 5311 in the case of Kewaunee County, while Section 5317 was rolled into Section 5310; these changes remained intact in the FAST Act. MAP-21 took effect on October 1, 2012, and involved various extensions beyond its official ending date of September 30, 2014. The FAST Act was signed into law by President Obama on December 4, 2015, took effect immediately, and authorizes various forms of surface transportation through September 30, 2020.

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 in Kewaunee County;
- 6. County Coordination and Assessment Action Plan; and
- 7. County List of Approved Projects for the Section 5310 Program.

All of these items are included in the plan.

PARTICIPATION PROCESS

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

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

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

MEETING RECORD

	Table 1	
Kewaunee County Public	Iransit - Human Services Transportation Coordination Assessment Meeting	
	September 13, 2016	
Attendance List		
Name	Representing	
Melissa Annoye	Kewaunee County Human Services Department	
Marsha Batt	Atrium Post Acute Care of Kewaunee	
Laurie Bouche	Kewaunee County Human Services Department	
Samantha Bouressa	Violence Intervention Project - Algoma	
Pam Busch	Door-Tran	
Dan Daul	Volunteer Driver	
Candace Hanmann	East Shore Industries, Inc.	
Wendy Hutterer	Aging and Disability Resource Center (ADRC) of the Lakeshore	
Cindy Kinnard	Kewaunee County Public Health Department	
Lee Luft	Kewaunee County Board Supervisor and Volunteer Driver	
Bob Mattice	Kewaunee County Human Services Department	
Maureen O'Shea	Kewaunee County Human Services Department	
Tina Paral	Kewaunee County Human Services Department	
Stacie Scheibe	Options for Independent Living	
Jodi Vandervest	Kewaunee County Human Services Department	
Jeffrey Agee-Aguayo	Bay-Lake Regional Planning Commission	

The Kewaunee County meeting was held on September 13, 2016. The county meeting participants are listed in Table 1.

PERSONS WITH DISABILITIES

According to the Wisconsin Department of Administration Demographic Services Center, Kewaunee County had an estimated population of 20,703 in 2015. According to projections made by Commission staff that were extrapolated from the 2010 - 2014 American Community Survey 5-Year Estimates, 1,269 persons are considered elderly disabled. According to the Wisconsin Department of Transportation population estimates for the 2016 Section 85.21 grant application (2015), 1,294 are considered non-elderly disabled. 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		
Persons with Disabilities in Kewaunee County			
Category	Population	Percent of Population	
Elderly Disabled	1,269	6.1%	
Non-Elderly Disabled	1,294	6.3%	
Total	2,563	12.4%	
Source: Wisconsin Depart	Source: Wisconsin Department of Administration, Demographic Services		
Center, Official Final Estimates, January 1, 2015, Wisconsin			
Counties, with Comparison to Census 2010, 2015; U.S. Census			
Bureau, 2010 - 20	14 American Comm	unity Survey 5-Year	
Estimates, Table	B18101 (Sex by Age l	by Disability Status);	
Wisconsin Depart	tment of Transportation	ion, 2016 Wisconsin	
85.21 County Eld	erly and Disabled T	ransportation Assistance	
Program Allocati	on , 2015; and Bay-L	ake Regional Planning	
Commission, 2016			

Table 2 indicates persons with disabilities in Kewaunee County in 2015.

POPULATION BY AGE

Table 3 summarizes the 2010 and future (2040) population of Kewaunee County by age cohort.

In 2010, Kewaunee County had 3,393 people age 65 or older. By 2040, the population age 65 or older is expected to increase by nearly 83 percent to 6,195. As a result, this segment of the population will require additional specialized transportation services.

			Table 3		
	Po	pulation of Kev	vaunee County by Ag	e Cohort	
			Difference	Percent of	Percent of
	2010	2040	Between 2010	2010	2040
Age Category	Census	Projection	and 2040	Population	Population
0 to 4	1,172	1,120	(52)	5.70%	5.22%
5 to 9	1,383	1,240	(143)	6.72%	5.77%
10 to 14	1,411	1,330	(81)	6.86%	6.19%
15 to 19	1,307	1,290	(17)	6.35%	6.01%
20 to 24	951	955	4	4.62%	4.45%
25 to 29	1,082	975	(107)	5.26%	4.54%
30 to 34	1,176	1,040	(136)	5.72%	4.84%
35 to 39	1,245	1,150	(95)	6.05%	5.36%
40 to 44	1,387	1,150	(237)	6.74%	5.36%
45 to 49	1,674	1,170	(504)	8.14%	5.45%
50 to 54	1,647	1,230	(417)	8.01%	5.73%
55 to 59	1,491	1,310	(181)	7.25%	6.10%
60 to 64	1,255	1,320	65	6.10%	6.15%
65 to 69	956	1,280	324	4.65%	5.96%
70 to 74	736	1,280	544	3.58%	5.96%
75 to 79	601	1,360	759	2.92%	6.33%
80 to 84	489	1,110	621	2.38%	5.17%
85 to 89	364	715	351	1.77%	3.33%
90 or older	247	450	203	1.20%	2.10%
Totals	20,574	21,475	901	100.00%	100.00%
Age 65 or older	3,393	6,195	2,802	16.49%	28.85%

Population Projections by Sex and Age, 2010 - 2040, Wisconsin Counties, Final Release, 2013; and Bay-Lake Regional Planning Commission, 2016.

MEDIAN HOUSEHOLD INCOME AND LOW INCOME HOUSEHOLDS IN KEWAUNEE COUNTY

The median household income in Kewaunee County (according to the 2010 - 2014 American Community Survey) was \$53,023 (in 2014 inflation-adjusted dollars, and with a margin of error of \$2,564). The two census tracts which include the Cities of Algoma and Kewaunee had median household incomes below the countywide median household income level. The census tract including the City of Algoma was at about 74 percent of the countywide median household income, while the census tract including the City of Kewaunee was at about 97 percent of this level. The two other census tracts in Kewaunee County (one of which includes the Village of Luxemburg) had median household income levels that were above the countywide median household income level.

CHAPTER 3: TRANSPORTATION PROVIDERS IN KEWAUNEE COUNTY

INVENTORY OF PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION SERVICES IN KEWAUNEE COUNTY

Elderly and Disabled Transportation Programs Serving Kewaunee County

Kewaunee County Human Services Department – Volunteer Driver Escort Program

The Kewaunee County Human Services Department's Family and Community Services Unit coordinates a volunteer driver escort program. Under this program, volunteers (who are recruited, interviewed and screened by the Family and Community Services Unit) are available to drive participants to and from medical, nutritional, work related or other authorized activities, as approved by a Transportation Coordinator. This is a door-to-door service in which the driver will drop off the participant at the door of the appointment.

Volunteer drivers use their own private vehicles or the wheelchair accessible van provided by Kewaunee County. In cases where volunteer drivers use their own vehicles, they are provided a reimbursement of 54 cents per mile. When the transportation service provided exceeds four hours and includes a meal period (such as lunch time), a meal receipt can also be turned in by the driver for reimbursement. There is constant recruitment for new volunteers in Kewaunee County. Orientation of new volunteers will include: reviewing the procedures manual; scheduling, office and paperwork requirements; vehicle familiarization of all county-owned vehicles; basic operations and maneuvering; pre- and post-trip inspections; and protocol for operations in adverse weather conditions. Other training will include: bloodborne pathogens; ADA requirements; passenger assistance; and other federal and state requirements.

Ride requests are made by calling one of the Family and Community Services Unit's Transportation Coordinators. The Transportation Coordinators assign a volunteer driver to a scheduled ride as soon as reasonably possible in order to provide adequate time for safe transportation.

The volunteer driver escort service has the following characteristics:

- 1. Transportation is provided on an individual basis Monday through Friday between the hours of 8:00 a.m. and 4:30 p.m.
- 2. Driver escort transportation is available upon request. Attempts are made to coordinate multiple clients when providing rides.
- 3. Strives to provide a more cost efficient program.
- 4. Participants are asked to make their transportation request at least 24 hours in advance of the scheduled appointment. However, all requests are given consideration. Qualifying individuals can make a reservation by phone or letter.
- 5. Volunteer driver escort services are available to persons 55 years of age and older who have no other means of transportation, as volunteers are available to accommodate the individual's need.
- 6. A home visit is made to new participants.

7. Co-payment donation rates have been established by the Kewaunee County Transportation Coordinating Committee. Riders are encouraged to make a donation. However, no one will be refused a ride because of inability to make payment. For 2017, the recommended donation rates are as follows: \$5.00 per round trip within a city's limits; \$10.00 per round trip taking a passenger beyond a city's boundaries but within Kewaunee County; and \$20.00 for round trips to and from adjacent counties (Brown, Door and Manitowoc counties only). For managed care organizations (MCOs), current rates are as follows: Care Wisconsin - \$7.50 per one way trip with the first five miles included plus 58 cents per additional mile; and Lakeland Care District - \$7.00 per one way trip with the first seven miles included plus 58 cents per additional mile. Kewaunee County will work with the MCOs to try to implement a uniform MCO fare rate in 2017.

Kewaunee County Human Services Department – Algoma Bus Transportation

Bus transportation is provided on a limited basis to the elderly and to individuals of all ages with disabilities within the corporate limits of the City of Algoma. The driver position for this service is paid, and the vehicle utilized is a wheelchair lift bus. This service has the following characteristics:

- 1. The Kewaunee County Human Service Department's Family and Community Services Unit sponsors the bus service. The vehicle is leased from East Shore Industries.
- 2. Elderly (55 years of age and older) and disabled individuals can utilize the bus service if they have origins and destinations within the City of Algoma. The bus is operated on a request basis only. Ride requests are coordinated through the Kewaunee County Human Service Department's Family and Community Services Unit, and are called into the office in order to dispatch the driver for pick-up. The bus is available between the hours of 10:00 a.m. and 2:00 p.m. Monday through Friday.
- 3. Transportation is flexible and provides a door-to-door service, with no regular route.
- 4. Participants needing assistance are asked to have an attendant with them.
- 5. The Kewaunee County Transportation Coordinating Committee has set a donation rate. No one shall be denied a ride because of inability to pay. Persons unable to pay are provided transportation in a confidential manner. Donations are used to supplement the transportation service. For 2017, the donation rate for a one-way trip on the bus is \$1.00, with each stop being considered a separate trip. For MCOs, current rates are as follows: Care Wisconsin - \$7.50 per one way trip with the first five miles included plus 58 cents per additional mile; and Lakeland Care District - \$7.00 per one way trip with the first seven miles included plus 58 cents per additional mile. Kewaunee County will work with the MCOs to try to implement a uniform MCO fare rate in 2017.

Kewaunee County Human Services Department – Kewaunee County Van Transportation

Van transportation is provided on an "on call" basis to the elderly and to individuals with disabilities within the corporate limits of Kewaunee County. The van is equipped with a wheelchair lift. Trained volunteers drive the van and operate the wheelchair lift. The service has the following characteristics:

1. The Kewaunee County Human Service Department's Family and Community Services Unit is the primary sponsor of this van service.

- 2. Elderly (55 years of age and older) and disabled individuals can utilize the van service if they have origins and destinations within Kewaunee County. Ride requests are coordinated through the Kewaunee County Human Service Department's Family and Community Services Unit, and are called into the office in order to dispatch the driver for pick-up.
- 3. Transportation is flexible and provides a door-to-door service, with no regular route.
- 4. Participants needing assistance are asked to have an attendant with them. Attendants are not charged co-pay fees.
- 5. Volunteer drivers are scheduled in order to accommodate ride requests. Rides are available as volunteers are available. Ride requests should be made at least 24 hours in advance.
- 6. The Kewaunee County Transportation Coordinating Committee has set a co-payment/ donation rate. No one shall be denied a ride because of inability to pay. Persons unable to pay are provided transportation in a confidential manner. Co-payments/donations are used to supplement the transportation service. For 2017, the recommended donation rates are as follows: \$5.00 per round trip within City of Kewaunee limits; and \$10.00 per round trip taking a passenger beyond the City of Kewaunee's boundaries but within Kewaunee County. For MCOs, current rates are as follows: Care Wisconsin - \$7.50 per one way trip with the first five miles included plus 58 cents per additional mile; and Lakeland Care District - \$7.00 per one way trip with the first seven miles included plus 58 cents per additional mile. Kewaunee County will work with the MCOs to try to implement a uniform MCO fare rate in 2017.

East Shore Industries, Inc.

Transportation services provided by East Shore Industries consist of five different routes throughout Kewaunee County, the southern third of Door County, and the eastern part of Brown County. This route structure provides transportation to people with disabilities to and from their homes to East Shore Industries in Algoma. These individuals are people with physical, mental or emotional disabilities who utilize the facility for employment, social, educational and recreational purposes. This service is provided by employed drivers. East Shore Industries' transportation services have the following characteristics:

- 1. East Shore Industries owns and operates seven vehicles which are used to provide these services. East Shore Industries also shares (on a usage basis) one vehicle daily with the Kewaunee County Human Service Department's Family and Community Services Unit.
- 2. Six of the seven vehicles that East Shore Industries owns consist of three vans and three medium sized buses. One van accommodates six ambulatory seating positions and no wheelchair positions. The other two vans accommodate four ambulatory seating positions and one wheelchair position each. One of the medium sized buses accommodates seven ambulatory seating positions and one wheelchair position. Two medium sized buses can accommodate 12, 14 or 18 ambulatory seating positions and 0, 1 or 2 wheelchair positions. East Shore Industries will receive the seventh vehicle in the fall of 2016, which will be a new medium sized bus with 10 to 12 ambulatory seating positions and one wheelchair position.

- 3. East Shore Industries provides transportation primarily between the hours of 7:30 a.m. and 9:00 a.m., as well as between the hours of 3:00 p.m. and 5:00 p.m. Monday through Friday. These services are for the transportation of elderly and disabled individuals to East Shore Industries and then back to their place of residence. East Shore Industries also utilizes the vehicles for daily outings by its clients to various community locations in Kewaunee, Door and Brown Counties. The Kewaunee County Human Services Department's Family and Community Services Unit uses one of the vehicles between the hours of 10:00 a.m. and 2:00 p.m. Monday through Friday to operate the Algoma bus service (under contract with East Shore Industries).
- 4. Each East Shore Industries driver follows a pre-planned door-to-door route. One of the routes serves the City of Algoma. A second route connects East Shore Industries to northern Kewaunee County, all the way to Dyckesville. A third route connects East Shore Industries to the City of Kewaunee. A fourth route connects East Shore Industries to west central Kewaunee County, including the Villages of Casco and Luxemburg. A fifth route connects East Shore Industries to southern Kewaunee County and portions of eastern Brown County, including the Village of Denmark.
- 5. Service is provided upon request by someone who chooses to utilize services provided by East Shore Industries, and is part of the individual's person-centered plan of service. If there is room on a specific route, additional specific rides may be provided at regular route times for the individual needs of East Shore Industries clients.
- 6. Rides are generally reserved for clients of East Shore Industries. Clients of East Shore Industries are all adults and choose to receive services from East Shore Industries through a Managed Care Organization or through the Kewaunee County Human Services Department. Individuals also contract for services individually with East Shore Industries through the IRIS program. The clients are elderly (55 years of age and older) and/or have a disability. East Shore Industries does not provide services to individuals who are neither elderly nor disabled.
- 7. Transportation is available to and from East Shore Industries. Transportation charges are per trip charges, and the charge varies depending upon location. East Shore Industries currently has three separate cost bands. If someone is within the City of Algoma or is less than 7.5 miles from East Shore Industries, the trip charge is \$10.50. Someone located over 7.5 miles but less than 15.0 miles from East Shore Industries would pay a trip charge of \$15.50. Anyone located over 15.0 miles but up to 35.0 miles from East Shore Industries would pay a trip charge of \$24.50. If any individual does not have funding to provide for transportation costs, there is a reduced fee structure.

Medical Transportation Management, Inc.

MTM is the non-emergency medical transportation manager for the state of Wisconsin. "MTM arranges transportation for eligible Medicaid and Badger Care Plus members throughout Wisconsin to get them to their covered preventative and life-sustaining medical appointments." It is recommended that members (customers) call at least two days in advance to determine eligibility and/or to make a reservation for rides. Routine ride requests can be made by calling 866-907-1493 or online at MTM's service management portal. If scheduled transportation is not arriving in a timely manner, MTM's "Where's My Ride" can be contacted at 866-907-1494. Complaints may be filed by calling 866-436-0457. TTY services can be reached at 800-947-

3529. MTM's website can be found at: <u>https://www.mtm-inc.net/wisconsin-website/wisconsin-home/(.)</u>

Door 2 Door Rides

Door-Tran of Sturgeon Bay primarily serves Door County. However, one of its many services, the "Door 2 Door Rides" program, does have a regular route and an alternate route that connect Algoma and northeastern Kewaunee County with southern Door County and Sturgeon Bay. An early morning trip takes Algoma passengers to Sturgeon Bay, while a mid-afternoon trip returns passengers from Sturgeon Bay to Algoma. Trips take about 35 minutes, and the one-way fare for this trip is \$3.00. Trips on this service also typically pass through Forestville and Maplewood.

Once passengers of this service arrive in Sturgeon Bay, they can connect to other "Door 2 Door Rides" services that connect to various locations in Door County (with the exception of Washington Island). More information on this service can be found at: <u>http://www.door2doorrides.com/(.)</u>

American Cancer Society Road to Recovery Program

The American Cancer Society's Road to Recovery program provides transportation to and from treatment for individuals who have cancer who do not have any other means of transportation. The American Cancer Society's Wisconsin Chapter can be contacted at 1-800-227-2345 with questions or for additional information.

Disabled American Veterans

The Disabled American Veterans (DAV) is a non-profit veterans' service organization. The "Wisconsin DAV offers free rides to all veterans who need help getting to and from scheduled Veterans Administration (VA) medical appointments." The 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 Madison, Milwaukee, Tomah and Minneapolis, 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."

Locally, one van that originates in Green Bay transports veterans to and from the Zablocki VA Medical Center in Milwaukee each weekday. Kewaunee County veterans who wish to use this service can board the van in either Green Bay (southeast corner of VA Green Bay Regional Outpatient Center parking lot, 2851 University Avenue) or Manitowoc (Holiday Inn, 4601 Calumet Avenue). Advance reservations are required for these trips.

Kewaunee County Veterans' Service Office

The Kewaunee County Veterans' Service Office provides transportation to county resident veterans who meet income, age or disability requirements to VA facilities in Green Bay, Appleton, Cleveland or Milwaukee. This office will also provide transportation from the Kewaunee County Administration Center to the DAV van in Green Bay before it leaves in the morning, and when the veteran returns in the afternoon, this office provides return transportation from Green Bay to the Kewaunee County Administration Center.

As a first resort and if feasible, and if the veteran is traveling to the Milwaukee VA facility, Kewaunee County Veterans' Service Office staff ask the veteran to try to reserve a ride on the DAV van from Green Bay to the Milwaukee VA facility to reduce costs. These services fall under the Veterans' Relief Fund of the Kewaunee County Veterans' Service Office.

Nursing Homes

Several nursing homes in Kewaunee County provide limited transportation to their residents, primarily to medical appointments.

INVENTORY OF PRIVATE TRANSPORTATION PROVIDERS IN KEWAUNEE COUNTY

A small number of private transportation companies provide services in Kewaunee County. These companies are shown in Table 4.

	Table 4
Private Transpor	tation Providers in Kewaunee County
Company	Type(s) of Service Provided
A-1 Medi Mobile	Non-Emergency Medical Transportation
2819 University Avenue	Phone: 920-469-3559
Green Bay, WI 54311	
A & J Mobility	Vans for the disabled: sales, rentals, retrofits and
1330 Mid Valley Road	service
DePere, WI 54115	Phone: 877-830-1330
Abby Vans, Inc.	Non-Emergency Medical Transportation
1115 West 4th Street	Phone: 800-236-8438
Neillsville, WI 54456	
Angel's Cab Service	Taxi Service
763 Mill Road	Phone: 920-559-6767
Sturgeon Bay, WI 54235	
Arms of Angels Transportation Services	Wheelchair and Disabled Transportation
1658 Silhouette Lane	Phone: 920-370-7599
DePere, WI 54115	
Babler Bus Service, Inc.	Charter Bus Service
S1666 State Highway 42	Phone: 920-856-6675
Sturgeon Bay, WI 54235	
Comfort Travel	Non-Emergency Medical Transportation
1029 Sunset Beach Road	Phone: 920-490-7667
Suamico, WI 54173	
Door County Cab	Taxi Service
325 North 3rd Avenue	Phone: 920-818-1124
Sturgeon Bay, WI 54235	
Jimbo's Express & Shuttle	Shuttle, Taxi and Courier Services
P.O. Box 114	Phone: 920-818-1084
Sturgeon Bay, WI 54235	
Julie's Country Care Express	Provides transportation for anyone needing
N9541 Church Road	ambulatory or non-ambulatory rides
Casco, WI 54205	Phone: 920-255-3898
Lamers Bus Lines	Charter Bus Service, and School Bus Service in Some
2937 Monroe Road	Locales
DePere, WI 54115	Phone: 920-336-7220
NEW Transport	Non-Emergency Medical Transportation
9431 County Highway D	Phone: 920-855-7411
Forestville, WI 54213	
North Central Caravans	Non-Emergency Medical Transportation
719 5th Avenue	Phone: 715-623-2229
Antigo, WI 54409	
Wheelchair Transportation	Elderly and Disabled Transportation;
1269 Langlade Avenue	Non-Emergency Medical Transportation
Green Bay, WI 54304	Phone: 920-494-3333
Yellow Cab	Taxi Service
1212 South Maple Street	Phone: 920-435-1111
Green Bay, WI 54303	
· · · · · · · · · · · · · · · · · · ·	s to Transportation Committee, 2016; Kewaunee County
_	and Regional Planning Commission, 2016.

REVIEW OF FRAMEWORK FOR ACTION DISCUSSION FROM THE 2012 PLANNING PROCESS

County meeting participants were first asked to revisit their evaluation of how well transportation services were coordinated in the transportation coordination plan process from 2012. The discussion from the 2012 process is noted below. Areas where the 2016 meeting attendees modified their discussion from 2012 are noted in *italics*.

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 Kewaunee County.

Done Well

- The Kewaunee County Transportation Coordinating Committee (TCC) meets quarterly, and does a good job discussing transportation coordination issues.
- The Kewaunee County Human Services Department's *Family and Community* Services Unit has done a good job of *referring* Medical Assistance (MA) transportation *requests to the statewide broker*.
- *Family and Community Services Unit* leadership and staff is committed to providing cost efficient, dependable and comprehensive service.
- *Kewaunee County has involved public and private service agencies and providers as plans are developed and decisions are made, including collaboratively working on various planning and programming issues.*
- *Kewaunee County has focused on increasing service to populations outside the elderly (i.e.: developmentally, physically and behaviorally disabled populations).*
- *Kewaunee County has good collaboration with Family Care managed care organizations (MCOs), including Care Wisconsin and the Lakeland Care District.*
- *Kewaunee County has improved transportation services beyond city and county boundaries.*
- *Kewaunee County has established memoranda of understanding (MOUs) with assisted living facilities and nursing homes so that their residents have adequate transportation.*

Do Better

- Look at opportunities to increase transportation options within the Villages of Luxemburg and Casco and the City of Kewaunee.
- Better educate the public that county transportation services are available.

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

- All public and private transportation providers in Kewaunee County and adjacent counties are contacted when applying for Section 5310 funds.
- The transportation program has effectively identified transportation gaps, needs and duplication of services (in collaboration with the Social Work program at the University of Wisconsin Green Bay).

Do Better

• Determine whether transportation services can be expanded into the Villages of Luxemburg and Casco and the City of Kewaunee.

Section 3: Putting Customers First

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

Done Well

- Fares are reasonable and affordable given the high costs of the service provided.
- The volunteer drivers are doing an excellent job.
- Driver training is available.
- Home visit assessments are made.
- *Kewaunee County has done a good job maintaining an adequate pool of volunteer drivers.*
- *Kewaunee County offers client diversity training for its drivers.*

Do Better

- Look at expanding existing services that are available.
- Offer better outreach to the Hispanic population in Kewaunee County.
- Administer customer satisfaction surveys.

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

- Passenger co-payments have been kept reasonable.
- Bus tickets/passes are available in lieu of carrying cash to pay for rides.

- Prepayment options for passengers have been good (MCO payments, invoicing, etc.).
- *Kewaunee County can waive a payment when a customer is unable to pay.*

Do Better

• Better explain the invoicing option to customers.

Section 5: Moving People Efficiently

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

Done Well

• There is good communication between riders, drivers and office staff.

Do Better

• *Explore the possibility of a mobility management project that benefits Kewaunee County.*

Other Discussion at the 2016 Coordination Meeting

Meeting attendees noted that there was good collaboration with a diverse set of partners.

ACTION PLAN SUMMARY

The 2016 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 5 is a summary of proposed actions in Kewaunee County, including the parties responsible for implementing the actions, an approximate implementation schedule, and any roadblocks to implementation.

	Action	Table 5 Plan Summary unee County	
		17 - 2021	
Action Item	Responsible Party	Implementation Schedule	Roadblocks to Implementation
Continue to monitor representation on the Kewaunee County Transportation Coordinating Committee (TCC) to make sure that it meets the needs of those served	Kewaunee County Human Services Department Family and Community Services Unit Transportation Staff	Ongoing	If changes/committee expansion are recommended, they need approval from full County Board
Continue to update the county's transportation service inventory (as needed), and update the transportation service resource guide (as needed)	Kewaunee County Human Services Department Family and Community Services Unit Transportation Staff provides information to the ADRC of the Lakeshore to be published	Ongoing	Will need outside assistance to keep this inventory updated
Utilize Section 5310 Program and submit applications for capital equipment (buses and vans, as needed) to replace existing fleets	Eligible service providers in Kewaunee County, including East Shore Industries and the Kewaunee County Human Services Department	Ongoing	Dependent upon continued receipt of Section 5310 funding
Improve service convenience	Kewaunee County Human Services Department Family and Community Services Unit Transportation Staff	Ongoing	Not Applicable
Expand volunteer driver program	Kewaunee County Human Services Department Family and Community Services Unit Transportation Staff	Ongoing	Need to continue to find qualified volunteers
Consider development of a form of public transportation for smaller urban areas (such as the City of Kewaunee and the Villages of Luxemburg and Casco)	Affected community/communities and Kewaunee County	Ongoing	Would need approval from appropriate county committees
Explore Section 5310 Program options for operations, capital and mobility management projects	Kewaunee County Human Services Department Family and Community Services Unit Transportation Staff	Ongoing	Dependent upon continued receipt of Section 5310 funding

CHAPTER 5: PROGRAM OF PROJECTS

<u>2017 – 2021 PROGRAM OF PROJECTS</u>

The FAST Act requires the county *Coordinated Public Transit – Human Services Transportation Plan* to identify an approved program of projects prior to the distribution of funds from the Section 5310 program (Enhanced Capital Assistance Program for Transportation of the Elderly and Persons with Disabilities). Table 6 summarizes the approved program of projects for Kewaunee County.

Meeting attendees did indicate a preference for vehicles that have both rear entry ramps for wheelchair using customers as well as side ramps for ambulatory customers if such vehicles come on the market in the future.

		Kewau	nee County	1	
Program	FY 2017 Projects	FY 2018 Projects	FY 2019 Projects	FY 2020 Projects	FY 2021 Projects
Section 5310	Kewaunee County Human Services	Kewaunee County Human Services	Kewaunee County Human Services	Kewaunee County Human Services	Kewaunee County Human Services
Enhanced Capital Assistance Program	Department - No applications	Department - One (1) side entry minivan	Department - No applications	Department - One (1) MV-1 vehicle	Department - No applications
for Transportation of the Elderly and		with five ambulatory positions and one		with five ambulatory positions and one	
Persons with Disabilities)*		wheelchair position at the cost of		wheelchair position at the cost of	
		approximately \$34,000.		approximately \$51,400.	
	East Shore Industries, Inc One (1)	East Shore Industries, Inc Two (2)	East Shore Industries, Inc One (1)	East Shore Industries, Inc No	East Shore Industries, Inc One (1)
	replacement medium sized gasoline	replacement medium sized gasoline	rear entry minivan with four ambulatory	applications	replacement medium sized gasoline
	powered bus with 11 ambulatory	powered buses with 11 ambulatory	positions and two wheelchair positions		powered bus with 11 ambulatory
	positions and two wheelchair positions	positions and two wheelchair positions	at the cost of approximately \$36,100.		positions and two wheelchair positi
	at the cost of approximately \$57,000.	each at the cost of approximately			at the cost of approximately \$64,20
		\$117,400			
			East Shore Industries, Inc One (1)		
			replacement medium sized gasoline		
			powered bus with 11 ambulatory		
			two wheelchair positions at the cost of		
			approximately \$60,500.		

CONCLUSION

The county meeting participants met on September 13, 2016, identified issues of concern, and developed an action plan. The county meeting participants also approved the program of projects contained in this document.

APPENDICES

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

FEDERAL AND STATE TRANSPORTATION PROGRAM DESCRIPTIONS AND LOCAL INTEREST

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 incorporated area with a population of 50,000 or more, as designated by the U.S. Department of Commerce, Bureau of the Census.

There are no eligible recipients for this program in Kewaunee County, since there are no urbanized areas located in the county.

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 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.

This program primarily serves transit systems in urbanized areas. Therefore, there is minimal likelihood that entities in Kewaunee County will utilize this program.

<u>Federal Transit Administration Section 5310 – Enhanced Mobility for Seniors and</u> <u>Individuals with Disabilities</u>

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

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

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

Typical projects under the 5310 grant include:

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

In Kewaunee County, East Shore Industries has used Section 5310 funds to cover 80 percent of the cost of accessible vehicles, and the Kewaunee County Human Service Department's Family and Community Services Unit is also eligible to obtain vehicles through this program. In addition, mobility manager positions are often funded through this program.

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.

Small urban areas in parts of Kewaunee County (Kewaunee, Algoma and Luxemburg) might be eligible for Section 5311 funding for community-appropriate transportation options (such as shared-ride taxi).

<u>State of Wisconsin Section 85.20 – State Urban Mass Transit Operating Assistance</u> <u>Program</u>

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

There are no recipients of funds from this program in Kewaunee County.

<u>State of Wisconsin Section 85.21 – County Elderly and Persons with Disabilities</u> <u>Transportation Assistance Program</u>

The County Elderly and Disabled Transportation Assistance program supplies counties with financial assistance to provide transportation services to seniors and individuals with disabilities.

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

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

The Kewaunee County Human Service Department's Family and Community Services Unit is an annual recipient of this program in Kewaunee County.

(Note: Many thanks to Katie Patterson of the WisDOT Bureau of Transit, Local Roads, Railroads and Harbors for supplying most of the information included in this appendix).

APPENDIX B: KEWAUNEE COUNTY MEETING – LETTER OF INVITATION TO PARTICIPATE



MEMORANDUM

TO:	Kewaunee County Transportation Coordination Stakeholders
FROM:	Jeffrey C. Agee-Aguayo, Transportation Planner III
DATE:	August 30, 2016
RE:	Notice of Upcoming Kewaunee County Transportation Coordination Meeting

Dear Interested Kewaunee County Transportation Coordination Stakeholder:

In late 2015, the U.S. House of Representatives and Senate approved and President Obama signed the latest Federal transportation legislation (reauthorizing the surface transportation act) titled the *Fixing America's Surface Transportation (FAST)* Act. This reauthorization continues the requirement that recipients of certain transit program grants meet coordination planning requirements in order to be eligible for those grants. Affected transit program grants include: the Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310); the New Freedom Program, which has been combined into the larger Section 5310 program since passage of the *Moving Ahead for Progress in the 21st Century (MAP-21)* Act in 2012; and the Job Access and Reverse Commute (JARC) program, which was combined into existing urban (Section 5307) and rural (Section 5311) formula funding programs upon passage of MAP-21.

Since passage of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) in 2005, Federal legislation has required that all projects (grant requests) from the programs listed above be part of a "locally developed coordinated public transit – human services transportation plan;" this requirement remains in place in the FAST Act. In 2006, in order to meet the Federal requirements, a Public Transit/Human Services Transportation Coordination Plan was developed for Kewaunee County by the Bay-Lake Regional Planning Commission staff; this plan was updated in 2008 and in 2012.

For grantees in the above noted programs to continue to be eligible to receive funding in 2017 and beyond, **the 2012 plan must be reviewed and updated**. The Wisconsin Department of Transportation has developed a short county meeting process to comply with the planning requirements.

The Kewaunee County Transportation Coordination meeting to update the plan has been scheduled for **Tuesday, September 13, 2016, beginning at 10:30 a.m. and ending at 12:45 p.m.** The meeting will take place at the **Kewaunee County Human Services Department (Large Conference Room), 810 Lincoln Street, Kewaunee**. Before the transportation coordination portion of the meeting occurs, Melissa Annoye will take a few minutes to provide a transportation update to meeting attendees.

In addition to approving a list of proposed future transportation projects, the meeting will include: updating an assessment of human services transportation coordination services within Kewaunee County; a review of the level of coordination between transportation programs; and development of an action plan for developing strategies and steps for improving coordination efforts. A meeting flyer is attached for distribution and posting to announce the county meeting.

We look forward to seeing you at this upcoming meeting.

Enclosures

APPENDIX C: KEWAUNEE COUNTY MEETING – LIST OF INVITEES

Invitation List – Kewaunee County Transportation Coordination Meeting – September 13, 2016

A-1 Medi Mobile 2819 University Ave. Green Bay, WI 54311

Algoma Public Library 4106 Fremont St. Algoma, WI 54201

N. E. W. Transport Services 9431 County Rd. D Forestville, WI 54213

Village of Luxemburg 206 Maple St. Luxemburg, WI 54217

Cindy Kinnard Kewaunee County Public Health 810 Lincoln St. Kewaunee, WI 54216

Dave Cornelius Kewaunee County Sheriff's Dept. 620 Juneau St. Kewaunee, WI 54216

Pam Busch Door-Tran PO Box 181 Sturgeon Bay, WI 54235-0181

Wendy Hutterer ADRC of the Lakeshore 810 Lincoln St. Kewaunee, WI 54216

Bryn Ceman Care Wisconsin 2321 San Luis Pl. Green Bay, WI 54304

Glen Schlender Luxemburg-Casco School District PO Box 70 Luxemburg, WI 54217-0070 Comfort Travel 1029 Sunset Beach Rd. Suamico, WI 54205

Kewaunee Public Library 822 Juneau St. Kewaunee, WI 54216

Wheel Chair Transportation 1269 Langlade Avenue Green Bay, WI 54304

City of Algoma 416 Fremont St. Algoma, WI 54201

Scott Feldt Kewaunee County Administrator 810 Lincoln St. Kewaunee, WI 54216

Tracy Nollenburg Emergency Management 416 Fremont St. Algoma, WI 54201

Autumn Fields E426 County Rd. SS Luxemburg, WI 54217

Lee Luft N4702 Lakeshore Dr. Kewaunee, WI 54216

Karen Treml Kewaunee School District 915 Second St. Kewaunee, WI 54216

Oak Creek/Algoma 1505 Washington St. Algoma, WI 54201 Door County Green Bay Shuttle 7412 Elms Rd. Sturgeon Bay, WI 54235

Julie's Country Care Express N9541 Church Rd. Casco, WI 54205

City of Kewaunee 401 5th St. Kewaunee, WI 54216

Tracy Nelson East Shore Industries 813 Rabas St. Algoma, WI 54201

Jane Babcock Veterans Service Office 810 Lincoln St. Kewaunee, WI 54216

Laurie Bouche E2120 County Rd. X Casco, WI 54205

Dan Daul 1418 Dodge St. Kewaunee, WI 54216

Ryan Parys Lakeland Care District 305 Steele St. Algoma, WI 54201

Nick Cochart Algoma School District 1715 Division St. Algoma, WI 54201

Pine Tree 324 Robin Lane Luxemburg, WI 54217

Invitation List – Kewaunee County Transportation Coordination Meeting – September 13, 2016

Paradise Estates 625 4th St. Kewaunee, WI 54216

Oak Creek Asst. Living 409 3rd St. Luxemburg, WI 54217

Violence Intervention Program 1045 Division St. Algoma, WI 54201

Lakeshore Vision 1217 Ellis St. Kewaunee, WI 54216

Curative Connections 2900 Curry Ln. Green Bay, WI 54311

Bellin Health 575 4th St. Kewaunee, WI 54216

Algoma Housing Authority 145 Grandview Ct. Algoma, WI 54201

Luxemburg Village Police Dept. 206 Maple St Luxemburg, WI 54217

Algoma Rehab. Services 1510 Fremont St. Algoma, WI 54201 Emerald Shores Asst. Living 1100 Baumeister Dr. Kewaunee, WI 54216

Helping Hearts 143 School Creek Tr. Luxemburg, WI 54217

Eye & Vision Clinics 140 School Creek Tr. Luxemburg, WI 54217

Atrium 1308 Lincoln St. Kewaunee, WI 54216

Luxemburg Clinic-Prevea Health 101 School Creek Trail Luxemburg, WI 54217

Bellin Health 1510 Fremont St. Algoma, WI 54201

Algoma Police Department 416 Fremont St. Algoma, WI 54201

Kewaunee Health & Fitness 160 Terraqua Dr. Kewaunee, WI 54216

North Shore Medical Clinic 815 Jefferson St. Algoma, WI 54201 Silverleaf/Linden Manor 1204 4th St. Kewaunee, WI 54216

Bay Road Place 500 E. Bay Rd. Algoma, WI 54201

Lakeshore Vision 1021 Jefferson St. Algoma, WI 54201

Algoma Long Term Care 1510 Fremont St. Algoma, WI 54201

Bellin Health 140B School Creek Trail Luxemburg, WI 54217

Options for Independent Living 555 Country Club Rd. Green Bay, WI 54307

Kewaunee City Police Dept. 401 5th St. Kewaunee, WI 54216

Aurora Pharmacy-Algoma 801 Jefferson St. Algoma, WI 54201 **APPENDIX D: KEWAUNEE COUNTY MEETING – AGENDA**

KEWAUNEE COUNTY PUBLIC TRANSIT/HUMAN SERVICES TRANSPORTATION COORDINATION ASSESSMENT MEETING

Date: September 13, 2016

Location: Kewaunee County Human Services Department (Large Conference Room), 810 Lincoln Street, Kewaunee, Wisconsin

Time: 10:30 a.m. – 12:45 p.m.

AGENDA

Welcome and Introductions	10:30 a.m. to 10:35 a.m.
County Human Services Transportation Update	10:35 a.m. to 10:50 a.m.
Transportation Coordination Meeting Overview	10:50 a.m. to 10:55 a.m.
County Coordination Assessment Exercise	10:55 a.m. to 11:45 a.m.
Development of the County Action Plan	11:45 a.m. to 12:15 p.m.
Approval of County Projects	12:15 p.m. to 12:45 p.m.
Adjourn	12:45 p.m.

Facilitated by:

Jeffrey C. Agee-Aguayo Transportation Planner Bay-Lake Regional Planning Commission (920) 448-2820 jagee@baylakerpc.org **APPENDIX E: KEWAUNEE COUNTY MEETING – FLYER**

Kewaunee County Transportation Coordination Meeting



Please Attend

A Kewaunee County Transportation Coordination meeting will be held to review a list of future transportation program projects and to conduct a county-wide assessment of public transit human services transportation coordination.

Date: September 13, 2016 Time: 10:30 a.m. – 12:45 p.m. Location: Kewaunee County Human Services Department (Large Conference Room) 810 Lincoln Street, Kewaunee, Wisconsin

For information about the meeting, please call (920) 448-2820 or e-mail jagee@baylakerpc.org

BAY-LAKE REGIONAL PLANNING COMMISSION www.baylakerpc.org

COMMISSION MEMBERS

Brown County Tom Sieber

Door County Ken Fisher

Florence County Ed Kelley Larry Neuens Rich Wolosyn

Kewaunee County Ronald Paider Eric Corroy Virginia Haske

Manitowoc County Marc Holsen Dan Koski, Secretary-Treasurer Chuck Hoffman

Marinette County Mary Meyer Shirley Kaufman Nomination Pending

Oconto County Tom Kussow Terry Brazeau, Vice Chairperson Dennis Kroll

Sheboygan County Mike Hotz, Chairperson Ed Procek Brian Yerges

<u>Staff</u>

Cindy J. Wojtczak Executive Director cwojtczak@baylakerpc.org

Jeffrey C. Agee-Aguayo Transportation Planner jagee@baylakerpc.org

Angela M. Kowalzek-Adrians Natural Resources Planner AngelaKA@baylakerpc.org

Richard J. Malone Office Accounts Coordinator rmalone@baylakerpc.org

Brandon G. Robinson Community Assistance Planner brobinson@baylakerpc.org

Joshua W. Schedler GIS Coordinator jschedler@baylakerpc.org

