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 Manitowoc County.

Done Well

- The Manitowoc County Transportation Coordinating Committee (TCC) continues to meet and function properly.
- The Manitowoc Mobility Manager works to assure that there are efficiencies in transportation programs, and has helped to improve coordination and communication between agencies.
- The Manitowoc Mobility Manager position has been embraced by stakeholders within the county.
- There has been a good working relationship between the Manitowoc County TCC and past and present Mobility Managers.
- Manitowoc County is committed to providing cost efficient and dependable services.
- *Nursing homes and assisted living facilities are better represented on the Manitowoc County TCC.*
- *The ADRC of the Lakeshore includes the Manitowoc County Resource Directory (for the elderly and disabled); this directory has been updated, and the online directory is always up to date.*

Do Better

- There is a need to find alternative funding sources to finance transportation programs in the county.
- Engage the local independent living district (Options for Independent Living) in county transportation activities and processes.

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

- ADRC staff continues to furnish an inventory of providers and services in the

area/county (part of the Manitowoc County Resource Directory for the elderly and disabled); this information is available on paper and online.

- Manitowoc County provides a brief inventory of transportation providers and transportation services in the annual Section 85.21 application.
- All public and private transportation providers in Manitowoc County and adjacent counties are contacted/notified when the ADRC applies for Section 5310 funding.
- Communication *continues to be good.*
- The ADRC *continues to work* with the City of Manitowoc and Maritime Metro Transit (MMT) to coordinate Section 85.21 program records.

Do Better

- *Continue to* make the public *more* aware of *transportation* resources.
- Improve communication regarding transportation services with *all* senior centers/*clubs within the county.*
- *A gap analysis of transportation needs of the elderly and disabled should be conducted in 2017.*

Section 3: Putting Customers First

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

Done Well

- With limited budgets, Manitowoc County's elderly and disabled are adequately served.
- Fares are reasonable and affordable given the costs of the service provided.
- The volunteer drivers are doing an excellent job.
- Driver training is available.
- The ADRC seeks volunteer driver input through communication.
- There are travel opportunities for individuals in the rural portions of Manitowoc County.
- The volunteer driver program *has been expanded* to include out-of-county *non-emergency medical* trips.
- *MMT has been redesigning its transit routes to better serve its customers.*

Do Better

- Conduct one-on-one meetings with transportation providers serving Manitowoc County.
- Provide *subsidized* service on weekends and holidays, as well as later on weekday evenings (funding is an obstacle).

- Have customer satisfaction surveys available online.
- Conduct educational programs on how to ride the bus in the various senior centers/*clubs* in Manitowoc County, *and expand these programs to include disability service providers.*
- *Work with local municipalities to develop or obtain lists of elderly and disabled individuals who may need transportation in the event of an emergency.*
- *Recognize the expectations for transportation services that will result from the Workforce Innovation and Opportunity Act (WIOA).*
- *Improve the application process to increase accuracy and decrease processing time (consult with customers on this).*
- *Better market rider education programs in 2017.*

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

- Agencies and providers are always exploring methods to improve efficiency.
- Coordination with the ADRC's partners *continues to occur.*

Do Better

- More flexible payment options to ride the bus are needed.

Section 5: Moving People Efficiently

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

Done Well

- *The ADRC and MMT cooperate in improving transportation service coordination.*
- A Transit Development Program (TDP) for urban transit (MMT) *will be completed by the end of 2016.*
- The Intermodal Transfer Center *serves MMT and various mass transportation providers.*
- There is a "one stop shop" telephone line for all county transportation services that is housed at MMT (Note: This is a partnership between MMT and the ADRC).
- Central dispatching *continues to work* well.
- *MMT buses have the flexibility to divert to different routes in order to best accommodate passengers using mobility devices.*

Do Better

- Out-of-county trips with non-medical trip purposes should also be *accommodated (if*

a funding source is identified).

- *MMT needs buses with additional positions to accommodate passengers who use mobility devices (Note: A follow-up van with sufficient positions to accommodate these passengers that supplements fixed-route buses might help with this matter).*

Other Discussion at the 2016 Coordination Meeting

- *One consumer in attendance commented that Transitional Living Care (TLC) has entered the independent housing business, noting that TLC renovates and remodels homes before turning them over for residential occupancy. This same meeting attendee had comments regarding the Manitowoc County Resource Directory.*
- *ADRC of the Lakeshore staff present noted that the online version of the Manitowoc County Resource Directory was up-to-date, while the paper version of this directory may be out-of-date.*
- *A representative from the Town of Kossuth in attendance indicated that elderly and disabled county residents should be contacted regarding their transportation needs in the event of an emergency.*
- *A representative from Holiday House stated that the WIOA may lead to the diminishing of sheltered workshops and to more integration and mainstreaming of workplaces, and a representative from Assist-to-Transport believed that there may be additional funding resulting from these changes. The same representative from Holiday House commented that the Manitowoc Public School District has had some good transportation education efforts.*

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

Table 6
Action Plan Summary
Manitowoc County
2017 - 2021

Action Item	Responsible Party	Implementation Schedule	Roadblocks to Implementation
Continue to monitor representation on the Manitowoc County Transportation Coordinating Committee (TCC) to make sure that it meets the needs of those served	Manitowoc County	Ongoing	If changes/committee expansion are recommended, they need approval from full County Board
Continue to support the city's Mobility Manager position	City of Manitowoc	Ongoing	Dependent upon continued receipt of Section 5310 funding
Continue to update the county's transportation service inventory (as needed), and update the transportation service resource guide (as needed)	City of Manitowoc Mobility Manager	Ongoing	Dependent upon continued receipt of Section 5310 funding
Utilize Section 5310 Program and submit applications for capital equipment (buses and vans, as needed) to replace existing fleets	Eligible service providers in Manitowoc County	Ongoing	Dependent upon continued receipt of Section 5310 funding
Develop plan to increase transportation options for the elderly and persons with disabilities in order to decrease isolation and improve the quality of life for these population groups	ADRC of the Lakeshore and City of Manitowoc Mobility Manager	2017 - 2018	Not Applicable
Based on plan development, implement the "best choice option" for transportation	ADRC of the Lakeshore and City of Manitowoc Mobility Manager	2019 - 2021	No roadblocks to implementation. Goals of this option will include an increase in ridership and contributing to meeting the needs of and improving the quality of life for the elderly and persons with disabilities.
Continue travel training programs for Maritime Metro Transit fixed-route and ADA operations and for county elderly and disabled transportation programs	Maritime Metro Transit and City of Manitowoc Mobility Manager	Ongoing	Maritime Metro Transit has a travel training program, and intends to market it.
Improve service convenience	City of Manitowoc Mobility Manager	Ongoing	Not Applicable
Expand volunteer driver program	ADRC of the Lakeshore and City of Manitowoc Mobility Manager	Ongoing	Need to continue to find qualified volunteers. Dependent on continued funding of the Section 5310 program.
Encourage agencies with capacity to sell rides to other organizations	ADRC of the Lakeshore and City of Manitowoc Mobility Manager	Ongoing	"Turf" issues/Local transportation providers (public and private) may not be willing to participate
Conduct boarding and alighting survey for Maritime Metro Transit	Maritime Metro Transit	2018 and 2020	Seek WisDOT funding to complete this activity
Conduct passenger opinion survey for Maritime Metro Transit	Maritime Metro Transit	2018 and 2020	Seek WisDOT funding to complete this activity
Complete Updated (2022 - 2026) Transit Development Program (TDP) for Maritime Metro Transit	Maritime Metro Transit	2021	Seek WisDOT funding to complete this activity
Complete a gap analysis of transportation needs of the elderly and disabled	City of Manitowoc Mobility Manager	2017	Not Applicable

Table 6 Action Plan Summary Manitowoc County 2017 - 2021			
Action Item	**Responsible Party**	**Implementation Schedule**	**Roadblocks to Implementation**
Work with local municipalities to develop or obtain lists of elderly and disabled individuals who may need transportation in the event of an emergency	ADRC of the Lakeshore	2017 and 2018	Maintaining an accurate listing will be challenging.
Source: City of Manitowoc/Maritime Metro Transit, 2016; Aging and Disability Resource Center of the Lakeshore, 2016; and Bay-Lake Regional Planning Commission, 2016.			