CHAPTER 4: ACTION PLAN

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.

Table 5
Action Plan Summary
Kewaunee County
2017 - 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

Source: Kewaunee County Department of Human Services, 2016; and Bay-Lake Regional Planning Commission, 2016.

2017 – 2021 PROGRAM OF PROJECTS

The FAST Act requires the county *Coordinated Public Transit – Human Services Transportation Plan* to identify an approved program of projects prior to the distribution of funds from the Section 5310 program (Enhanced 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.

Table 6
Program of Projects for Fiscal Years 2017 - 2021
Kewaunee County

Program	FY 2017 Projects	FY 2018 Projects	FY 2019 Projects	FY 2020 Projects	FY 2021 Projects
Section 5310 (Enhanced Capital Assistance Program for Transportation of the Elderly and Persons with Disabilities)*	Kewaunee County Human Services Department - No applications	Kewaunee County Human Services Department - One (1) side entry minivan with five ambulatory positions and one wheelchair position at the cost of approximately $34,000.	Kewaunee County Human Services Department - No applications	Kewaunee County Human Services Department - One (1) MV-1 vehicle with five ambulatory positions and one wheelchair position at the cost of approximately $51,400.	Kewaunee County Human Services Department - No applications
	East Shore Industries, Inc. - One (1) replacement medium sized gasoline powered bus with 11 ambulatory positions and two wheelchair positions at the cost of approximately $57,000.	East Shore Industries, Inc. - Two (2) replacement medium sized gasoline powered buses with 11 ambulatory positions and two wheelchair positions each at the cost of approximately $117,400	East Shore Industries, Inc. - One (1) rear entry minivan with four ambulatory positions and two wheelchair positions at the cost of approximately $36,100. 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.	East Shore Industries, Inc. - No applications	East Shore Industries, Inc. - One (1) replacement medium sized gasoline powered bus with 11 ambulatory positions and two wheelchair positions at the cost of approximately $64,200.

*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 2017 - 2021 Program of Projects at their September 13, 2016, meeting.

Source: Kewaunee County Department of Human Services, 2016; East Shore Industries, Inc., 2016; and Bay-Lake Regional Planning Commission, 2016.

CHAPTER 6: CONCLUSION

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.