Table 6

Action Plan Summary
Florence County
2019 - 2023

Priority	Action Item	Responsible Party	Implementation Schedule	Roadblocks to Implementation
1	Utilize Section 5310 Program and submit applications for capital equipment (buses and vans) as needed to replace existing fleets.	ADRC of Florence County	2019-2023	Dependent on Funding
2	Continue to update the transportation service user-guide and provide more details of transportation service resources.	ADRC of Florence County	On-going	No Roadblocks
3	Continue to assess utility of new programs and alternative funding sources for possible local applications.	ADRC of Florence County and Florence County	On-going	May Need Full Board Approval
4	Better representation on the Transportation Advisory Council.	ADRC of Florence County	2019-2023	Willing Participation from others
5	Improve transportation coordination and cooperation with neighboring counties.	ADRC of Florence County, neighboring counties, and Bay-Lake Regional Planning Commission	2019-2023	Time intensive coordination with few riders
6	Continue to offer customer travel booklet.	ADRC of Florence County	On-going	No Roadblocks
7	Improve Service Convenience.	ADRC of Florence County	On-going	Cooperation of riders
8	Continue to offer the *Work-N-Wheels Program* and explore other transportation programs offered thru NEWCAP	ADRC of Florence County, Florence County, and NEWCAP, Inc.	Yearly 2019-2023	No roadblocks.
9	Explore options, if needed, for an additional transportation service provider in Florence County.	Florence County	2019-2023	reliant on outside assistance/provider
10	Improve recruitment of volunteer drivers.	ADRC of Florence County	2019-2023	Available staff to find quality volunteer drivers
11	Assess the need for a larger transport vehicle.	Florence County	2019-2023	No roadblocks
12	Explore the need for a Specialized Medical Vehicle.	Florence County	2019-2023	considerable effort between providers/volume/profit ratio
13	Conduct annual education as a component of a larger marketing plan for Florence County transportation services.	ADRC of Florence County	Yearly 2019-2023	No roadblocks
14	Conduct a customer satisfaction survey regarding Florence County transportation services.	ADRC of Florence County	Yearly 2019-2023	No roadblocks
15	Develop a transportation service directory including taxi services and other transportation providers in the surrounding areas.	ADRC of Florence County	2019-2023	No Roadblocks