

Taylor County

Locally Developed Transportation Coordination Plan

September 2008

Development of this document was produced through a coordinated county planning effort. The agency listed is responsible for the content of this document and any future amendments. As amendments become necessary, the primary contact is:

Diane Niggemann, Taylor County Comm. on Aging, 845-B East Broadway, Medford WI 54451
715-748-1499

Taylor County

Locally Developed Transportation Coordination Plan

Purpose

Federal transit law, as amended by SAFETEA-LU, requires that projects selected for funding under the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC)/Wisconsin Employment Transportation Assistance Program (WETAP), and New Freedom programs be “derived from a locally developed, coordinated public transit-human services transportation plan” and that the plan be “developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public.” This plan is intended to meet this requirement while providing guidance to the county and region in providing and improving specialized transportation services over the next five years.

In 2006, Taylor County developed a coordination plan to meet the then new SAFETEA-LU requirements, prior to the issuance of FTA guidance on the requirement. This process will update the information compiled and the recommendations made in that 2006 process.

Process

A meeting was held on August 4, 2008 in the City of Medford that included a broad range of representatives from throughout the county. (The meeting invitation letter, invitation list, press release, attendance list, and the meeting agenda are included in Attachments A through E, respectively. The meeting was opened with a discussion of the demographics of the region, including elderly, disabled, and low-income persons, their location and distribution throughout the county. The 2006 coordination process was summarized and service gaps and needs were updated. A wide range of strategies for coordination of services were presented and the group provided input and developed strategies to pursue a coordinated effort in the coming years. The analysis of comments provided at the public meeting represents a coordinated planning effort for Taylor County.

Assessment of available services and transportation providers

An inventory of known transit providers was developed at the coordination meeting. While the listed providers each have a specific clientele base, discussion was held on reaching further into the rural areas of Taylor County to provide additional transportation services. See Attachment F.

Identified Transportation needs and gaps

A number of transportation related gaps and needs emerged from the countywide transportation meeting. While it was thought Taylor County has a better transportation system countywide than other surrounding counties, the gaps and needs reflected additional expansion needs and development of a truly coordinated transportation program.

- No ride share parking lots (park-ride).
- No overall transportation coordinator (i.e. Mobility Manager) for all transportation services/levels. Just individual program coordinators, such as aging.
- Lack of knowledge/information of what is fully available in a community or county regarding transit rides.
- No “Public” transportation services-intercity/rail options.
- Need for service for clients in oversized wheelchairs and where the oversized wheelchairs need special lift kits.
- Personal mobility devices (Scooters) to be able to be adequately secured in vans (tied down).
- Transit service in non-traditional hours of operation (outside the time block of 8am-5pm).
- Educating people that if transit is available, personal expectations need to be realized that wait time is to be expected.
- Greater ability to coordinate Medical appts. for greater trip coordination and passenger maximization on trips.
- Potential need for taxi-cab services, however-cost per hour of operation vs. limited client person’s using.
- Keeping volunteer drivers: Cost recovery for reimbursing volunteer drivers is low (state cost recovery set).
- Lack of after hour transportation-5 pm later
- Lack of weekend transportation
- Greater alternatives for multi-modal transportation-sidewalks, bike paths, etc., safe routes, linking areas.
- Need for a Mobility Manager

- Availability of area Park and Ride locations
- Non-Emergency medical transport
- Safe Ride Home Program-after hrs./sober cab
- Place where people who want to “give” a ride can call to let people know.
- Internet “Bulletin Board”-“I’m going to Madison-have 2 rides open”.
- Wider lifts and other accessibility issues within vehicles.
- Financial means for clients who do not qualify for any program.

Prioritized Strategies and Actions

Based on participation during the locally coordinated transportation meeting, several strategies to address transportation issues emerged. These strategies are intended to assist county departments, transit providers and transit users with enhancing existing mobility. Priorities for each of the strategies are related to the accompanying timeframe for implementation (when). While the responsible parties are identified (who), other interested parties seeking to participate in realizing the overall strategies are welcome.

1. Explore the perceived needs of medical and public transportation services and the availability of those services being offered locally or needing to be offered.
 - A. Develop a survey for providers and users to provide county and others with information respective of future needs.
 - i. *Who:* Commission on Aging, Human Services, Black River Industries and Others
 - ii. *When:* 2009 and periodically thereafter to continue seeking additional information.
 - B. Prepare grant and other funding opportunities, in a coordinated effort when possible, to enhance coordinated services.
 - i. *Who:* All transportation Providers and Agencies/Departments
 - ii. *When:* 2009 and ongoing

2. Explore ways to overcome personal resistance to change in going from a personal car to transit service.
 - A. Develop a consumer attitude program, including items such as print and radio materials, and World Wide Web media.
 - B. Examine other county and local government education programs for additional methods to reach out to potential clients.
 - i. *Who:* Commission on Aging, Black River Industries, Taylor County UW-Extension, Veterans
 - ii. *When:* 2009 and ongoing

3. Provide cost effective measures to provide transportation services to ambulatory and non-ambulatory clients throughout the county.
 - A. Develop grant and other funding opportunities to enhance coordinated services.
 - i. *Who:* All transportation providers
 - ii. *When:* 2009 and ongoing
 - B. Based on survey data and other inputs, develop a program that fills in identified gaps in program services.
 - i. *Who:* All transportation providers
 - ii. *When:* 2009 and ongoing

4. Explore the feasibility of a Mobility Manager to coordinate services amongst all providers.

- A. Through continued meetings of all providers, continue to review and discuss the relationship of a mobility Manager for Taylor County.
 - i. *Who:* All transportation providers
 - ii. *When:* 2009 and ongoing

- 5. Determine funding priorities based on identified needs through a coordinated process.
 - A. Examine how to use “match” and all funding sources to stretch existing and future transportation services.
 - i. *Who:* All transportation providers
 - ii. *When:* 2009 and ongoing
 - B. Apply to foundation programs, local fundraisers, and other potential funding sources.
 - i. *Who:* All transportation providers
 - ii. *When:* 2009 and ongoing

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Attachment A
Invitation Letter

July 25, 2008

Dear Friends of Transportation:

As many of you may know, funding under a number of transportation programs - Elderly and Disabled Capital Assistance Program (Section 5310), New Freedom Initiative, Job Access and Reverse Commute (WETAP/JARC) requires that projects be a part of a locally developed coordinated public transit-human services transportation plan. In 2006, county meetings were held to develop the required plans. Since the 2006 meetings, final guidance on coordination has been issued requiring that we meet again.

Taylor County representatives from its Commission on Aging and Human Service Department, with the help of Northwest Regional Planning Commission (NWRPC), is hosting what we hope will be a meeting to guide us toward further coordination and improved transportation services for persons who are elderly, disabled, or of low income.

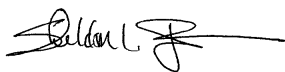
We need your help. The coordination process requires participation from a wide range of transportation providers (public, private, non-profit), human service providers, county board members, and members of the public. To make it a productive meeting, and to assess the needs of our county, we need you there. Please do not let your agency/company's views go unrepresented. If you cannot make it, send another representative, if at all possible. The meeting is scheduled for:

Monday, August 4th
1:00-3:00 p.m.
Farm Services Agency Building
925 Donald Street, Conference Room #2
Medford, WI

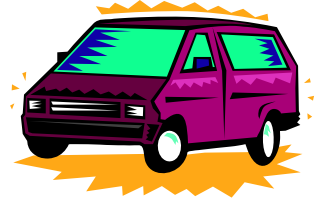
PLEASE RSVP BY August 3 (whether you can attend, or not), by calling me at 715-635-2197 or by email at sjohnson@nwrpc.com.

Thank you for your help in this important effort.

Sincerely,



Sheldon Johnson
Deputy Director



Please Attend!!!!

2008 Locally Developed Coordinated Public Transit-Human Services Transportation Plan Meeting - Taylor County -

Date: Wednesday, July 30
1:30pm

Location: Farm Services Agency Building
925 Donald Street
Medford, WI

Conference Room #2

Purpose: To conduct a Locally Developed Coordinated
Public Transit-Human Services Transportation
Plan

**Contact
Information:** Sheldon Johnson, Northwest RPC 635-2197
or
Diane Niggemann, Taylor County Comm. on Aging
748-1499

For more information or feasible accommodations, please contact Sheldon Johnson,
Deputy Director at (715)635-2197 or via email at sjohnson@nwrpc.com

Attachment B

Invitation List

Organization Name	First Name	Last Name	Title	Street Address 1	Street Address 2	City	State	Zip Code
Taylor County Comm. on Aging	Diane	Niggemann	Director	845-B East Broadway		Medford	WI	54451
Black River Industries, Inc.	Paul	Thornton		650 Jensen Drive		Medford	WI	54451
WI Job Center - Medford	Marian	Vaughn		624 E College Ave		Medford	WI	54451
Comfort Carriers, Inc.	Steve	Goessl		N1589 CTH E		Medford	WI	54451
Veterans Services	David	Thomas		224 South Second Street	140	Medford	WI	54451
Medford Taxi	Pat	McGinty		159 South Main Street		Medford	WI	54451
Rapid Cab Company				1831 N Stevens Street		Rhineland	WI	54501
Taylor County Board	Diane	Albrecht		N2362 CTH C		Medford	WI	54451
Taylor County Board	Allen	Beadles		N9150 Smith Drive		Sheldon	WI	54766
Taylor County Board	Mary K	Bix		536 W Cedar Street		Medford	WI	54451
Taylor County Board	Dave	Bizer		N3006 Grahl Drive		Medford	WI	54451
Taylor County Board	Scott	Copenhaver		470 West Riverside Drive		Gilman	WI	54433
Taylor County Board	Dennis	Fuchs		N5758 Center Drive		Medford	WI	54551
Taylor County Board	David	Krug		W9227 County Road A		Owen	WI	54460
Taylor County Board	Lester	Lewis		N5664 Division Drive		Medford	WI	54451
Taylor County Board	Jim	Metz		124 Riverside Terrace		Medford	WI	54451
Taylor County Board	Scott	Mildbrand		W5339 Whittlesey Avenue		Medford	WI	54451
Taylor County Board	Fred	Parent		620 N Jackson Street		Medford	WI	54451
Taylor County Board	James	Seidl		347 S Second Street		Medford	WI	54451
Taylor County Board	George	Southworth		W8140 River Road		Medford	WI	54451
Taylor County Board	Joseph	Sweda		W13116 CTH F		Lublin	WI	54447
Taylor County Board	Rollie	Thums		W2549 Rustic Road, #1		Rib Lake	WI	54470
Taylor County Board	John	Werner III		W5490 CTH O		Medford	WI	54451
Taylor County Board	Charles	Zenner		W6642 Apple Avenue		Medford	WI	54451
Abby Vans				Route 1	Box 251A	Neillsville	WI	54456
Lighthouse Elder Care				509 Lemke Avenue		Medford	WI	54451
Gilman Nursing Home	Natalie	McMurry		PO Box 188		Gilman	WI	54433
Krug Bus Service				549 Billings Avenue		Medford	WI	54451
Memorial Health Center	Kaaron	Keene		135 South Gibson Street		Medford	WI	54451
Rib Lake Area Schools				PO Box 278		Rib Lake	WI	54470
Rib Lake Health Care Center				PO Box 208		Rib Lake	WI	54470
Our House				1014 W Broadway		Medford	WI	54451
Taylor Co. Human Services	Susan	Hady		540 East College Avenue		Medford	WI	54451
Yusht-Der Ed Services and Transport				N2499 Prius Road		Withee	WI	54498
New Richmond Transport	Jason	Pape		PO Box 209		New Richmond	WI	54017
Indianhead Community Action Agency	Kim	Christofoli	Intake Worker	225 South Wisconsin Avenue		Medford	WI	54451
UW Extension	Arlen	Albrecht						
City of Medford	Bob	Christianson		639 S Second Street		Medford,	WI	54451
	Paul	Pernsteiner		850 S Gibson		Medford,	WI	54451

**Attachment C
Press Release**

News Release (Immediate)

**Contact: Sheldon Johnson, NWRPC
715/635-2197**

Coordinated Public Transit Meeting

A meeting to develop a Taylor County coordinated public transit-human services transportation plan will be held at the Farm Services Agency Building, 925 Donald Street, Conference Room #2, in Medford on Monday, August 4, 2008 beginning at 1:00pm.

Federal transit law requires that projects selected for funding under the Elderly and Disability Capital Assistance Program (Section 5310), Job Access and Reverse Commute (WETAP/JARC) and New Freedom programs be “derived from a locally developed, coordinated public transit-human services transportation plan” and that the plan be “developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public.” Most counties in Wisconsin currently receive money through one or more of these programs.

The meeting is open to the public and all interested individuals, elected officials at all levels, and transit providers are encouraged to attend the meeting. Attendees will assist in identifying transportation needs of individuals with disabilities, older adults, and people with low incomes; provide input into strategies for meeting locally identified needs; and assist in prioritizing transportation services for funding and implementation. Information collected at this meeting will be used to develop the coordinated public transit-human services transportation plan.

Persons residing in Taylor County or providing transit services within the county and are unable to attend the meeting may submit written comments on existing, new, or improved transit services to: Sheldon Johnson, Northwest Regional Planning Commission, 1400 South River Street, Spooner, WI 54801 or by email to sjohnson@nwrpc.com.

Attachment D

Attendance List

Locally Developed Coordination Plan Meeting Participant List

Plan Area (county, multi-county/region):	Taylor County
Date of Meeting(s):	Monday, August 4, 2008
Coordination Plan Contact Name(s):	Diane Niggemann

NAME	ORGANIZATION NAME	ADDRESS AND PHONE NUMBER	E-MAIL ADDRESS
Michelle Brehm	Taylor Co. Commission on Aging	845B E. Broadway, Medford	Michelle.brehm@co.taylor.wi.us
Diane Niggemann	Taylor Co. Commission on Aging	845B E. Broadway, Medford	Diane.niggemann@co.taylor.wi.us
Bob Christensen	City of Medford	639 S. 2 nd Street, Medford	rchristensen@medfordwi.us
Dave Hemke	Taylor County HSD	540 E. College Street, Medford	Dave.hemke@co.taylor.wi.us
Allen Beadles	Taylor County Board of Supervisors	N9150 Smith Drive, Sheldon	
Kathy Danen	CEP, Inc.	624 E. College Street, Medford	kdanen@nwcep.org
David H. Bizer	T.C. Transportation	N3006 Grahl Drive, Medford	dbizer@dwave.net
Arlen Albrecht	UW-Extension	925 Donald Street, Medford	Arlen.albrecht@ces.uwex.edu
Patty Krug	Taylor County Health Dept.	224 S. 2 nd Street, Medford	Patty.krug@co.taylor.wi.us
Glenda Way	Memorial Health Center	135 Gibson, Medford	
Ron Bohn	Taylor County EMS, Memorial Health Center	135 Gibson, Medford	bohnr@aspirus.org
James Seidl	Taylor County Board of Supervisors	347 S. 2 nd Street, Medford	jgseidl@charter.net
Paul Thornton	Black River Industries	650 Jensen Drive, Medford	pthornton@blackriverindustries.org

NAME	ORGANIZATION NAME	ADDRESS AND PHONE NUMBER	E-MAIL ADDRESS
David W. Thomas	Taylor County Veterans Services	224 S. 2 nd Street, Medford	Dave.thomas@co.taylor.wi.us
Paul Pernsteiner	PDQ Medical Transit, LLC	880 S. Gibson Street, Medford	pperns@tds.net
Suzanne Murphy	Citizen	N8963 Zimmerman, Medford	
Bruce Strama	Taylor County Clerk	224 S. 2 nd Street, Medford	
Keith Krug	Krug Bus Service		
John Boech		Medford	
Sheldon Johnson	NWRPC	1400 S. River Street, Spooner	sjohnson@nwrpc.com

Attachment E
Meeting Agenda

Taylor County
Transportation Coordination Planning Meeting

Farm Services Agency Building
925 Donald Street
Conference Room #2
Medford, WI
August 4, 2008
1:00-3:00 p.m.

Agenda

- 1:00 Introductions
- 1:05 Transportation Programs & Purpose of Planning Meeting
- 1:25 Discuss/Update service (rides) inventory
- 1:40 Identifying Service Gaps and Needs
 - ⇒ Existing and Future
- 2:00 Strategies for Coordinating Rural Transportation
 - ⇒ Examples (handout)
- 2:15 Develop County Strategies & Action plans
- 3:00 Wrap-up

Where do we go from here?

Attachment F

Services Inventory

- Taylor County Commission on Aging
 - Contracts with Black River Industries to provide client rides and coordinates medical assistance volunteer driver pool
- Taylor County Human Services
 - Contracts with Black River Industries to provide client based trips
- Abby Vans
- Comfort Carriers
- Country Gardens Assisted Living operates a van for resident trips only
- City of Medford Cab Service
- Rib Lake Nursing Home operates two vans for residential recreation trips only
- Gilman Nursing Home contracts with Black River Industries to provide for client based medical trips
- Taylor County Ambulance often transports patients from the ER to nursing homes due to the fact that no available transit vehicle is available, for example after 5pm and weekends, or client does not meet transit requirements
- PDQ Medical Transport (handicapped wheelchair use only)
 - one van with ramp operating 24/7
- Veterans Administration has no vehicles
- School Buses-school only

Program Name / Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers) (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Ramp Equipped (# of Vehicles)	How To Access	Funding Sources
Name:PDQ Medical Transit LLC Address: 880 S. Gibson St., Medford WI 54451 Phone:748-2262 Contact Person: Paul Pernsteiner Eligibility Restrictions:	1 van with Ramp	Fixed Route <input type="checkbox"/> Demand Response <input checked="" type="checkbox"/> Other <input type="checkbox"/> (Explain)	Weekdays 24/7 Saturday 24/7 Sunday 24/7 Holidays 24/7	Lifts Ramps 1 None	Fixed Routes <input type="checkbox"/> Call for each ride x Subscription <input type="checkbox"/> Other <input type="checkbox"/>	85.21 <input type="checkbox"/> 85.20 <input type="checkbox"/> 5307 <input type="checkbox"/> 5311 <input type="checkbox"/> 5310 <input type="checkbox"/> Older Am.Act <input type="checkbox"/> VA <input type="checkbox"/> Med.Assis. <input type="checkbox"/> JARC/WETAP <input type="checkbox"/> Other <input checked="" type="checkbox"/>
Name: Taylor County Aging Unit: Volunteer Drivers Address: 845 E. Broadway, Medford Phone:748-1492	Volunteer drivers use own vehicles 32 drivers	Fixed Route <input type="checkbox"/> Demand Response <input checked="" type="checkbox"/> Other <input type="checkbox"/> (Explain)	Weekdays 8:30-4:30 Saturday Sunday	Lifts Ramps	Fixed Routes <input type="checkbox"/> Call for each ride x Subscription <input type="checkbox"/>	85.21 <input checked="" type="checkbox"/> 85.20 <input type="checkbox"/> 5307 <input type="checkbox"/> 5311 <input type="checkbox"/> 5310 <input type="checkbox"/> Older Am.Act <input type="checkbox"/> VA <input checked="" type="checkbox"/>

Program Name / Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers) (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Ramp Equipped (# of Vehicles)	How To Access	Funding Sources
Contact Person: Michelle Brehm Eligibility Restrictions:			Holidays	None X	Other <input type="checkbox"/>	Med.Assis. x JARC/WETAP <input type="checkbox"/> Other <input type="checkbox"/>
Name: Taylor County Aging Unit: Address: 845 E. Broadway, Medford Phone:748-1492 Contact Person: Diane Niggermann Eligibility Restrictions: Disabled & 55+	Contract with Black River Industries	Fixed Route x Demand Response <input type="checkbox"/> Other <input type="checkbox"/> (Explain)	Weekdays 8:30-4:30 Saturday Sunday Holidays	Lifts X Ramps None	Fixed Routes <input type="checkbox"/> Call for each ride x Subscription <input type="checkbox"/> Other <input type="checkbox"/>	85.21 x 85.20 <input type="checkbox"/> 5307 <input type="checkbox"/> 5311 <input type="checkbox"/> 5310 <input type="checkbox"/> Older Am.Act <input type="checkbox"/> VA <input type="checkbox"/> Med.Assis. <input type="checkbox"/> JARC/WETAP <input type="checkbox"/> Other <input type="checkbox"/>

Program Name / Sponsoring Agency Program Eligibility	Type of Vehicles (Bus, Vans, Volunteers) (Show # of Vehicles)	Scheduling (Check all that apply)	Days and Hours of Operation	Lift or Ramp Equipped (# of Vehicles)	How To Access	Funding Sources
Name: Black River Industries, Inc. (BRI) Address: 650 Jensen Drive, Medford WI 54451 Phone: 715-748-2950 Contact Person: Paul Thornton, Director Eligibility Restrictions: Elderly & Disabled	2 Vans: 15 passengers 1 Bus: 14/2 1 Bus: 22/2 1 Bus: 1/3 5 Buses: 8/1	Fixed Route <input checked="" type="checkbox"/> Demand Response <input checked="" type="checkbox"/> Other <input type="checkbox"/> (Explain)	Weekdays Monday-Friday: 6AM-6PM Wednesday: 6AM-10PM Saturday: N/A Sunday: N/A Holidays: N/A	Lifts: 8 Ramps: 0 None	Fixed Routes <input checked="" type="checkbox"/> BRI for Taylor County Human Services Call for each ride <input checked="" type="checkbox"/> BRI for Taylor County Commission on Aging Subscription <input type="checkbox"/> Other <input type="checkbox"/>	85.21 <input type="checkbox"/> 85.20 <input type="checkbox"/> 5307 <input type="checkbox"/> 5311 <input type="checkbox"/> 5310 <input checked="" type="checkbox"/> Older Am.Act <input type="checkbox"/> VA <input type="checkbox"/> Med.Assis. <input type="checkbox"/> JARC/WETAP <input type="checkbox"/> Other <input checked="" type="checkbox"/> Taylor County Commission on Aging & Taylor County Human Service Dept.