

FOND DU LAC COUNTY COMMUNITY ASSESSMENT MEETING RECORD

Facilitator: Jason Kakatsch, East Central Wisconsin RPC

Date: 8/30/06

GROUP #1 - Making Things Happen By Working Together						
Things Done Well	Things That Could Be Done Better	Contributing Factors	How It Can Be Accomplished	Responsible Parties	Timeframe	Priority
Non-ADA program that goes beyond what is required by federal	Many of the things that are done well are done in the City, but the areas that are rural don't have those same opportunities; Provide transportation services for rural communities throughout the county	funding; state and federal regulations - "red tape"; individual based transportation continues to change; occasional versus routine trips	be more creative and think outside the box; changes in federal and state policies - talking with local legislators; pooling transportation resources and coordinate transportation services	Dept. social services, Dept of Senior services, Arc, Creative care options, ADRC, Churches, all public and private service providers, non-profit organizations,	Ongoing	current - medium; long-range: high
For paratransit have door through door and curb to curb service	Countywide needs assessment needs to be done on the transportation services, identify the barriers that would be using that equipment (talking with nursing homes, health care facilities, churches - parish nurse, etc)		making feasible partnerships; utilizing resources to identify volunteers and provide possible gas vouchers, etc.	Dept. social services, Dept of Senior services, Arc, Creative care options, ADRC, Churches, all public and private service providers, non-profit organizations, DVR, health care industry (facilities, nursing homes, etc.), transportation coordination committee, consumer advocacy groups	expand to new partnerships; possibly have the transportation coordination committee take the lead on this by having all of the partners at the table	high
Training program for drivers, individuals in the community can take family, friends, etc. on evenings, weekends, etc. there is a fee; drivers may find out that they like to do this and then volunteer	Share-ride system	funding; marketing; volume of consumers; numbers of drivers and volunteers	continued partnerships; need software (online - which would allow the consumer to get a response as to what services would work for them) , call center and staff; coordinating services between agencies - possibly coordination meeting; being familiar with other agency schedules;	ADHOC;	long range - 5 years +	medium
flexibility of services	wheelchair bound people in the rural areas do not have affordable transportation	funding;	forming feasible partnerships; pooling of resources between agencies	transportation providers that have the vehicles that can handle wheelchairs; communities that are within the rural areas;	discussion could occur right away, but additional funds would be need to be used	medium to high; high for consumers

affordability of services (\$1.50 for paratransit - which is door through door service); Veterans services don't charge for transportation services - if the veteran can not get a ride through public transportation and the ride is outside of the county or the city	having a one stop shop with all of the transportation services information (software packages are expensive); right now it is nice to have a direct call line that customers can use - otherwise with a one stop shop (the brokerage) you might be calling someone in outside the state	not sure if there are enough people (volume) that would use the services based on the cost of creating a one stop shop; funding	regional partnerships with possibly other counties; ADRC possibly be the information center for the transportation services;	all transportation stakeholders - community wide	long range	medium
Coordination through the transportation services is very good; existing partnerships	"baby - boomer" generation; convenience, independence, comfort with automobile; utilizing public transportation	independence of the consumers;	education on the public transportation services that are available; share ride/van pool program in the rural areas; flyer created to list your transportation options	media, all transportation providers, transportation coordination committee	Ongoing	high
Wheels for Work (donated cars) is available as sold to a low income individual - community wide collaborated effort - ARC is a licensed dealer	partnerships for maintenance and fuel	"red tape"; state, federal, and local (city, county, etc.) regulations; maintenance occurs during when the vans are in use	review of local; advocate for changes in federal and state policies; talk with legislators on this issue; training program for drivers	federal and state, local legislators, WURTA,	Ongoing	high
WETAP program - administered by social services	no evening or weekend affordable service; using some of the vehicles from other agencies (i.e. non-profit organizations, nursing homes, etc) could be used	funding; state and federal regulations; insurance and liability issues; back-up and usage (different entities may misuse the van - maintenance issues) issues; provision of services	changes in state and federal policies; changes in insurance policies; identify feasible partnerships; have a one stop shop with the transportation services	Dept. social services, Dept of Senior services, Arc, Creative care options, ADRC, Churches, all public and private service providers, non-profit organizations, DVR, health care industry (facilities, nursing homes, etc.), transportation coordination committee, consumer advocacy groups, federal and state,	Ongoing	partnerships - high; changes in state and federal policy - no control over
Many churches within the community that have a contact that coordinates transportation; Pick 'n Save has their own bus that picks up elderly	subsidies programs are taking business from private businesses (maintenance issues) (Social services do us maintenance private businesses; ARC possibly using some of the public maintenance to save money for certain services; whatever is cost effective	"red tape"; state and federal regulations	keeping the vehicles maintained and the agencies need to do what is most fiscally sound to do the maintenance	all transportation providers, - pooling of resources	Ongoing	low

non-government agencies (i.e. nursing homes, etc) has their own vans - these agencies will go to public transportation services first, but if public transportation cannot provide the ride - these agencies can provide a ride	these non-government agencies don't share their vans very easily	"red tape"; state and federal regulations	see above	see above		
ARC of Fond du Lac has 10 grant vehicles	low income populations who live in the rural areas may not have transportation to a job	cost of having a vehicle and finding a job in the rural areas of the county; state and federal regulations - "red tape"; funding	Continue to do the loan program; use the WETAP program; possibly have a coordinating system - identify some of those individuals who need rides to jobs; some employers provide transportation services; changes in federal and state regulations for some of the grant programs;	see above		
some of the temp agencies and employers provide their own transportation for their employees or provide the name and a phone number of another employee that lives nearby (temp agencies)	unable to use some of the city's old vehicles and vans for other programs in the county (i.e. for low income populations to get to jobs), but the vehicles have to go out to bid	federal and state regulations restrictions; "red tape"	policy changes at the state and federal level; discussion with local legislators; restrictions	state and federal legislators, communication between the transportation providers and local legislators	immediate communication with local legislators	low
customers can call a phone number regarding the transportation services and get a person on the other end - direct (no push button menus)	sometimes the customer may have to be redirected to another agency or may be directed to call a different phone number	customer frustration when directed to another phone number or another agency	possible one stop shop - would want to be local;	see above		
bus passes offered through the dept. of social services	need more volunteer drivers	providing compensation to the volunteer drivers; liability and insurance issues; federal regulations; volume; low population density	changes in federal regulations and insurance policies; provide more marketing on the services that are provided; (looking at software programs that tracks the people who use public transportation); make volunteer drivers feel valued (i.e. by compensation, volunteer appreciation picnic, etc.); recruiting and maintaining the number of volunteer drivers	transportation coordination committee, volunteer center, senior center, DSS	immediate	high

GROUP #2 - Taking Stock of Community Needs and Moving Forward						
Things Done Well	Things That Could Be Done Better	Contributing Factors	How It Can Be Accomplished	Responsible Parties	Timeframe	Priority
	elderly and potential customers may be fearful of using the public transportation services with emotional/behavior disabilities	public views on public transportation	education of the public transportation services, experience and exposure to the services;	see above		
	communication barrier with ethnic populations	Hmong population has moved within the next 5 years; ethnic populations are very low and very mobile	Using resources that are available in the Fond du Lac County; publication through The Fond du Lac Reporter; there are translators around the county that can be used;	transportation coordination committee, ethnic agencies and businesses	immediate	high
	surgery center, health care facilities, and other facilities on the outside of the city; impacts the scheduling of the drivers	low density development; funding	developing with partnerships with those agencies; communication and coordination with these agencies; the new facilities should have a business plan in place when building to recognize their customer needs and transportation services	the health care facilities on the urban fringe, all transportation providers, TCC,	Ongoing	low
	facilities not meeting ADA requirements impact transportation	being overlooked	Continue communication and enforcement of ADA requirements;	almost everyone has met ADA requirements, City, Chamber of Commerce	Ongoing	high
	providing affordable social transportation on evenings and weekends	affordability and availability	using the Arc vehicles and possibly coordinating a social night (possibly one night a week); utilizing various social agencies, church groups, etc.	see above		
	transporting the wheelchair handicap or scooters, especially outside the city limits	lack of affordable wheelchair accessible vehicles; no restrictions on the use of scooters	using the Arc vehicles and recruiting drivers;	see above		
GROUP #3 - Putting Customers First						
Things Done Well	Things That Could Be Done Better	Contributing Factors	How It Can Be Accomplished	Responsible Parties	Timeframe	Priority
	customer service training for drivers		education and training regarding customer service; information on the disabilities for drivers	see above		

	promotion of the ADRC and how transportation works in the community		putting information for transportation systems on the 211 system; state possibly expanding the ADRC/regional concept to include all areas of public transportation	see above		
do have a resource specialist in the Dept. of social services						
GROUP #4 - Adapting Funding For Great Mobility						
Things Done Well	Things That Could Be Done Better	Contributing Factors	How It Can Be Accomplished	Responsible Parties	Timeframe	Priority
		fuel costs;	Number of agencies pooling together and purchasing fuel and maintenance	see above		
gas vouchers provided through the Dept. of social services		regulations on situations where gas vouchers can be used;				
	Obtaining more funds	local match	More communication and education on what grant programs are available at the state and federal level; communication with local legislators at the state or federal	state and federal,	ongoing	high
	standard fare for the Arc program is going up as of Oct 2006	cost of operation increases (i.e. fuel, insurance, etc)	obtaining additional funds	see above	ongoing	
GROUP #5 - Moving People Efficiently						
Things Done Well	Things That Could Be Done Better	Contributing Factors	How It Can Be Accomplished	Responsible Parties	Timeframe	Priority
have a JOBTRANS	expansion of all FDL transit hours (i.e. nights and weekends)	funding				
	More participation from DVR	down sizing on staff; potential cuts in their transportation				
	More participation from health care facilities, nursing homes, etc., regarding transportation issues					
	utilizing school buses for transportation; more participation and coordination with school districts	regulations; liability and insurance issues; some of the school districts don't have handicap accessible vehicles	could be a transportation authority that would have to work with School districts and other agencies to provide transportation services; RTA formation could alleviate fiscal and operational challenges	school districts, all transportation providers, state and federal agencies	ongoing	medium

			have transportation coordination committee reform	all transportation providers	immediate	high
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