

2008 GREEN LAKE COUNTY SPECIALIZED TRANSPORTATION COORDINATION ACTION PLAN

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Things Done Well	Service Needs and Gaps	Limitations/Implementation Feasibility	Strategies, Projects, and Programs to Address Service Needs and Gaps	Responsible Parties	Timeframe	Priority Level
Safety is a number one priority	In the winter, make sure that the driveway is plowed out good and possibly hand shovel and salt some of those areas.	Making sure that someone has that responsibility. Make sure that someone goes out there in the afternoon and shovels and salts the driveways	schedule staff or have a back up plan (COMPLETED)	Fox River Industries; Green Lake County Health and human services; private businesses	ongoing	high
Fixed routes are good, make sure that everyone gets home; good communication	Communication between Fox River and other providers	Staff shortages; lack of communication	Improve on the communication between Fox River and other providers (COMPLETED)	everyone who deals with specialized transportation; Green Lake County Transportation Coordination Committee	ongoing	high
Good collaboration between Green Lake County and surrounding communities; intercounty coordination; existing ADRC	Have one contact point; simplify the operation	number of entities that are involved; funding sources; rural nature of the 3 counties	ADRC could do some regional or county coordination; ADRC could be clearinghouse for information; marketing	ADRC; Fox River Industries; Part of the consortium; private transportation providers that are contracted with other counties	already in place; ongoing	high
Leadership in the divisions of the county	Continue training for those that are in the leadership positions; educate the public on the services that are available	funding; private provides - very rare; medical transportation not always available	through the new marketing program and through ADRC; putting a directory together for the tri-county area (COMPLETED)	ADRC for the ADRC services; Aging unit; countywide	ongoing	high
Local County Coordinating Committee has been effective	Not enough coordination of the volunteers/invoke cab company owner, City of Green Lake, and City of Princeton to join the TCC.	staff issues and having a central point of contact	Coordinated from the ADRC; each community coordinate their volunteer drivers; once a central point of contact is developed, Fox River Industries or ADRC may contribute to that- concern of possibly losing volunteer drivers because of coordinating it with one contact - possibly losing locality with volunteer drivers	all municipalities within the county	ongoing	high - when talking with communication; medium - already providing those services
Coordinate medical appts for rides	Services could be more convenient or more accessible; a lot of home pick-ups	county's rural nature; low population density	have to be done through scheduling and coordination	see below		
Reimbursement for volunteer drivers - mileage			Happy with the rate			

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Handicap accessible vehicle are available in every part of the county by scheduling	Nursing home populations needs can not be met because of high concentration/Have the vehicles, but need more drivers	Volume and types of trips; drivers are not needed consistently; time is sporadic and it is hard to have drivers "on call" without having to pay them when they are not actually driving.	For each nursing home have a vehicle that they could use or having 1 between the nursing homes; Have one that they can use for medical assistance and other medical uses.; possibly have one van available 1 day a month for social appts. ; already have vehicles available right now, but more of a driver issue	transportation providers, nursing homes, drivers	ongoing; possibly addressed by the coordination committee	high
	not a lot of marketing for Green Lake transportation - hard to market the transportation services when someone calls and you can't provide a service	Funding; the number of vehicles that are available; cost of the services; insurance; distance for the person and if there is a service that they need in Oshkosh for example; service is only provided from 8am to 4pm; vehicles are available, but there may not be a driver; costs to the program and to the consumer	Magnets for individuals, senior newsletter, ADRC brochure, human interest stories, magnet ad on vehicles, and Fox River Industries brochures	state and federal agencies; partner with some of the organizations to lobby on transportation issues; contacting local representatives; are there other resources that are available; possibly send out a questionnaire to the legislators on different specialized transportation issues	ongoing	low
	For most of the county there isn't a bus that could be used for shopping and errands; It is being done in the City of Berlin; providing services for personal events and for church; would coordinate with taxi service or use Fox River Industry vehicles to take for the weekend shopping.		State and federal policy changes Could do some fund raising and possibly using the gas card for volunteer drivers; showing the volunteers other ways of appreciation such as a volunteer appreciation picnic and could also do some promotion of the services that are provided; could do a newspaper story on the volunteers who are providing services or people who can write in and say that they have a need for services (COMPLETED)	County Coordinating committee and the aging committee; private business and non-profit groups; citizens	ongoing	medium

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Need accessibility for customers; putting the customers first; safety training program in place - all drivers have been through this program - this is for accessible vehicles	Possibly open the safety program up to other organizations; other safety organizations and volunteer drivers/ Share training - every 2 years through UW-Milwaukee Transportation Education	costs and limit number of drivers; accessibility of materials for safety training; don't want to make the volunteer requirements to strict; convenient and simple enough training for volunteers	state and federal guidance and resources; technical colleges possibly providing resources; communication between organizations and agencies; different levels of training for volunteers (COMPLETED)	HCE; CHN; LIONS Club; Kiwanis; Knights of Columbus; VFW; Church groups; ADVOCAP; Rotary Club; private businesses	ongoing; expanded safety program - 2008 could be addressed at coordination committee	existing program - high; expanding program - medium
When a consumer calls for all services in Green Lake County they do get a person to talk to	Have other programs that Green Lake County is in contact with should have a person that the consumer can talk to directly; Push button menu currently can be discouraging; simple procedure to find out about services that are available	staffing and technology; people are stable here (people live here and raise their family here); people who have hearing problems and visual problems; websites are becoming complex	sharing the information to other organizations with push button menus; If have a company that isn't in Green Lake County, share some of the information on services; look at public needs assessment information (COMPLETED WITH ADRC)	Green Lake County and other entities that Green Lake County deals with; federal programs and utilities have the phone trees; surrounding counties	local conflicts can be addressed as needed	low
City of Berlin has a monthly calendar that comes out and has large font; also has a magnet that has the service information on it	When doing marketing flyers and providing pictures and larger fonts for visually impaired; ex. Is getting a magnet, so that people will know who to call with large font and big enough who they can see.	Need to market to people who aren't in the community and not in the organizations that are listed above	Word of mouth; local officials and media need to get the information out there; Have flyers that go right in the grocery bag and providing flyers to health care, food pantries (COMPLETED)	ADRC for the ADRC services; Aging unit; countywide	ongoing	high
Networking with people - contacted people along different routes and provided in person or by flyer information on the services; contacted people who are on the home of wheels programs						
85.21 Funding Increases	Changed the parameters for the trust fund money - can use that money for other repairs; also put a limit on what the trust funds could be: This is being done better.	"red tape" to go through at the state and the federal level; It's an allocation, why do they have to do a grant application every year?	revising some of the regulations for the grant money that is available at the state and the federal level - currently being examined	state and federal agencies (see above)	ongoing	

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County has supported the programs that are currently in place						
Do a good job of allocating the money to do different programs						
local grocery stores will deliver groceries; pharmacies do that as well						
	potentially pursue more grant opportunities (ex. JARC grant); 66 grant programs available at the state and federal level	communities not knowing what grant opportunities are available; "red tape" for getting those grants and knowing what grants the communities can apply for; grant applications are time consuming; many grants have a local match (ex. Many grants have a local match of 20-50%)	state and federal policy changes; state and federal governments notifying local governments of available grants	share "best practices" with state and federal agencies and then those can be shared with the local governments		
a few of the medical agencies are doing a good job with making sure that people who are using public transportation, do get the person through their appt. on time	scheduling can be difficult at times; possibly have a program that can set up appointments set up appointments between a certain times	complexity, dealing with a lot of entities; more people have medical appt. twice or more a week; time consuming trying to schedule appts. For a number of people	continue coordination between entities; get health care (the management, financial) providers involved; address the health care systems; invite health care providers (nursing home, etc) to the transportation coordination committee; do coordination better between different agencies and organizations	health care providers; transportation coordination committee; nursing homes; case managers	reviewed by the TCC	medium
have a 211 system through Oshkosh (not used a lot)						
1-800 number will be in place this fall, through the ADRC						
	Vehicle purchase and repair program for low income to get to and from employment services		WETAP			