

Juneau County

Locally Developed, Coordinated Public Transit- Human Service Transportation Plan 2019 - 2023



Facilitated By:

North Central Wisconsin Regional Planning Commission

**Juneau County
Locally Developed
Coordinated
Public Transit-Human Services
Transportation Plan
2019-2023**

prepared for:

Juneau County

and

Wisconsin Department of Transportation

by:

North Central Wisconsin Regional Planning Commission

August 20, 2018

This plan was prepared for Juneau County at the request and under the direction of the Wisconsin Department of Transportation by the North Central Wisconsin Regional Planning Commission (NCWRPC). For more information, contact:

NORTH CENTRAL WISCONSIN REGIONAL PLANNING COMMISSION
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TABLE OF CONTENTS

Introduction-Why Coordination?	3
Overview and Purpose	3
Federal Requirements.	4
Application to Wisconsin	5
Outline of Coordinated Planning Process	5
Overview of Planning Meeting to Develop Coordinated Plan	6
Meeting Format	6
Meeting Invitation and Participant List	7
Keeper of the Plan	7
Summary of Participant Review	7
Analysis of Service Gaps and Needs	7
Assessment of Existing Service	7
Demographic Information	8
Identification of Gaps and Needs	8
Strategies to Address Identified Gaps and Needs	9
Updating / Amending the Coordinated Plan	10
Approval of 2019-23 Juneau County Transportation Coordinated Plan	10
Appendix A – Meeting Documentation	
Appendix B – Meeting Invitation List	
Appendix C – Meeting Evaluation Forms	
Appendix D – Juneau County Provider Inventory	
Appendix E – Demographic Information	
Appendix F – Volunteer Driver Insurance Information	

INTRODUCTION-WHY COORDINATION?

Transportation is among the most requested support service for seniors and individuals with disabilities. It allows individuals to remain in a community setting and avoid costly institutional care. Access to transportation is vital to meeting basic needs such as errands, nutrition, medical appointments and for other social, family and religious purposes.

Yet, resources and capacity to provide this critical service are limited. In the current fiscal environment of ever increasing budget constraints compounded by levy limits, local governments struggle to provide adequate funding to meet the needs. Coordinated planning provides an opportunity to bring interested parties together to discuss ways to enhance the mobility of seniors and individuals with disabilities such as creating or improving efficiencies through coordination of services. However, one meeting every 5-years is not enough. Local leadership is needed to maintain positive momentum.

Experience shows that one of the most effective tools in promoting and developing coordinated transportation services is an active coordination committee that meets regularly, has an active, comprehensive membership, and is charged with a clear mission. Because coordination requires working with a variety of funding sources and transportation programs to improve service delivery, it is logical that meeting regularly and working together will lead to coordination success. While different models exist, the key characteristics of a successful coordination committee include regular ongoing meetings, commitments from participants, at least one champion for coordination and a clear process for developing an action plan to address unmet needs and service duplications. In Wisconsin, while some existing coordination committees have been less inclusive than others, nearly all have been able to improve some aspect of their local transportation services.

OVERVIEW AND PURPOSE

Federal transit law requires that any projects selected for funding under the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities (formerly titled Elderly and Disabled Capital Assistance Program) must be derived from a "locally developed, coordinated public transit-human services transportation plan". This requirement was implemented as part of the SAFETEA-LU legislation and the requirement continues under the new transportation legislation, FAST Act (Fixing America's Surface Transportation). The purpose of the coordinated planning process is to have stakeholder involvement in the assessment of elderly and disabled transportation, and to provide strategies and goals to improve those transportation alternatives. These coordinated plans were last completed in 2013 and are due to be updated for 2019.

It is important to note that under previous Federal legislation (see MAP-21), the Job Access and Reverse Commute (JARC/WETAP) and New Freedom programs were repealed and eligible projects may be funded under either the expanded 5310 program (for New Freedom type projects) or the 5311 program (for JARC/WETAP type projects). Only those projects eligible to be funded under the 5310 program need to be included as part of the coordinated planning process. This would include the “traditional” 5310 vehicle purchase requests, and also the New Freedom-type projects for mobility management or other capital projects, or for operating assistance projects such as volunteer driver programs or voucher programs.

Development of the plan includes gathering demographic information, documenting the existing transportation services for the plan area, holding a public meeting to discuss elderly and disabled transportation services, and development of strategies for improving those services over the next five years. Plans may be developed on an individual county basis, a multi-county basis, or a region-wide basis. The planning process must be complete and the final report must be submitted prior to October 15, 2018 and will be for grant years 2019 - 2023.

Federal Requirements

FTA guidelines require a locally developed, coordinated public transit-human services transportation plan that consists of, at a minimum:

- an assessment that identifies public, private, and non-profit entities that currently provide transportation services to persons with disabilities, older adults, and people with low incomes, and the availability of those services;
- an assessment of transportation needs for persons with disabilities, older adults, and persons with low incomes, and gaps in service; this assessment may be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts;
- strategies activities and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and
- priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities identified.

Recipients of 5310 funding must certify that projects selected for funding were derived from a coordinated plan, and the plan was developed through a process that included representatives of public, private, and non-profit transportation and human services providers, and members of the public, including persons with disabilities, elderly, low-income individuals and advocates of these groups.

Application to Wisconsin

Wisconsin's Specialized Transportation Assistance for Counties or "85.21" program application requires that 85.21 projects be identified in one of the strategies of the coordinated plan. WisDOT has determined that since these are county projects and the basis for the county elderly and disabled services, these projects should be referenced in the county's coordinated plan.

The purpose of this plan document is to achieve the above objectives by satisfying minimum reporting-requirements as identified by WisDOT. Additional tools and information for Locally Developed, Coordinated Public Transit Human Services Transportation Plans is available on the Wisconsin Department of Transportation website at: <https://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/compliance/coord.aspx>.

OUTLINE OF COORDINATED PLANNING PROCESS

Based on guidance from WisDOT and its experience with development of the 2013 coordinated plans, the NCWRPC developed a planning process for the 2018 coordinated transportation plans as outlined below:

I. Plan for Planning

- A. WisDOT - MPO/RPC Director's Meeting Briefing
- B. WisDOT Coordinated Planning Resources (webpage)
- C. NCWRPC Planning Process Established

II. County Contact

- A. WisDOT Outreach to Counties
- B. NCWRPC Contact with 2013 "Plan Keeper"
 - 1. Confirm "Plan Keeper" Status
 - 2. Date, Time and Location Established

III. Meeting Participant Invitation List Development

- A. County Review and Update of 2013 Stakeholder List
- B. County to Identify/Invite Users and Provide Transportation

IV. Notification of Planning Meeting

- A. Invitations Distributed to Stakeholder List
- B. Flyer Provided to County for Posting and Distribution
- C. Encouragement of Website and Social Media Posts
- D. Notice Placed in Local Newspaper

V. Public / Stakeholder Options for Participation / Comment

- A. Email / U.S. Mail
- B. Meeting Attendance

VI. Planning Meeting

- A. Welcome and Introductions
- B. Review Background and Purpose of Meeting
 - 1. Coordinated Planning Requirements
 - 2. Review Transit Assistance Programs
- C. Identify Needs and Gaps
 - 1. Review Inventory of Services
 - 2. Review Demographic Data
 - 3. Review 2013 Coordinated Plan
 - 4. Brainstorm Needs and Gaps
- D. Identify Strategies and Actions to Address Needs and Gaps
 - 1. Review 2013 Coordinated Plan
 - 2. Brainstorm Strategies and Actions
- E. Prioritize Strategies and Actions
- F. Wrap-up
 - 1. Plan Approval
 - 2. Meeting Evaluations

VII. Report Drafting

- A. NCWRPC Draft Report
- B. County Review
- C. Submission of Final to WisDOT via BlackCat Grants Management System

OVERVIEW OF PLANNING MEETING TO DEVELOP COORDINATED PLAN

Meeting Format

On July 18, 2018, Juneau County transportation stakeholders met at the ADRC of Eagle Country - Mauston Office to build their locally developed coordinated plan. Meeting documentation is included in APPENDIX A. Approximately 5 transportation stakeholders attended this meeting. Many more were invited including representatives of public, private and non-profit transportation and human services providers and users including seniors and individuals with disabilities. Participants were asked to sign-in and given handouts including an agenda, meeting evaluation form, copies of FAST Act and funding program background material, county transportation services inventory, county demographic information, and the gaps & needs and coordinated strategies sections of the county's 2013 plan.

The NCWRPC facilitated this session, presenting background material and guiding the group through the agenda. Highlights of the background provided by the NCWRPC include an overview of the locally developed plan requirements and grant funding programs. The Internet link to WisDOT's coordinated plans webpage was provided to give participants additional information and resources on coordinated transportation planning.

The format of the meeting centered around informal discussion and general consensus. The group brainstormed transportation service gaps & needs and strategies & actions to address the identified needs or gaps. The final list of strategies was prioritized by the group through weighted voting for their three most important items listed. Refer to the sections titled *Service Gaps and Needs & Strategies to Address Transportation Gaps and Needs in Juneau County*, below, for the outcomes of this session.

Meeting Invitation and Participant Lists

The stakeholder invitation list for the July 18 meeting included 41 individuals, see APPENDIX B. Approximately 5 people attended the planning meeting as follows:

Juneau County 2018 Coordinated Transportation Plan Participant List

<u>Name</u>	<u>Organization</u>	<u>Role</u>
Mike Lynch	Vernon Area Rehabilitation Center (VARC, Inc.)	Transportation Service Provider
Lynn Martin	ADRC of Eagle Country	Transportation Services Coordinator
Charlene Norberg	ADRC of Eagle Country	Transportation & Human Service Provider
Colin Moten	Juneau Co. Veteran's Services	Provider/Advocate
Sandy Turner	Workforce Connections	Employment Advisor

Keeper of the Plan

The Aging and Disability Resource Center of Eagle Country - Mauston Office will continue to be the designated keeper of the plan. ADRC Director, Charlene Norberg, will be the primary staff contact.

Summary of Participant Review

The plan meeting participants were given the opportunity to complete an evaluation form rating the process, meeting, and implementation strategies. Most responses indicate a positive agreement regarding the process and the County's status. Refer to APPENDIX C for copies of the completed participant evaluation forms.

ANALYSIS OF SERVICE GAPS AND NEEDS

Assessment of Existing Service

An inventory of what transportation services are currently available in Juneau County was compiled in the APPENDIX D. There are several transportation services available, however, geographic and eligibility restrictions limit this service. A general assessment of the inventory data indicates the following:

- Evening and weekend services are limited,

- Employment needs are underserved, and
- More rural, inter-city and across-county services are needed.

Demographic Information

The NCWRPC provided demographic information in the form of countywide maps showing density of overall population and for target populations including seniors and individuals with disabilities, refer to APPENDIX E. This information is useful in assisting with defining gaps and needs.

Identification of Gaps and Needs

Based on their experience and perceptions, meeting participants identified the following gaps and needs in the current transportation system within Juneau County:

- Lack of community leadership on transportation issue to elevate its importance for the health and welfare of the elderly and disabled with elected officials and agencies and organizations.
- Agency and organization operating "silos" make it difficult to coordinate transportation services.
- Existing services are very busy.
- Lack of assets: drivers and vehicles, makes it difficult to meet ride demands.
- Only 1 half-time driver available results in times where the vehicle is not being utilized. Budget issues prevent adding paid drivers.
- Not enough volunteer drivers available at times. Pool of volunteer drivers has been decreasing.
- Insurance issues for volunteer drivers.
- Lack of affordable public transit - lack of 2nd / 3rd shift availability - taxi has limited range/hours of operation - affects access to medical, work, etc.
- Decreases in 5310 program funding have exacerbated vehicle availability, both replacement and new, problems
- Limited service capacity makes it difficult to service entire county.

- On-going, specialized medical treatments such as dialysis, chemotherapy, rehabilitation for opioid addiction, etc strain existing transportation services.
- No capacity for bariatric transportation service.
- Transportation is a barrier to employment.
- Other human services transportation needs exist within the community, including child protective services, particularly court-ordered, such as visitation arrangements, counseling, etc.

STRATEGIES TO ADDRESS IDENTIFIED GAPS AND NEEDS

The following strategies establish the framework for a five-year work program from 2019 through 2023. The listed strategies and actions were generated to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery.

The strategies are ranked by scores assigned by stakeholder meeting participant voting based on resources from multiple program sources, time, and feasibility for implementing the strategies or actions identified.

Some of the strategies listed here ultimately may be not be implemented within the five-year time timeframe due to changing conditions (political, fiscal, etc.). Uncompleted strategies and actions should be rolled over to the next five-year plan as appropriate.

Juneau County 5-year Transportation Coordinated Strategies, 2019 - 2023

	Priority Rank	Score	
1.	10		Develop a larger support network for transportation coordination by pulling together leaders from various initiatives and programs (i.e. MCO enrollment processes, county and local elected official involvement in planning processes, emergency preparedness, Nutrition Project Council, etc.)
2.	8		Maintain and expand existing services through support of program operations (inc. director/transportation coordinator position(s), driver salaries, volunteer reimbursements, equipment, supplies and training), maintenance, repair and scheduled replacement of vehicle fleet as appropriate.

Actions:

- Continue to make use of 85.21 Grants to maintain and expand the level of transportation service within the County.

- Continue to apply for 53.10 Capital Grants to maintain and expand the human services transportation vehicle fleet within Juneau County.

3. 6 Promote available services and provide education on how to use the service, including outreach to medical community, nursing homes and assisted living facilities, churches, county board/elected officials, other agencies (i.e. Habitat for Humanity), etc.
4. 0 Work to develop a comprehensive, active county Transportation Coordinating Committee (TCC).
5. 0 Continue to support volunteer driver program.

Actions:

- Apply for 85.21 Grants to expand and maintain the volunteer driver program within the County.
- Explore ways to increase number of volunteer drivers available to the program.

UPDATING / AMENDING THE COORDINATED PLAN

The coordinated plan establishes the framework for a five-year work program. However, should a strategy or project be identified that was not foreseen at the time of plan development, the plan can be amended through some form of stakeholder consensus process. The plan should be regularly reviewed and updated if major changes in any provisions of the plan are identified. At a minimum, the plan is required to be updated every five years.

APPROVAL OF 2019 - 2023 JUNEAU COUNTY TRANSPORTATION COORDINATED PLAN

After the identified strategies and actions were reviewed by the planning group and consensus was reached that their work was complete, the NCWRPC meeting facilitator entertained a motion on the question of approving the established five-year strategy and action plan:

On a motion by Colin Moten, seconded by Sandy Turner, the 2019 - 2023 Juneau County Locally Developed, Coordinated Public Transit-Human Services Transportation Plan was approved with all in favor.

NCWRPC - Juneau County

Coordinated Public Transit - Human Services Transportation Plan Development Meeting - July 18, 2018

	Name	Representing	Role (Service Provider, User, etc.)
1	Mike Lynch	Vare, Inc.	Service Provider
2	Lynn Martin	ADRC	Secretary IT/Trans. Coord.
3	Charlene Norberg	ADRC	Director
4	Colin Molen	Veterans	Director
5	Sandy Turner	Workforce Connections	Career Planner
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JUNEAU COUNTY

2019 LOCALLY DEVELOPED COORDINATED PUBLIC TRANSIT- HUMAN SERVICES TRANSPORTATION PLAN MEETING

JULY 17, 2018

AGENDA

- I. WELCOME AND INTRODUCTIONS**

 - II. PURPOSE OF MEETING and BACKGROUND**

 - III. IDENTIFICATION OF SERVICE NEEDS AND GAPS**
 - A. Review of Demographic Data**
 - B. Review of Service Inventory**

 - IV. IDENTIFICATION AND PRIORITIZATION* OF STRATEGIES AND ACTIONS TO ADDRESS NEEDS AND GAPS**
 - * Based on consideration of resources, time and feasibility.*

 - V. WRAP-UP**
 - A. Plan Approval**
 - B. Meeting Evaluation**
-

For more information and resources on Locally Developed Coordinated Public Transit-Human Services Transportation Planning visit:

<http://wisconsin.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/compliance/coord.aspx>

NORTH CENTRAL WISCONSIN REGIONAL PLANNING COMMISSION

210 McClellan Street, Suite 210, Wausau, Wisconsin 54403
Telephone: (715) 849-5510 Fax: (715) 849-5110
Web Page: www.ncwrpc.org Email: staff@ncwrpc.org



SERVING ADAMS, FOREST, JUNEAU, LANGLADE, LINCOLN, MARATHON, ONEIDA, PORTAGE, VILAS AND WOOD COUNTIES

MEMORANDUM

DATE: June 21, 2018
TO: Parties with interest in Human Services Transportation in Juneau County
FROM: Darryl L. Landeau, AICP
RE: Invitation to Meeting

NOTICE OF HUMAN SERVICES TRANSPORTATION MEETING

Please attend...

DATE: July 18, 2018
TIME: 1:30 pm
LOCATION: ADRC of Eagle Country - Mauston Office
200 Hickory Street, Mauston

A county meeting is scheduled for stakeholders in public transit / human services transportation coordination for Juneau County on Wednesday, July 18 beginning at 1:30 P.M. The meeting will take place at the ARDC of Eagle Country - Mauston Office, 200 Hickory Street in Mauston. This meeting will include an assessment of human services transportation needs and gaps within Juneau County and identification of strategies to address these issues with emphasis on improving service coordination. ***Written comments may be submitted to: NCWRPC, 210 McClellan St. Ste. 210, Wausau WI 54403 or dlandeau@ncwrpc.org.***

If you have questions regarding this meeting, please contact me at dlandeau@ncwrpc.org or 715-849-5510 extension 308. If you need transportation assistance to this meeting or other accommodations, please contact the ADRC of Eagle Country - Mauston Office at 608- 847-9371.

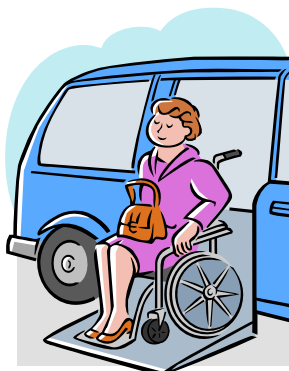
BACKGROUND ON MEETING

The federal surface transportation program requires applicants for the Elderly and Disabled Transportation Program (5310) grants, as well as state 85.21 projects must be part of a "locally-developed, coordinated public transit-human services transportation plan." This plan is required to be developed through a process that includes representatives of public, private, and non-profit transportation services, human services providers and the general public.

To maintain local eligibility for these grants, the Wisconsin Department of Transportation has developed a county meeting process to comply with federal requirements. Regional Planning Commission (RPC) planners are coordinating and conducting these meetings statewide on behalf of WisDOT and the counties as independent and objective entities. Your participation is critical for the development of a qualifying plan that will effectively serve Juneau County.

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JUNEAU COUNTY ELDERLY & DISABLED TRANSPORTATION PLANNING MEETING



PLEASE ATTEND...

A county meeting will be held to assess transportation programs for the elderly and disabled and develop plans to improve transportation services for those in need. The meeting will provide the basis for Juneau County's Coordinated Public Transit - Human Services Transportation Plan as required under federal and state regulations. The meeting will be facilitated by the North Central Wisconsin Regional Planning Commission on behalf of the Wisconsin Department of Transportation and Marathon County.

DATE: July 18, 2018

TIME: 1:30 PM

LOCATION: ADRC of Eagle Country-Mauston Office
200 Hickory Street, Mauston

For transportation assistance or other accommodations, please contact the ADRC of Eagle Country - Mauston Office at 608- 847-9371.

Written comments may be submitted to: NCWRPC, 210 McClellan St. Ste. 210, Wausau WI 54403 or staff@ncwrpc.org.

For information about the meeting contact NCWRPC at 715-849-5510 or email staff@ncwrpc.org.

Capital Newspapers Proof of Publication Affidavit

Ad #: 3669625 Price: \$21.80 Ad ID: Notice of Elderly & Disabled Transportation Public Meeting

Retain this portion for your records.

Please do not remit payment until you receive your advertising invoice.

Mail to:

North Central Wisconsin Regional Planning Commission
Bernie Lewis
210 McClellan Street
Ste 210
Wausau, WI 54403

RECEIVED
JUL 09 2018
NORTH CENTRAL WISCONSIN
REGIONAL PLANNING COMMISSION

STATE OF WISCONSIN

Juneau County



ss.

Jessica Congdon

being duly sworn, doth depose and say that
he (she) is an authorized representative of
Capital Newspapers, publishers of

Juneau County Star Times

and that an advertisement of which the annexed is a true
copy, taken from said paper, was published therein on
July 5th, 2018

**Notice of Elderly and
Disabled Transportation
Public Meeting**

A county meeting will be held on Wednesday, July 18 beginning at 1:30 PM at the ADRC of Eagle Country - Mauston Office, 200 Hickory Street, Mauston to assess transportation programs for the elderly and disabled and develop plans to improve transportation services for those in need. The meeting will provide the basis for Juneau County's Coordinated Public Transit - Human Services Transportation Plan as required under federal and state regulations.

The North Central Wisconsin Regional Planning Commission (NCWRPC) is coordinating the meeting on behalf of WisDOT and the County. Those persons unable to attend the meeting and would like to submit comments in advance may send them to: NCWRPC, 210 McClellan St. Ste. 210, Wausau WI 54403 or email to staff@ncwrpc.org.

Seniors or persons with disabilities who would like to attend the meeting and require a ride or other accommodations should contact the ADRC of Eagle Country - Mauston Office at 608- 847-9371. The meeting location is accessible.

PUB. JCST: July 5, 2018
#3669625 WNAXLP

(Signed)

(Title)

Subscribed and sworn to before me on

JUL 05 2018

Notary Public, , Wisconsin

My Commission expires

MAR 21 2021

ADRC of Eagle Country- Mauston
Charlene Norberg, Director
200 Hickory Street
Mauston, WI 53948

Juneau Co. Human Services
Scott Ethun, Director
200 Hickory Street
Mauston, WI 53948

Alan K. Peterson
Juneau Co. Chair/Admin. Coord.
N3163 Hwy G
Mauston, WI 54618

ADRC of Eagle Country- Mauston
Lynn Martin, Transportation Coord
200 Hickory Street
Mauston, WI 53948

Juneau Co. Veterans Service
Colin Moten
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Mauston, WI 53948

Fred Hebert, Exec Dir.
Central WI CAC
PO Box 430
Wisconsin Dells, WI 53965

Mauston Public Transit
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Viroqua, WI 54665

Richard Brown
Brown Bus Service
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Elroy, WI 53929

Jevco Transit
PO Box 159
Wisconsin Rapids, WI 54495-1059

VARC, Inc Juneau Division
Michael Lynch, Manager
N9246 State Rd 80 # 29
Necedah, WI 54646

Amy Grotzke, Director WDA 9
Div. of Vocational Rehabilitation
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La Crosse, WI 54601

Kathie Knoble-Iverson, Director
Independent Living Resources
4439 Mormon Coulee Road
La Crosse, WI 54601

Necedah School District
Tonya Kotlowski
1801 S. Main Street
Necedah, WI 54646

New Lisbon School District
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New Lisbon, WI 53950

Mauston School District
Christine Weymuth
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Mauston, WI 53948

Wonewoc Union Center Schools
Sharon Ennis, Dist Administrator
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Elroy School District
Mark Gruen
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Elroy, WI 53929

Abby Vans Inc.
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Neillsville, WI 54456

Elizabeth Dehling, Area Coordinator
DHS Southeast / Southern Regions
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Madison, WI 53714

Lori Thuli, Area Administrator
WI DCF Southern Region
PO Box 8947
Madison, WI 53708-8947

Pine Valley Residential Services
Jessica Schulz
PO Box 329
Lyndon Station, WI 53944

Oak Grove Assisted Care
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200 W 6th Street
Necedah, WI 54646

Kristal Moen, Administrator
Elroy Health Services
PO Box 167
Elroy, WI 53929

Raymond Weiss, Administrator
Fair View Nursing & Rehab Center
1050 Division Street
Mauston, WI 53948

Jennifer Brandau, Administrator
Crestview Nursing Home
612 View Street
New Lisbon, WI 53950

Cottage Care CBRFs
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204 Hall Street
Mauston, WI 53948

Weber Haus
Carol Johnson
PO Box 276
Wonewoc, WI 53968-9224

Steve Thomas
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Mauston WI 53948

Inclusa Inc.
Family Care MCO
3349 Church Street, Ste 1
Stevens Point, WI 54481

Evergreen Manor
Jim Rosin
W5205 Buckeye Dr
Necedah WI 54646

Terrace Heights
Jill Finley
1030 Division St
Mauston WI 53948

Juneau County Emergency Mgmt
Gervase Thompson
200 Oak St
Mauston WI 53948

Care Wisconsin
Family Care MCO
PO Box 14017
Madison, WI 53708-0017

Oak Run CBRF
Brenda Falk-Huzar
N9895 18th Ave
Necedah, WI 54646

Juneau County Public Health
Barb Theis, PH Officer
200 Hickory St
Mauston WI53948

My Choice Family Care Inc.
10201 W Innovation Dr., Ste 100
Wauwatosa, WI 53226

Meeting Evaluation Form

(2019-2023) Coordinated Planning Meeting

County/Region:	Juneau County
Date:	7-18-18
Facilitator(s):	

Instructions: For each item below, please circle the number/response that best expresses your opinion.

General Meeting Questions	Strongly Agree		Agree	Strongly Disagree		Don't Know
1. The information covered in the group discussions, examples and explanations was understandable.	1	2	3	4	5	6
2. The meeting provided a good forum for communication about public/human services transportation coordination.	1	2	3	4	5	6
3. Participants at the meeting were from a broad stakeholder group.	1	2	3	4	5	6
4. The county/region's prioritized action plan is comprehensive and realistic.	1	2	3	4	5	6
5. The county/region has a working coordination team.	1	2	3	4	5	6
6. The previous coordination plan has been implemented.	1	2	3	4	5	6
7. Developing the prioritized action plan was meaningful and valuable.	1	2	3	4	5	6
8. I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	1	2	3	4	5	6
Facilitator Questions						
9. Facilitator was knowledgeable about the meeting process.	1	2	3	4	5	6
10. The information was presented in a clear, logical format.	1	2	3	4	5	6

10. The time allotted for the meeting was: __ too much X about right __ not enough

11. List key points/issues presented during the meeting that were the most valuable or useful.

12. List any information or meeting content you felt was omitted or needed further clarification.

13. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

14. Other comments (write on back)

Meeting Evaluation Form

(2019-2023) Coordinated Planning Meeting

County/Region:	Sumner
Date:	7-18-17
Facilitator(s):	

Instructions: For each item below, please circle the number/response that best expresses your opinion.

General Meeting Questions	Strongly Agree	Agree	Strongly Disagree	Don't Know
1. The information covered in the group discussions, examples and explanations was understandable.	1	(2)	3	4 5 6
2. The meeting provided a good forum for communication about public/human services transportation coordination.	1	(2)	3	4 5 6
3. Participants at the meeting were from a broad stakeholder group.	1	2	3	(4) 5 6
4. The county/region's prioritized action plan is comprehensive and realistic.	1	2	3	4 5 (6)
5. The county/region has a working coordination team.	1	2	3	4 5 (6)
6. The previous coordination plan has been implemented.	1	2	3	4 5 (6)
7. Developing the prioritized action plan was meaningful and valuable.	1	(2)	3	4 5 6
8. I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	1	2	3	4 5 (6)
Facilitator Questions				
9. Facilitator was knowledgeable about the meeting process.	1	(2)	3	4 5 6
10. The information was presented in a clear, logical format.	1	(2)	3	4 5 6

10. The time allotted for the meeting was: __ too much ~~__~~ about right __ not enough

11. List key points/issues presented during the meeting that were the most valuable or useful.

12. List any information or meeting content you felt was omitted or needed further clarification.

13. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

14. Other comments (write on back)

Meeting Evaluation Form

(2019-2023) Coordinated Planning Meeting

County/Region:	Juniata CO NCWRPC
Date:	7-18-2018
Facilitator(s):	Darryl Landeau

Instructions: For each item below, please circle the number/response that best expresses your opinion.

General Meeting Questions	Strongly Agree		Agree	Strongly Disagree		Don't Know
1. The information covered in the group discussions, examples and explanations was understandable.	1	2	3	4	5	6
2. The meeting provided a good forum for communication about public/human services transportation coordination.	1	2	3	4	5	6
3. Participants at the meeting were from a broad stakeholder group.	1	2	3	4	5	6
4. The county/region's prioritized action plan is comprehensive and realistic.	1	2	3	4	5	6
5. The county/region has a working coordination team.	1	2	3	4	5	6
6. The previous coordination plan has been implemented.	1	2	3	4	5	6
7. Developing the prioritized action plan was meaningful and valuable.	1	2	3	4	5	6
8. I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	1	2	3	4	5	6
Facilitator Questions						
9. Facilitator was knowledgeable about the meeting process.	1	2	3	4	5	6
10. The information was presented in a clear, logical format.	1	2	3	4	5	6

10. The time allotted for the meeting was: __ too much **X** about right __ not enough

11. List key points/issues presented during the meeting that were the most valuable or useful.

Purpose of plan and need for greater involvement

12. List any information or meeting content you felt was omitted or needed further clarification.

13. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability. *Yes*

14. Other comments (write on back)

Meeting Evaluation Form

(2019-2023) Coordinated Planning Meeting

County/Region:	<i>Lincoln</i>
Date:	<i>7/18/2018</i>
Facilitator(s):	

Instructions: For each item below, please circle the number/response that best expresses your opinion.

General Meeting Questions	Strongly Agree		Agree	Strongly Disagree		Don't Know
1. The information covered in the group discussions, examples and explanations was understandable.	1	2	3	4	5	6
2. The meeting provided a good forum for communication about public/human services transportation coordination.	1	2	3	4	5	6
3. Participants at the meeting were from a broad stakeholder group.	1	2	3	4	5	6
4. The county/region's prioritized action plan is comprehensive and realistic.	1	2	3	4	5	6
5. The county/region has a working coordination team.	1	2	3	4	5	6
6. The previous coordination plan has been implemented.	1	2	3	4	5	6
7. Developing the prioritized action plan was meaningful and valuable.	1	2	3	4	5	6
8. I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	1	2	3	4	5	6
Facilitator Questions						
9. Facilitator was knowledgeable about the meeting process.	1	2	3	4	5	6
10. The information was presented in a clear, logical format.	1	2	3	4	5	6

10. The time allotted for the meeting was: too much about right not enough

11. List key points/issues presented during the meeting that were the most valuable or useful.

Services currently available

12. List any information or meeting content you felt was omitted or needed further clarification.

13. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability. *yes*

14. Other comments (write on back)

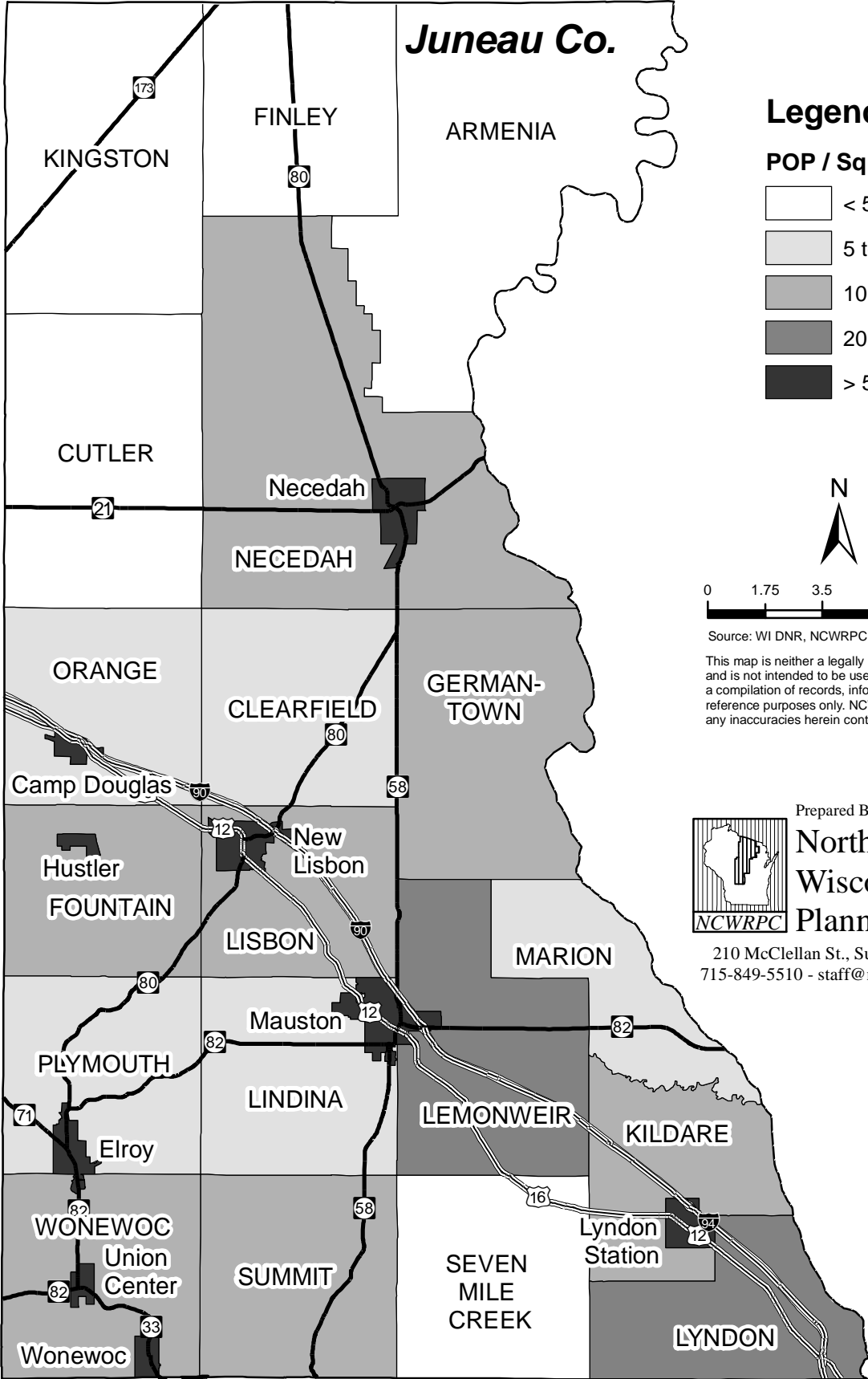
Juneau County Provider Inventory

TABLE 1 JUNEAU COUNTY PROVIDER INVENTORY

Service Name or Sponsor Name	Service Type	Passenger Eligibility	Service Description	Hours of Service	Fleet Information	Use of Federal/State Funds
Juneau County						
Juneau County Department on Aging	Volunteer-escort	Elderly and people with disabilities	Transportation by volunteer drivers in personal vehicle for older adults and persons w/ disabilities. Fare based on distance traveled. 48 hour advance.	Mon.- Fri 8 a.m. to 4:30 p.m. and other times by request	Private vehicles	85.21, VA, Family Care, private pay
Juneau County Senior Van	Specialized	Elderly and people with disabilities	Demand response (door-to-door) to nutrition site in Mauston, and on Fridays for shopping and recreation to various Juneau County communities. Meals are also delivered with this van.	Mon.-Fri. 8 -10 am, 2 pm – 3:30 pm	Six passenger van	85.21, VA, Family Care, private pay
Juneau County Senior Bus	Specialized	Elderly and people with disabilities	Fixed Route, and Demand response (door-to-door).	Mon.-Th. 8-10 am, 2pm-3:30pm Alternating Fridays: 8am-3:30pm	One 10 passenger bus with wheelchair lift.	5310, VA, Family Care, private pay
Terrace Heights	Specialized	Elderly from Terrace Heights	Demand response (door-to-door)	Mon., Wed., & Fri. Some Tue., & Th. Sunday	One 20 passenger bus w/ wheelchair lift	5310
Mile Bluff Medical Center	Specialized	Elderly and people with disabilities	Patients/clients and family members to and from hospital, nursing homes, clinics, and other facilities.	By need	One full size van, 1 passenger with 2 wheelchair Plus driver	5310
Juneau County Human Services	Specialized	Elderly and people with disabilities	Door-to-door – Daily skills training, mental health services, children's programs, and medical appointments.	Mon.-Fri.	One mini van (6 passenger) Three 4 passenger cars, non-wheelchair	County levy, Ho Chunk funding
Mauston Public Transit	Shared Ride Taxi	General Public inc. elderly and people with disabilities	Subsidized taxi service with accessible vehicles. Fare based, mileage only in certain cases.	7 days / week 6:30 am to 10 pm	2 mini vans	5311, 85.20, private pay
VARC	Specialized	VARC Clients	Tailored to client needs.	Client based.	Total 30+ Bus Fleet - wheelchair accessible	5310

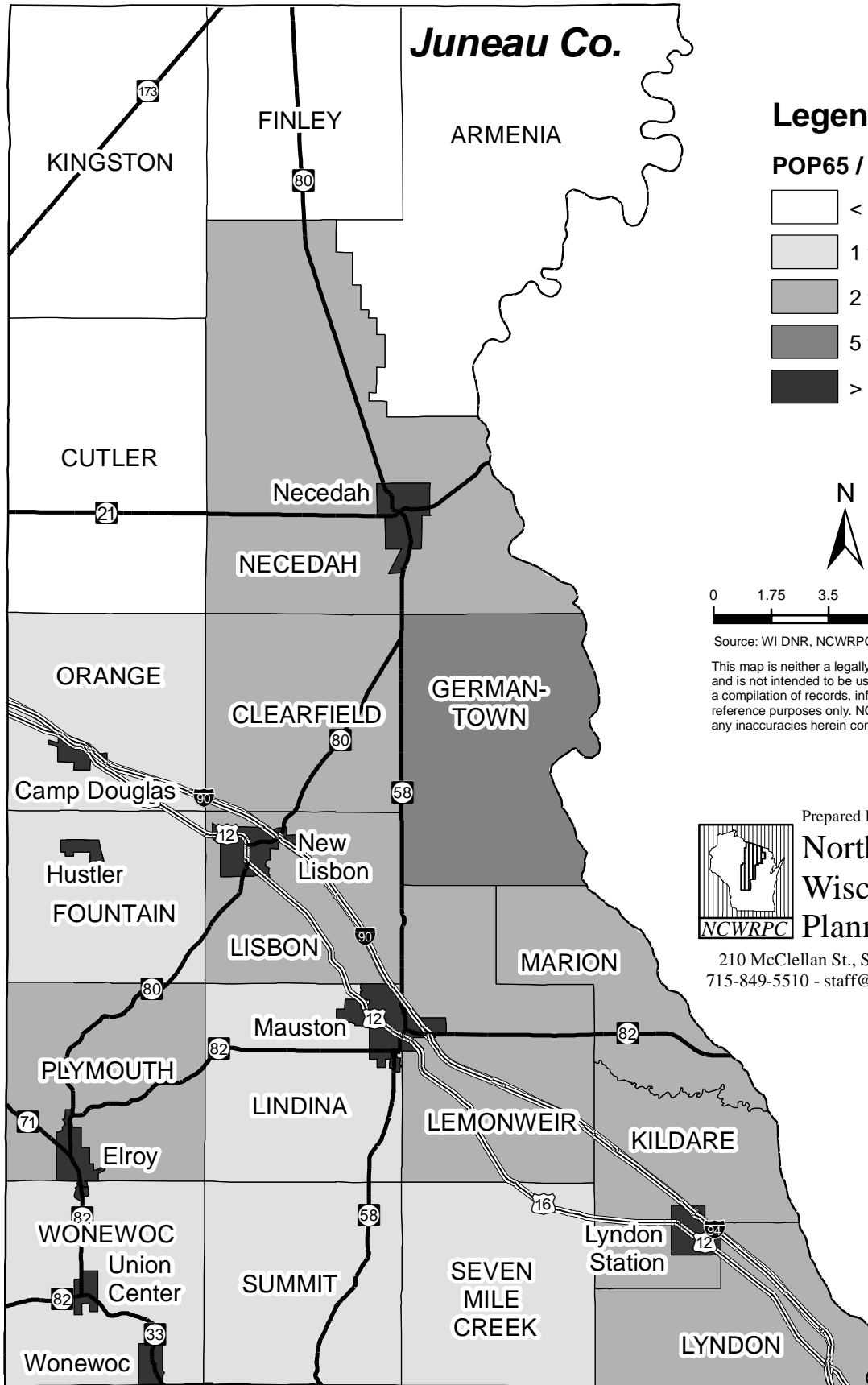
Population Density / By MCD

Juneau County



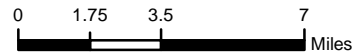
Population Density of Persons over 65 / By MCD

Juneau County



Legend

POP65 / Sq. Mi



Source: WI DNR, NCWRPC, US Census ACS 2012-16

This map is neither a legally recorded map nor a survey and is not intended to be used as one. This drawing is a compilation of records, information and data used for reference purposes only. NCWRPC is not responsible for any inaccuracies herein contained.

Prepared By:

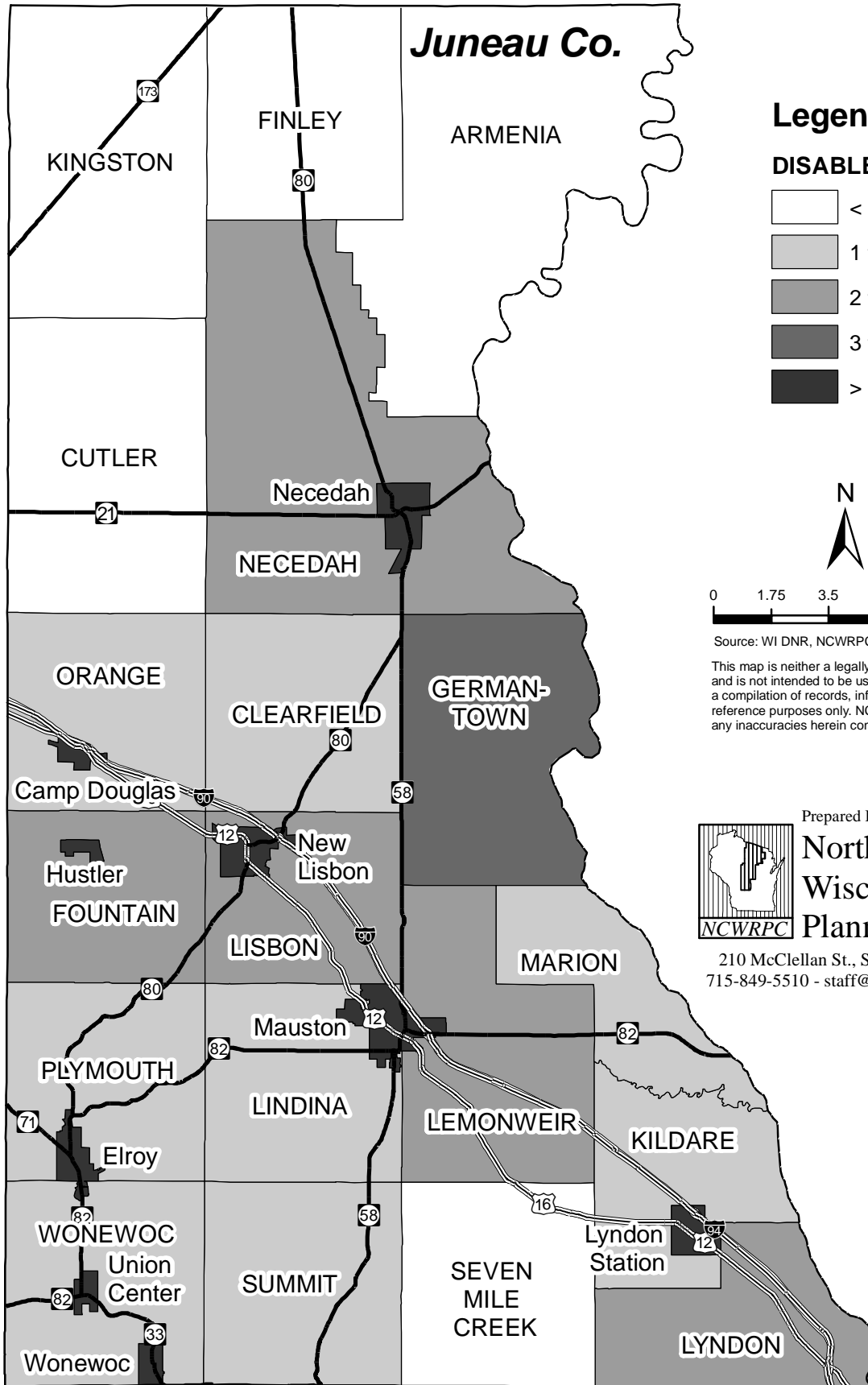


**North Central
Wisconsin Regional
Planning Commission**

210 McClellan St., Suite 210, Wausau, WI 54403
715-849-5510 - staff@ncwrpc.org - www.ncwrpc.org

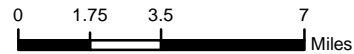
Population Density of Persons with Disabilities / By MCD

Juneau County



Legend

DISABLED / Per Sq. Mi



Source: WI DNR, NCWRPC, US Census ACS 2012-16

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Wisconsin Regional
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Volunteer Driver Insurance Information

Volunteers and Insurance

OFFICE OF THE COMMISSIONER OF INSURANCE

PI-236 (R 09/2017)

We are fortunate in Wisconsin to have so many people willing to volunteer to help a charity of their choice. Volunteering can take many different forms. A volunteer may be manning a food tent, selling brats and hot dogs to picnic patrons in order to raise money for an organization; transporting meals to the disabled; providing rides to veterans; or serving on a board of directors.

For both the organization and the volunteer, there are important insurance issues. For example, what happens if a volunteer driver is in an accident? Or what happens if a volunteer trips and lands on top of the grill while the grill is still cooking those delicious Wisconsin brats?

For organizations utilizing volunteers, it is important to understand your insurance benefits and how your policies may impact your volunteer's insurance coverage. In some cases, insurance coverage will be impacted if the organization reimburses the volunteer for their expenses. If you have a board of directors, your liability coverage may or may not extend to the board's actions and you may need to secure additional coverage.

For volunteers, the issues are equally important. Before engaging in volunteer activities, it is important to ask your insurance agent or your insurance company about coverage for the activities you are engaging in, and remember the details matter. In some cases the coverage provided by your personal insurance may be limited if you accept any reimbursement for your volunteer activities even if the reimbursement only covers some of your expenses.

Auto Insurance

The most important point to remember is personal auto insurance policies vary on their treatment of volunteer driving activities. In almost all cases, the insurer will provide coverage for volunteers in which there is no reimbursement for expenses. However, if the organization provides any reimbursement, even if it is just for some of the expenses incurred by the driver, some insurers will treat this as a commercial activity.

Volunteer drivers should clarify if the organization for which you are volunteering is already covered under a commercial auto insurance policy. If not, a discussion with your insurance agent or insurance company may

clarify the issues for you. You may be able to purchase a separate rider on your policy. If your insurer limits coverage and volunteering is important to you, you may be able to find an insurance company which will provide coverage under your personal auto policy. (See the attached list of insurance carriers offering volunteer driver coverages.)

For volunteer organizations engaging drivers, it is important to have a discussion with your drivers. Reimbursement policies may vary from insurer to insurer. Commercial policies covering your drivers may also be another option.

Liability Insurance

Liability insurance provides coverage for damages and legal defense in cases where the actions of the organization have resulted in some harm to a person or property. There are a number of types of liability coverage including:

Directors and Officers

This coverage provides protection to directors and officers from claims which arise from negligent conduct committed in their capacity as directors and officers.

Comprehensive General Liability

This type of policy provides many liability coverages under one contract.

Multi-Peril

Though it is possible to purchase many separate insurance policies to cover a single business operation, this may be impractical. Therefore, you may want to buy a multi-peril policy. This is a comprehensive policy tailored to suit your business needs providing both property and liability protection. For many businesses it is the most efficient and economical way to buy insurance.

Umbrella and Excess Liability

Umbrella liability insurance provides two kinds of coverage: payments of liabilities in excess of loss offered in your basic commercial policy, auto liability, or employers' liability coverages and liability for areas not covered in other liability policies.

Excess liability coverage provides protection for catastrophic accidents or occurrences, such as when a number of people are injured at once. The main difference between excess and umbrella policies is umbrella policies cover all underlying liability policies whereas excess liability policies increase the limits of liability in one particular policy.

Worker's Compensation

Generally, volunteer workers are exempt from the worker's compensation requirements in the statutes. Specifically, as detailed in the *Consumer's Guide to Worker's Compensation Insurance for Employers*:

A volunteer for a nonprofit organization that is exempt or eligible for exemption from federal income taxation under the Internal Revenue Code who receives nominal payments of money or other things of value totaling not more than \$10.00 per week is not considered to be an employee under the Act, unless the nonprofit organization elects to cover the volunteer under its policy.

Volunteers who are injured while working as a volunteer will not have coverage for lost wages (at a job providing income) unless covered under another insurance policy such as a weekly income policy.

Organizations providing volunteers with compensation in excess of the statutory \$10.00 per week limit may want to explore their liability for any injuries their volunteers may incur while providing services.

Tips for Understanding Volunteer Insurance

For volunteers:

1. Read your insurance policies to understand your coverage.
2. Talk to your insurance agent or your insurer about any concerns you may have.
3. Shop around for coverage. While one insurance company may not cover your volunteer activities, other insurers may.
4. Talk to the organization you will be volunteering for about insurance coverage.

For organizations:

1. Read your insurance policies to understand what is and is not covered.
2. Review your insurance coverage at least annually with your insurance agent.
3. Make sure your policies and procedures line up with your insurance coverage.
4. Before conducting any large public event, make sure you discuss coverage with your insurance agent and/or your insurer.
5. Discuss any insurance issues with your employees and volunteers to make sure there is coverage in case of an unfortunate event.

List of Insurers Offering Volunteer Coverage

The following is a list of carriers operating in Wisconsin who insure volunteer drivers under their personal auto policies and cover claims occurring while using the insured vehicle for volunteer purposes. It is important to remember insurance companies reserve the right to make underwriting and claim judgements based on the individual risk or claim presented. Typically, it would be expected that volunteer driving would not be on a regular basis and would be incidental to the overall usage of the vehicle. It is not unreasonable for a company to require proof—particularly in the event of a claim—the reimbursement was based on actual expenses incurred and/or the mileage reimbursement was based on IRS guidelines.

The Office of the Commissioner of Insurance recommends consumers read their policy in detail for information addressing volunteer coverage as well as contacting their carrier with additional questions or clarifications.

State of Wisconsin
Office of the Commissioner of Insurance
P.O. Box 7873
Madison, WI 53707-7873
oci.wi.gov

Insurance Carriers Offering Volunteer Driver Coverages
(listed in alphabetical order)

21st Century Centennial Company	Horace Mann Insurance Company
Acuity, A Mutual Insurance Company	Horace Mann Property & Casualty Insurance Company
AIG Property Casualty Company	IDS Property Casualty Company
Allstate Indemnity Company	IMT Insurance Company
Allstate Insurance Company	Integrity Mutual Insurance Company
Allstate Property and Casualty Company	Integrity Property and Casualty Insurance Company
American Family Mutual Insurance Company	Liberty Mutual Insurance Group (all Liberty companies)
American Standard Insurance Company of WI	Mid-Century Insurance Company
Artisan and Truckers Casualty Company	National General Insurance Company
Auto Club Group Insurance Company	Owners Insurance Company
Auto Club Insurance Association	Progressive Casualty Insurance Company
Auto Owners Insurance Company	Progressive Classic Insurance Company
Badger Mutual Insurance Company	Progressive Northern Insurance Company
Bristol West Insurance Company	Progressive Universal Insurance Company
Country Mutual Insurance Company	Rural Mutual Insurance Company
Country Preferred Insurance Company	Safeco Insurance
Dairyland Insurance Company	Sagamore Insurance Company
Electric Insurance Company	Secura Insurance
Erie Insurance Company	Sentry Insurance a Mutual Company
Erie Insurance Exchange	Standard Fire Insurance Company, The
Esurance Insurance Company	Teachers Insurance Company
Farmers Insurance Exchange	Travelers Home and Marine Insurance Company, The
GEICO	Travelers Property Casualty Insurance Company
GEICO Advantage Insurance Company	Viking Insurance Company of Wisconsin
GEICO Casualty Company	Wadena Insurance Company
GEICO General Insurance Company	West Bend Mutual Insurance Company
GEICO Indemnity Company	Wilson Mutual Insurance Company
General Casualty Company of Wisconsin	Wisconsin Mutual Insurance Company
Germantown Mutual Insurance Company	
Hartford Insurance Company, The	

There may be other insurers who offer this type of coverage in Wisconsin. Check with your licensed insurance agent to explore your options.