

# Langlade County

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



*Facilitated By:*

**North Central Wisconsin Regional Planning Commission**

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

prepared for:

Langlade County

and

Wisconsin Department of Transportation

by:

North Central Wisconsin Regional Planning Commission

**August 31, 2018**

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This plan was prepared for Langlade 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 Langlade County Transportation Coordinated Plan . . . . .	10
Appendix A – Meeting Documentation	
Appendix B – Meeting Invitation List	
Appendix C – Meeting Evaluation Forms	
Appendix D – Langlade 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 16, 2018, Langlade County transportation stakeholders met at the County Courthouse in Antigo to build their locally developed coordinated plan. Meeting documentation is included in APPENDIX A. Approximately 9 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 Langlade County*, below, for the outcomes of this session.

**Meeting Invitation and Participant Lists**

The stakeholder invitation list for the July 16 meeting included 35 individuals, see APPENDIX B. Approximately 9 people attended the planning meeting as follows:

Langlade County 2018 Coordinated Transportation Plan Participant List

<u>Name</u>	<u>Organization</u>	<u>Role</u>
Karalyn Peterson	MILC	Disability Advocate
Denise Larson	CIL New Freedom Transportation	Transportation Service Provider
Richard Ducane	Menominee Dept. of Transit Services	Transportation Service Provider
Robert Baumann		Transportation Service User
Ron Barger	Langlade County Social Services Dept.	Human Services Provider
James Bosselt		Transportation Service User
Danny Pyeatt	Menominee Dept. of Transit Services	Transportation Service Provider
Janice Cahak	Langlade County Finance Dept.	85.21 Program Manager
Jenny Renfro	Aspirus Langlade Hospital	Medical Services Provider

**Keeper of the Plan**

The Langlade County Finance Department will be the designated keeper of the plan. Pam Resch, County Finance Director, 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 Langlade 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 Langlade County:

- Long wait times.
- Developing technology for routing / tracking / scheduling.
- Shelters needed at busiest pickups.
- Return service from hospital.
- Lack of volunteer driver programs.
- Need strategic plan between County and transit provider.
- Weekend-especially Sunday (i.e. church services).
- Number of qualified drivers.
- Bike racks.
- Pets.

### **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.

**Langlade County 5-year Transportation Coordinated Strategies, 2019 - 2023**

Priority  
Rank    Score

1.      14      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 5310 Capital Grants to maintain and expand the human services transportation vehicle fleet within Langlade County.

2.      7      Support / Coordinate with Regional Volunteer Driver Program to reinforce local program and fill in gaps in service.

Actions:

- Work with Center for Independent Living for Western Wisconsin (aka CIL) to determine how to best integrate expansion of CIL's Regional Volunteer Driver Program into Langlade County Transportation Program.

3.      5      Develop and support ride tracking technology to aid service users.

4.      3      Work with employment training programs to cultivate drivers.

5.      2      Develop bus shelters at key stops.

Actions:

- Explore transit grant program options that may help fund transit facilities.

6.      1      Continue to work with hospital to address return service.

- 7      1      Work to bring together County, City of Antigo, Menominee Transit and various volunteer organizations to begin strategic planning (and identifying grant opportunities).
8.     1      Expand evening and weekend service. (See recommendation 1, above.)
9.     0      Continue to grow partnership with city. (See recommendation 7, above.)

#### **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 LANGLADE 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 Danny Pyeatt, seconded by Ron Barger, the 2019 - 2023 Langlade County Locally Developed, Coordinated Public Transit-Human Services Transportation Plan was approved with all in favor.*



7/16/18 Langlade Co. Coordinated Transportation Mtg  
SIGN-IN

NAME	REPRESENTING	ROLL <small>ie Service Provider user etc</small>
Richard Duca <del>Robert Paulmann</del> Ron Bergen <small>Barger</small> Denise Larson James P. Osselt	<small>nominee</small> Men. Dept of Transit Service  LC Health + DSS New Freedom Transp Program Center for Independent Living Summit Center	Service Provider USER Admin Dept Head Provider
Danny PEATT Janice Cahak Jenny Rentro	MEN DEPT OF TRANSIT SERVICE <small>Finance</small> Langlade Co Finance Aspirus Langlade Hosp.	Service Provider Service Provider

## LANGLADE COUNTY

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

JULY 16, 2018

#### AGENDA

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- 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

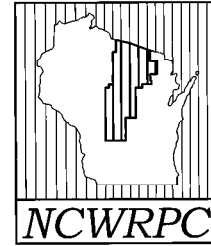
*\* Based on consideration of resources, time and feasibility.*
  - V. WRAP-UP
    - A. Plan Approval
    - B. Meeting Evaluation
- 

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](http://www.ncwrpc.org) Email: [staff@ncwrpc.org](mailto:staff@ncwrpc.org)



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

## **MEMORANDUM**

**DATE:** June 26, 2018  
**TO:** Parties with interest in Human Services Transportation in Langlade County  
**FROM:** Darryl L. Landeau, AICP  
**RE:** Invitation to Meeting

## **NOTICE OF HUMAN SERVICES TRANSPORTATION MEETING**

Please attend...

**DATE:** July 16, 2018  
**TIME:** 2:00 pm  
**LOCATION:** Langlade County Courthouse  
County Board Room  
800 Clermont Street, Antigo

A county meeting is scheduled for stakeholders in public transit / human services transportation coordination for Langlade County on Monday, July 16 beginning at 2:00 P.M. The meeting will take place at the Langlade County Courthouse in the County Boardroom, 800 Clermont Street in Antigo. This meeting will include an assessment of human services transportation needs and gaps within Langlade 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](mailto:dlandeau@ncwrpc.org).***

If you have questions regarding this meeting, please contact me at [dlandeau@ncwrpc.org](mailto:dlandeau@ncwrpc.org) or 715-849-5510 extension 308. If you need transportation assistance to this meeting or other accommodations, please contact Red Robin Transit at 1-844-897-6246.

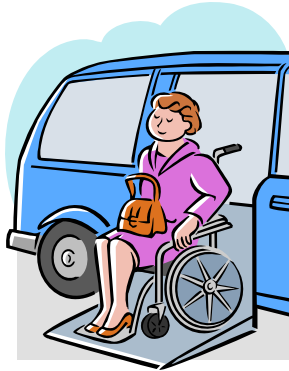
## **BACKGROUND ON MEETING**

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 Langlade County.

N:\DARRYL\REGION\TRANSPORTATION\COUNTYTRANSIT\COORDINATED2018\INVITATIONS2018\LANGLADE\_INVITE\_2018.DOC

## LANGLADE 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 Langlade 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 Langlade County.

**DATE:** July 16, 2018

**TIME:** 2:00 PM

**LOCATION:** Langlade County Safety Bldg  
Lower Level  
County Board Room  
840 Clermont Street, Antigo

For transportation assistance or other accommodations, please contact Red Robin Transit at (844) 897-6246.

***Written comments may be submitted to: NCWRPC, 210 McClellan St. Ste. 210, Wausau WI 54403 or [staff@ncwrpc.org](mailto:staff@ncwrpc.org).***

For information about the meeting contact NCWRPC at 715-849-5510 or email [staff@ncwrpc.org](mailto:staff@ncwrpc.org).



Fred A. Berner Being duly sworn on his oath, says that he is the foreman of the Berner Bros. Publishing Company, whose principal place of business is at Antigo, Wisconsin, and that as such foreman, he makes this affidavit in its behalf and is authorized so to do:

That the said Company is the publisher and printer of the Antigo Daily Journal, a daily newspaper published and printed, in the City of Antigo, Langlade County, State of Wisconsin, and that the notice of which the annexed is a copy, taken from the paper in which it was published, was published in said newspaper on the following dates:

July 12, 2018

Affiant says that the said daily newspaper has a bona fide circulation to actual subscribers of not less than three hundred copies per day, and has been regularly and continuously published in the said City of Antigo, Langlade County, State of Wisconsin, at least six days in each calendar week, holidays excepted, for at least two years immediately before the date of said notice.

Affiant further says that all facts set forth in this affidavit are true to his personal knowledge.



Subscribed and sworn to before me this

2nd day of August, 2018  
Susan Blahnik

Notary Public, Langlade County, Wis.

54.28



My commission expires December 26, 2021.

# Notice of Elderly and Disabled Transportation Public Meeting

A county meeting will be held on Monday, July 16 beginning at 2:00 p.m. at the Langlade County Courthouse in the county boardroom, 800 Clermont Street, Antigo 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 Langlade 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 Street, Suite 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 Fred Robin Transit at 1-844-897-6246. The meeting location is accessible.

WNAXLP



ADRC of Central Wisconsin  
1225 Langlade Road  
Antigo, WI 54409

John Zenkovich  
Langlade Co. Veterans Service  
1225 Langlade Rd.  
Antigo, WI 54409-2795

Dan Idzikowski  
Disability Rights WI  
131 W. Wilson Street, Suite 700  
Madison, WI 53703

Midstate Independent Living  
Consultants, Inc.  
3262 Church Street, Suite 1  
Stevens Point, WI 54481

Denise Larson  
CIL Wisconsin Partnership  
2920 Schneider Ave SE  
Menomonie, WI 54751

Lakeland Care, Inc.  
Family Care MCO  
N6654 Rolling Meadows Dr.  
Fond du Lac, WI 54937

Richard Ducane  
Menominee Regional Public Transit  
W2727 Our Childrens Road  
Keshena, WI 54135

Freedom Vans, LLC  
W9491 Co. Rd B  
Bryant, WI 54418

VSO Transportation Services  
PO Box 400  
Rhineland, WI 54501

Abby Vans  
1115 W. 4th Street  
Neillsville, WI 54456

Ron Barger, Director  
Langlade County Social Services  
1225 Langlade Road  
Antigo, WI 54409

Patricia Noland, Director WDA 6  
Div. of Vocational Rehabilitation  
364 Grand Avenue  
Wausau, WI 54403

Carrie Porter  
GWAAR  
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Madison, WI 53714

Karalyn Peterson, Res. Coordinator  
MILC, Inc.  
3262 Church St.  
Stevens Point, WI 54481

NEWCAP  
1201 Main Street  
Oconto, WI 54153-1541

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

Malliette Bus Company, Inc.  
315 Mary Street  
Antigo, WI 54409

Forward Service Corp.  
618 5th Avenue  
Antigo WI 54409

Northwoods Mobility Services  
9548 Boehm Drive  
Hazelhurst, WI 54531

Dave Schneider  
Aspirus Langlade Adult Day Center  
519 Flight Road  
Antigo, WI 54409

David Solin  
Langlade County Board Chair  
800 Clermont Street  
Antigo, WI 54409

True Lor, Area Coordinator  
DHS Northern Region  
2187 N. Stevens St. Ste C  
Rhineland, WI 54501

Tonja Fischer, Area Administrator  
WI DCF Northern Region  
2187 N. Stevens St. Ste C  
Rhineland, WI 54501

Robin Stowe, Corp. Counsel  
Langlade County  
Courthouse Room 102  
800 Clermont Street  
Antigo, WI 54409

Case Management  
Aspirus Langlade Hospital  
112 East 5th Avenue  
Antigo, WI 54409

Transportation Services  
Antigo Unified School District  
120 S. Dorr Street  
Antigo, WI 54409

Mid-Wisc. Buses & Coaches, Inc.  
1047 Forrest Avenue  
Antigo, WI 54409

North Central Caravans  
931 10th Ave  
Antigo, Wisconsin 54409

North Central Caravans  
N1733 Trout Rd  
Antigo, Wisconsin 54409

Julie Chriske  
Our Special Family LLC  
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Antigo, WI 54409

Wanda Hose, Administrator  
Bay at Eastview Health & Rehab.  
729 Park Street  
Antigo, WI 54409

Gary Voytovich  
Evergreen Terrace LLC  
715 Ackley Street  
Antigo, WI 54409

Tresa Debroux  
Debroux Adult Family Home  
PO Box 95  
Phlox, WI 54464

Jennifer Renfro  
Rosalia Gardens  
519 Flight Road  
Antigo, WI 54409

Jennifer Refro  
Pine Meadow  
525 Flight Road  
Antigo, WI 54409



# Meeting Evaluation Form

## (2019-2023) Coordinated Planning Meeting

<b>County/Region:</b>	Langlade
<b>Date:</b>	July 16, 2018
<b>Facilitator(s):</b>	Darrell

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
<b>Facilitator Questions</b>						
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.

*Denise Larson New Freedom Transit Program*

14. Other comments (write on back)

## Meeting Evaluation Form

### (2019-2023) Coordinated Planning Meeting

<b>County/Region:</b>	LANGLADE CO
<b>Date:</b>	7-16-18
<b>Facilitator(s):</b>	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	2		4	5	6
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
<b>Facilitator Questions</b>						
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

<b>County/Region:</b>	Langlade
<b>Date:</b>	7-16-2019
<b>Facilitator(s):</b>	

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
<b>Facilitator Questions</b>				
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

<b>County/Region:</b>	Layside county
<b>Date:</b>	July 16, 2018
<b>Facilitator(s):</b>	

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
<b>Facilitator Questions</b>						
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

<b>County/Region:</b>	Langlade
<b>Date:</b>	7-16-18
<b>Facilitator(s):</b>	

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
<b>Facilitator Questions</b>						
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.

First meeting - info interesting

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

<b>County/Region:</b>	Langlade County
<b>Date:</b>	7/16/18
<b>Facilitator(s):</b>	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
<b>Facilitator Questions</b>						
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.

maintain & expand services

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

<b>County/Region:</b>	<i>Langlade</i>
<b>Date:</b>	<i>7/16/18</i>
<b>Facilitator(s):</b>	

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
<b>Facilitator Questions</b>						
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.

*Group discussions were very helpful*

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

*Ø*

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

14. Other comments (write on back)

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Langlade County Provider Inventory

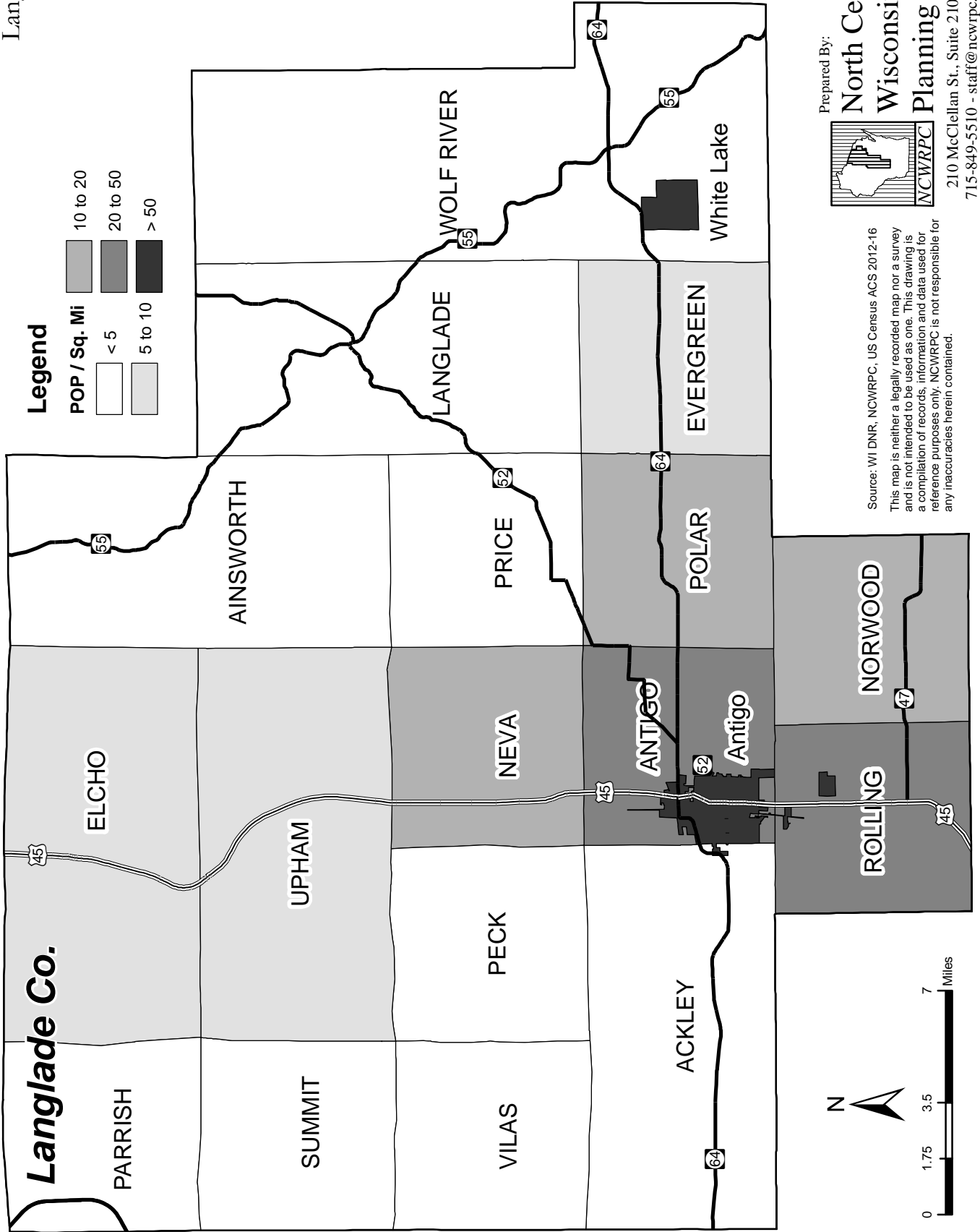
**LANGLADE COUNTY PROVIDER INVENTORY**

Service Name or Sponsor Name	Service Type	Passenger Eligibility	Service Description	Hours of Service	Fleet Information	Use of Federal/State Funds
<b>LANGLADE COUNTY</b>						
Menominee Dept of Transit Services (Red Robin)	Public Transit	General Public	Flex Route	Mon. – Fri. 9:15 am – 7:30 pm	One 7/1 passenger bus with wheel chair lift	85.21 5311
Menominee Dept of Transit Services (Red Robin)	Specialized	Elderly and People with Disabilities	Demand response along route. Quarterly trips to Green Bay, Wausau and Appleton	Mon. – Fri. 7 am – 4:30 pm	One 26/2 passenger bus with wheel chair lift. One 7/1 passenger bus with wheelchair lift	85.21 5311
Private Medical	Medi-van	Medical Assistance or Private Pay	Wheelchair accessible vans for to medical appointments. Firm include Mid Wisconsin, Del’s Handivan, Wheelchair Specialists, and Antigo Vans		N/A	N/A
Menominee Dept of Transit Services (Red Robin)	Public Transit	General Public	2 Fixed routes between the City of Antigo and Keshena	Mon. – Fri. 6 am – 6:30 pm	One 10/1 passenger bus with wheelchair lift	85.21 5311
Menominee Dept of Transit Services (Red Robin)	Public Transit	General Public	2 Demand Response Routes for the city of Antigo	Mon. – Fri. 7:15 am – 4:30 pm	One 20/2 passenger bus with wheelchair lift One 14/2 passenger bus with wheelchair lift.	85.21 5311
Menominee Dept Of Transit Services (Red Robin)	Public Transit	General Public	1 Demand Response for all of Langlade County	Mon. – Fri. 7:00 am – 8:30 pm	One 5/1 passenger van with wheelchair ramp. One 5/2 passenger van with wheelchair lift.	85.21 5311
New Freedom Regional Volunteer Driver Program (CILWW)	Volunteer Driver	Elderly and Individuals with Disabilities	Demand response Not limited to medical. Program under development in North Central WI.	24/7 subject to driver availability. 48 hour advance notice.	N/A	5310 / Partner Agreements

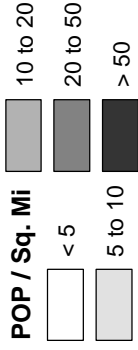


# Population Density / By MCD

Langlade County



## Legend

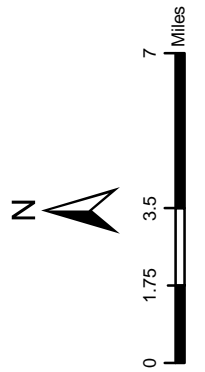


Prepared By:

**North Central  
Wisconsin Regional  
NCRWPC Planning Commission**

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

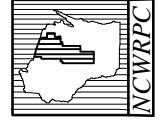
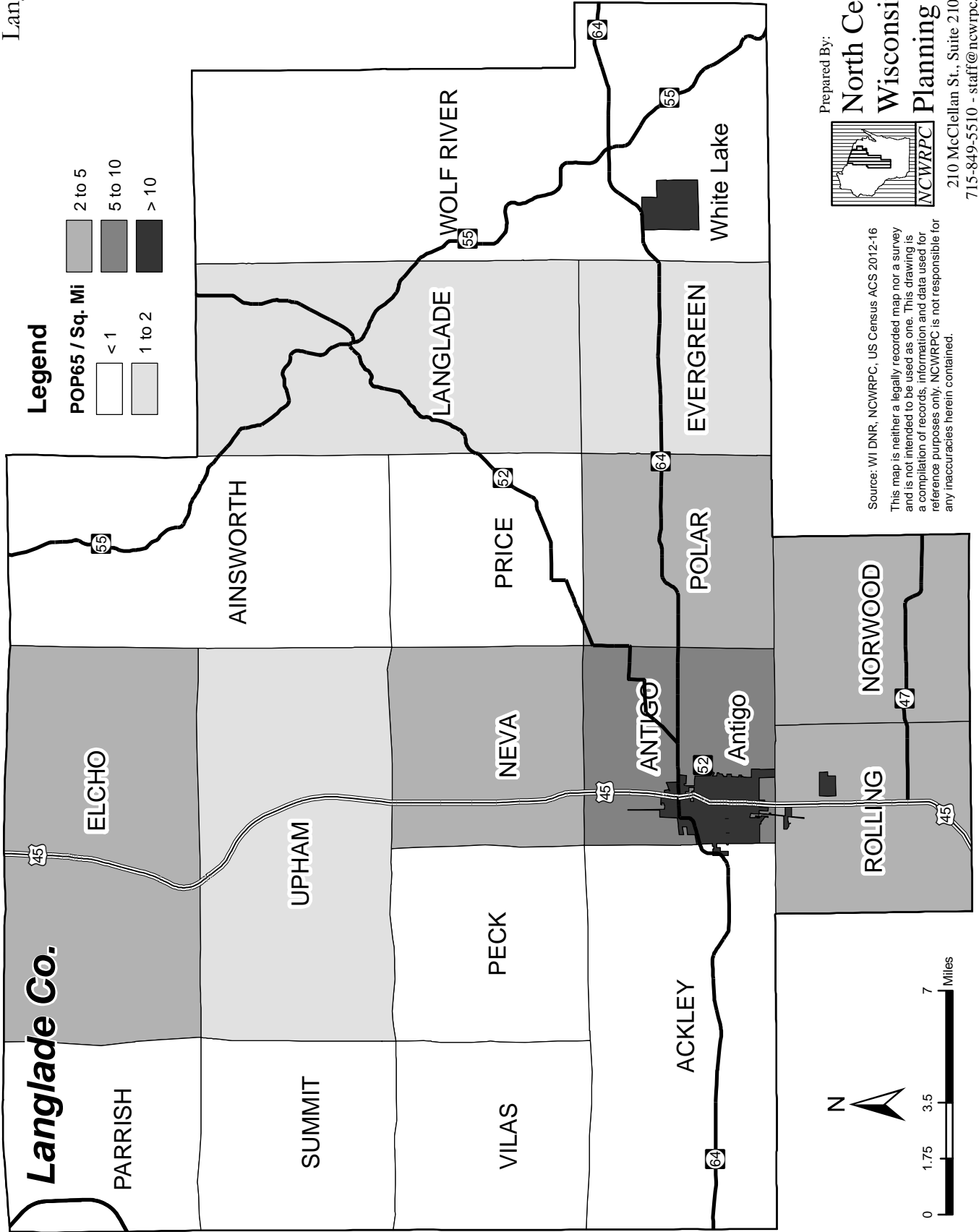
Source: WI DNR, NCRWPC, US Census ACS 2012-16  
This map is neither a legally recorded map nor a survey and is not intended to be used as one. This drawing is a compilation of records, information and data used for reference purposes only. NCRWPC is not responsible for any inaccuracies herein contained.





# Population Density of Persons over 65 / By MCD

Langlade County

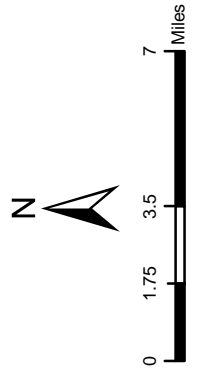


Prepared By:

**North Central  
Wisconsin Regional  
NCRWPC Planning Commission**

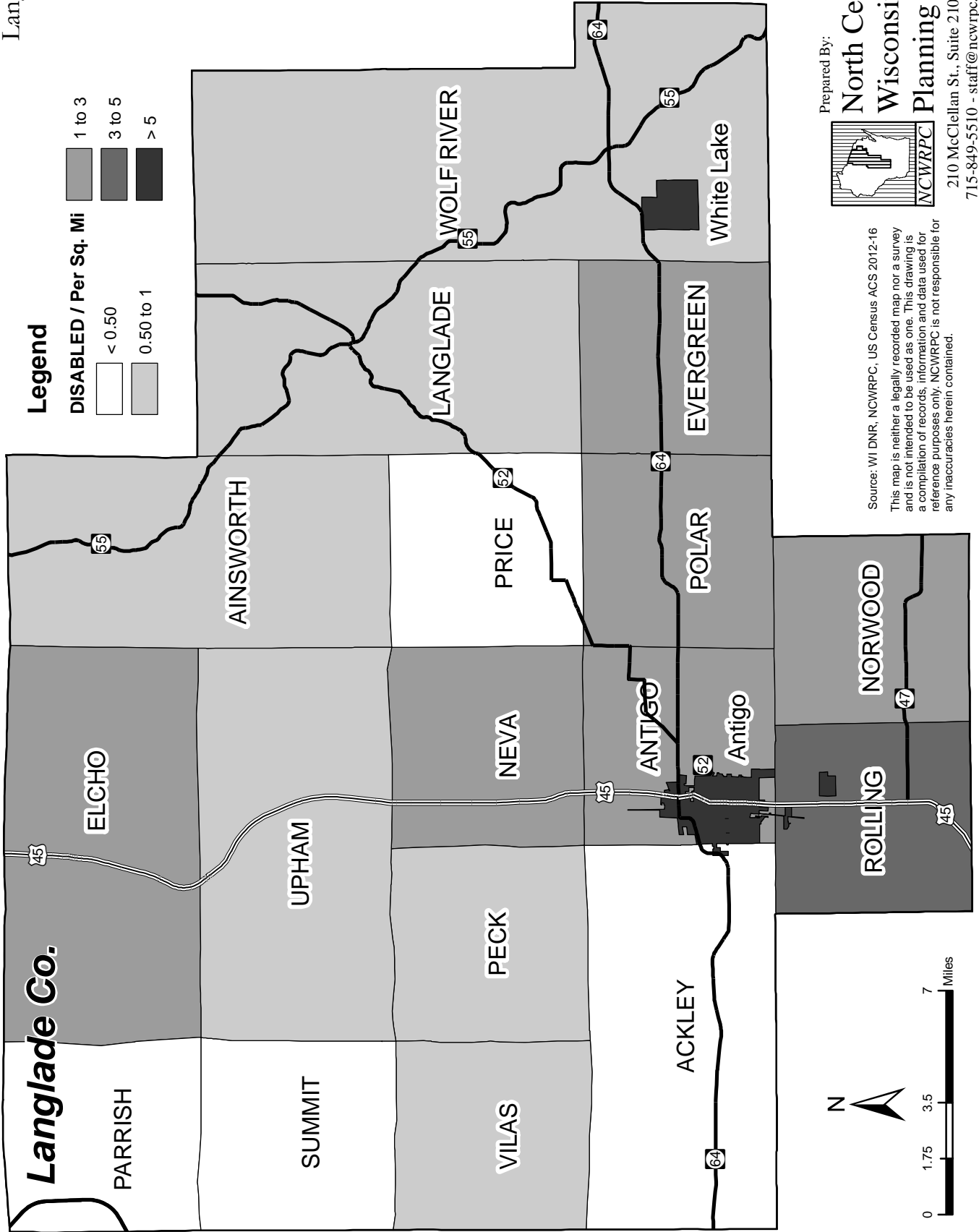
210 McClellan St., Suite 210, Wausau, WI 54403  
715-849-5510 - staff@ncwrpc.org - www.ncwrpc.org

Source: WI DNR, NCRWPC, 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. NCRWPC is not responsible for any inaccuracies herein contained.



# Population Density of Persons with Disabilities / By MCD

Langlade County



Prepared By:



**North Central Wisconsin Regional NCRWPC Planning Commission**

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

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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.*