

BURNETT COUNTY

1. Making things Happen by Working Together

0	Needs to Begin	2	Needs Significant Action	4	Needs Action	0	Done Well
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Do Well

- ◆ Aging committee but only addresses 85.21
- ◆ County agencies relying on each other for services

Better

- ◆ Setting up programs for citizens to help persons (need assistance, mechanic helping low income, etc.)
- ◆ No coordinated transportation committee
- ◆ Limited collaboration amongst county and private providers to assist all potential ridership
- ◆ 10-15 Veterans need to go to the cities per week. Burnett County contracts with Washburn County.
- ◆ Coordination of visits (apts.) with health providers to better maximize trips to facility (clinics/hospitals)

Actions

- ◆ Task force to look at future transit / transportation, coordination, and funding needs that may lie ahead.
 - Local providers and others such as county departments and private agencies
 - 2007
- ◆ Seek to have the County Board to look at “transit” needs of the county be included in the newly developed county strategic plan.
 - County Board
 - 2007

2. Taking Stock of Community Needs and Moving Forward

2	Needs to Begin	4	Needs Significant Action	0	Needs Action	0	Done Well
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Do Well

- ◆ Documentation on trips is done well
- ◆ (Sharon) Coordinating trips at county level to try to maximize trips and reduce duplication

Better

- ◆ Getting the word out, however, system is at max capacity with services available
- ◆ Continue coordination of efforts amongst all providers
- ◆ Perceived unmet need, but difficult to identify people
- ◆ Identification of needs vs. wants in future due to limited service availability
- ◆ Long-term care re-write – status in future?

Public Transit / Human Services Transportation Planning Meeting Summary

Actions

- ◆ Identify what the overall transit /transportation needs are of the public (Assessment Plan).
 - All local providers and other partners
 - 2007-2008
- ◆ Develop and distribute educational / information materials to the all segments of the population what transit / transportation services are available.
 - All local providers and other partners
 - 2008

3. Putting Customers First

0	Needs to Begin	3	Needs Significant Action	0	Needs Action	0	Done Well
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Do Well

- ◆ Provide surveys or one-on-one meeting with client. In some cases information provided by survey may not tell all
- ◆ Riders tell what they like/don't like about services

Better

- ◆ Solicit input from riders on how service is being provided
- ◆ Need for more money to make more services available
- ◆ Getting more volunteer drivers to meet expanding services
- ◆ Need for increased mileage rates to make more volunteers interested, with higher rate for 1099 CAP above \$600
- ◆ Resource list of providers and travel training needs

Actions

- ◆ Develop a list of services that customers desire. This list could be a result of conducting a county transit assessment plan.
 - All providers and other partners
 - 2007-2008

4. Adapting Funding for Greater Mobility

2	Needs to Begin	2	Needs Significant Action	0	Needs Action	1	Done Well
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Do Well

- ◆ Coordinated system for 6 county funding sources and reimbursement of costs
- ◆ Local volunteers are getting paid relatively quickly

Better

- ◆ Budgeting limits at end of operating year may limit number of trips or services provided

Actions

Public Transit / Human Services Transportation Planning Meeting Summary

- ◆ Continue and expand on collaboration efforts, pooling resources, and leveraging financial resources.
 - All providers and other partners
 - 2007

5. Moving People Efficiently

0	Needs to Begin	0	Needs Significant Action	4	Needs Action	0	Done Well
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Do Well

- ◆ County Programs for aging, MA are coordinated where Sharon will call volunteer drivers for client arrangements/pickup
- ◆ Do try to coordinate more riders per trip

Better

- ◆ Clients may be waiting at 5 a.m. outside in car or outside since buildings are not open
- ◆ Trip efficiency could have potential to reduce trips by maximizing vehicle occupancy, funding availability, and volunteer hours limited too

Actions

- ◆ Review and identify potential locations where VA and others could wait inside a building for early a.m. pickups from within Burnett County.
 - Veterans Office
 - 2008