

DOUGLAS COUNTY

1. Making things Happen by Working Together

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|---|----------------|---|--------------------------|---|--------------|---|-----------|
| 0 | Needs to Begin | 6 | Needs Significant Action | 6 | Needs Action | 0 | Done Well |
|---|----------------|---|--------------------------|---|--------------|---|-----------|

Do Well

- ♦ Started a coordinated transportation committee but needs to expand, right now at grassroots level
- ♦ Private sector willing to participate with human services to provide rides to clients
- ♦ Meeting the needs of 60+ and disabled – aging population ridership increasing
- ♦ Allowing vans to be used by others for social/community events
- ♦ Stakeholders and agencies know who to call to refer trips and coordinate rides

Better

- ♦ Getting service to the more rural parts of county
- ♦ VA trips to cities is/requires veterans to meet in Superior and spend long days in the cities
- ♦ Public knowledge of services
- ♦ In some cases, funding levels deter ridership due to costs of operation or client costs
- ♦ Differences in eligibility between volunteer driver and private pay rates (insurance rates, etc.)
- ♦ Inability to transport across county lines (MA you can cross lines)
- ♦ Barriers to service organizations in accepting other clients to ride in vehicle

Actions

- ♦ Continue sharing information/communication amongst all providers through development of:
 - Database of who provides services, eligible requirement
 - Brochure/resource guide of all services (public use)
 - All, ongoing
- ♦ Seek additional funding services to enhance services
 - All, ongoing
- ♦ Assessment of existing and unmet needs throughout the county (Superior Days)
 - All, Spring 2007

2. Taking Stock of Community Needs and Moving Forward

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| | Needs to Begin | 4 | Needs Significant Action | 3 | Needs Action | 0 | Done Well |
|--|----------------|---|--------------------------|---|--------------|---|-----------|

Do Well

- ♦ Communicate needs (Superior Days)
- ♦ Documenting – reporting needs of all clients (their needs, services, etc.) (Providers collecting detailed data on clients)
- ♦ Individual department/organization have clear vision/mission

Better

- ♦ Develop a coordinated vision/mission for transportation services

Public Transit / Human Services Transportation Planning Meeting Summary

- ◆ Better follow through on coordination
- ◆ Share client data, information, to better coordinate trips, reduce duplication, etc.
- ◆ Service to rural areas
- ◆ Coordinating trips (mobility manager or one-stop call center)

Actions

- ◆ Development of coordinated vision/mission of services
 - All, Spring 2007
- ◆ Exploration and potential development of coordinated mobility manager/one stop resource person
 - All, Spring 2007

3. Putting Customers First

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|---|----------------|---|--------------------------|---|--------------|---|-----------|
| 5 | Needs to Begin | 1 | Needs Significant Action | 4 | Needs Action | 0 | Done Well |
|---|----------------|---|--------------------------|---|--------------|---|-----------|

Do Well

- ◆ DTA Bike racks allow folks off system a bit to bike to bus stop
- ◆ DTA coupons, day pass, on month pass, allow users great flexibility
- ◆ Publication of trip schedules, services – done well by each entity (service guide to over 5,000 households)

Better

- ◆ Educating public (average Joe) on all services available (what's available, may not need service now, but may in future)
- ◆ Provider knowledge of other providers and their services
- ◆ More coordinated list/publications of all services vs. individual list/brochure
- ◆ Changes to schedules can create problems in revisions
- ◆ Access to schedules in many formats/media

Actions

- ◆ Educate public on services available
 - Publications
 - Print/air media
 - Internet
 - All, Summer 2007

4. Adapting Funding for Greater Mobility

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|---|----------------|---|--------------------------|---|--------------|---|-----------|
| 4 | Needs to Begin | 3 | Needs Significant Action | 1 | Needs Action | 0 | Done Well |
|---|----------------|---|--------------------------|---|--------------|---|-----------|

Do Well

- ◆ Individually – fiscally constrained budgets

Better

- ◆ Need for coordination to maximize funding, reduce duplication

Actions

- ◆ Collaborate on grant opportunities to maximize funding available and leverage
 - All, Ongoing
- ◆ Seek support of greater funding needs and accessing state/federal dollars
 - Recommend need for transportation funding increases as Superior Days department or legislative issue
 - Recommend WisDOT to release “New Freedom” funds
 - H/S, Kathy; DTA, Jim (2006 & Ongoing)

5. Moving People Efficiently

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|---|----------------|---|--------------------------|---|--------------|---|-----------|
| 3 | Needs to Begin | 4 | Needs Significant Action | 3 | Needs Action | 0 | Done Well |
|---|----------------|---|--------------------------|---|--------------|---|-----------|

Do Well

- ◆ Making appropriate referrals to other organizations
- ◆ Services are provided to clients
- ◆ Coordination of eligible riders and non-eligible clients – human services will coordinate/refer non-eligible to others for coordinated rides – car pool, bus pass, etc.

Better

- ◆ Could transport more people if more folks knew of service
- ◆ Coordinating trips amongst all providers

Actions

- ◆ Coordination services amongst all providers
 - All, 2006 & Ongoing