

**IRON COUNTY**

**1. Making things Happen by Working Together**

0	Needs to Begin	1	Needs Significant Action	4	Needs Action	7	Done Well
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Do Well

- ◆ HS, Aging, Highline working well together – seniors, disabled
- ◆ Elected officials on board
- ◆ Service providers (drivers) are courteous and really help clients
- ◆ Services are flexible
- ◆ Good relationships with DOT staff
- ◆ Due to geography-weather the systems operate well
- ◆ Maximize limited funding
- ◆ Have size and vehicles available

Better

- ◆ Communicate what's available, when available and costs involved
- ◆ Identify low-income needs, especially via employment to and from work
- ◆ No vision/needs for the future
- ◆ Flexible transport for all individuals for transport to MI, Ashland and elsewhere
- ◆ Coordinating information to users (newsletter to all residents, advertising)
- ◆ Increase Funding

Actions

- ◆ Continue working relationships with and between Human Services, Aging, Highline, County Board, WisDOT and others.
  - County transportation committee, Human Services, Highline, County Board, Aging
    - Ongoing
- ◆ Identify low income needs
  - Human Services
    - 2007
- ◆ Continued coordination of available services, when available, and total costs involved.
  - Human Services, Highline, Aging
    - Ongoing
- ◆ Develop a vision and plan for the future of transportation needs in the county
  - County transportation committee, Human Services, Highline, County Board, Aging
    - 2008

## 2. Taking Stock of Community Needs and Moving Forward

0	Needs to Begin	0	Needs Significant Action	9	Needs Action	2	Done Well
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### Do Well

- ◆ Establish coordinated transportation committee – long established
- ◆ No duplicating of services
- ◆ Done services for elderly really well
- ◆ Coordinated grant applications

### Better

- ◆ Need better provision of service for others, clients not in a services area being provided
- ◆ Need to look at transportation technologies to maximize length of vehicle service, etc.

### Actions

- ◆ Meet the needs and expectations of clients with a cost effective service.
  - County transportation committee, Human Services, Highline, County Board, Aging
    - Ongoing
- ◆ Continue ongoing cooperative grant writing between service providers.
  - Human Services, Highline, Aging
    - Ongoing

## 3. Putting Customers First

0	Needs to Begin	1	Needs Significant Action	10	Needs Action	0	Done Well
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### Do Well

- ◆ Existing programs handled well
- ◆ 980 unduplicated services to elderly – good amount and high percentage
- ◆ Provide individualized personal service to clients

### Better

- ◆ More communication with others that may not know of service
  - Articles, etc.
  - County newsletter
  - Marketing
  - Word of mouth
- ◆ Publish bus schedule, local paper/senior paper
- ◆ Expand/broaden focus to low-income clients if/when funding may provide services

### Actions

- ◆ Continue providing individualized service to all segments of the population.
  - Human Services, Highline, Aging
    - Ongoing
- ◆ Develop and distribute information regarding availability of transit services and schedules for all providers serving Iron County.
  - Human Services, Highline, Aging, Transportation Coordination Committee
    - 2008

#### 4. Adapting Funding for Greater Mobility

0	Needs to Begin	0	Needs Significant Action	10	Needs Action	1	Done Well
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##### Do Well

- ◆ 5310, 85.21, elderly/HS funding allocation and coordination meeting services
- ◆ Meet all financial reporting requirements
- ◆ Individual accounting systems operate well by department

##### Better

- ◆ Full cost reporting on what services are expended for all three, and maximizing all grant \$ (what would a good example be for reporting system)
- ◆ Representing what real cost for services is to make a trip for the public

##### Actions

- ◆ Continue to apply for all available funds and meet financial reporting requirements.
  - Human Services, Highline, Aging
    - Ongoing

#### 5. Moving People Efficiently

0	Needs to Begin	0	Needs Significant Action	5	Needs Action	1	Done Well
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##### Do Well

- ◆ Trips service both N/S geographically
- ◆ Creativity in ways to maximize trip movements
- ◆ Ability to move clients across state lines and meet USDOT regulations
- ◆ Centralized dispatch by service provision (1. Aging, 2. Highline, 3. H/S)
- ◆ Coordinate with buses in MI for pickups

##### Better

- ◆ Better acceptance that seniors and disabled can ride the same bus

##### Actions

- ◆ Continue and expand coordination efforts amongst all providers to create more efficiency in trip schedules and ridership levels.
  - Human Services, Highline, Aging, Transportation Coordination Committee
    - Ongoing
- ◆ Education and information to riders regarding acceptance by users, such as seniors and disabled, in sharing bus trips.
  - Highline, Aging
    - Ongoing