

PRICE COUNTY

1. Making things Happen by Working Together

4	Needs to Begin	3	Needs Significant Action	4	Needs Action	0	Done Well
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Do Well

- ◆ Using volunteer drivers for eligible services
- ◆ Leveraging available funding to maximize services
- ◆ Coordination between government entity within the county to provide targeted services
- ◆ Providing funding from county level to sustain services
- ◆ County has been innovative in providing services (i.e. video conference), this helps reduce costs
- ◆ Coordination with private providers where county does not have equipment (e.g. wheelchair lift vehicle)
- ◆ Payments within county department flows easily

Better

- ◆ Coordinated services for non-targeted clientele
 - How can current providers serve others and vice versa with dollars limited to program specific
- ◆ Coordination with businesses (e.g. hospitals) where they provide services to targeted clients using/needing transit services
- ◆ Individual in county may not be aware of programs offering transit services. (who to call? – public relations)
- ◆ More money with fewer or no mandates
- ◆ Develop more resources, funding, and providers

Actions

- ◆ Continue coordination efforts, seek additional funding resources, and work with state and federal delegates/agencies in loosening mandates.
 - All local providers to the county and NWRPC
 - 2008 and ongoing

2. Taking Stock of Community Needs and Moving Forward

0	Needs to Begin	3	Needs Significant Action	8	Needs Action	0	Done Well
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Do Well

- ◆ Clear vision and goals within H/S
- ◆ Eligibility is clearly defined by agencies
- ◆ Public invited 2 times /year to provide comments on existing services
- ◆ County agencies have brochures describing programs and eligibility of services, also on county website
- ◆ County providers are informed about level of services amongst availability of rides/open seats
- ◆ Sharing of data between departments is good

Public Transit / Human Services Transportation Planning Meeting Summary

Better

- ◆ No resources (\$) to expand additional needs/services across the county
- ◆ Pursue foundations and other sources (Thrivent, others)
- ◆ Develop a list/resources \$ on who provides services and needs to county residents

Actions

- ◆ Seek additional funding sources and develop a provider/funder list regarding services to the county residents.
 - NWRPC in coordination with providers and others from the county
 - 2006 and ongoing

3. Putting Customers First

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

- ◆ Information, brochures, staff (10), know of the services provided by department
- ◆ Clients informed full of what is expected of them in accessing service
- ◆ Seamless client payment system (state/federal funded programs)
- ◆ Clients frequently report issues/comments to drivers or staff on service
- ◆ Good volunteer driver programs for services they provide
- ◆ Targeting clients

Better

- ◆ No marketing due no additional funds to expand service
- ◆ Always needing volunteer drivers, need to do better in recruiting drivers
- ◆ Occasional meeting to coordinate what all is doing (what they (private) provide vs. government services)
- ◆ Satisfaction survey of riders for feedback
- ◆ Additional funding for transportation needs of individuals with disabilities
- ◆ Assessment of overall transit needs – due to geography, distance and low population density (not just MA)

Actions

- ◆ Develop marketing and informational material for existing and future customers.
 - County departments
 - 2008 or 2009 and ongoing
- ◆ Recruit and encourage continued volunteer drivers.
 - All programs using volunteer drivers
 - Ongoing
- ◆ Continue the use of satisfaction surveys, semi-annually to assess the overall transit delivery systems.
 - Human Services and others
 - 2006 and ongoing
- ◆ Conduct a Transit Needs Assessment.
 - To be determined
 - 2006-2011

4. Adapting Funding for Greater Mobility

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

- ◆ Regimental accounting system
- ◆ Leveraging funding to match/leverage state/federal funds

Better

- ◆ Need to better understand all state/federal funds to better leverage and provide additional services to the county
- ◆ State/Federal providers need to more inform locals of what's available

Actions

- ◆ Funding providers should provide more information to local departments and agencies regarding funding availability and use of funds.
 - WisDOT, DHFS, FHWA, FTA and others
 - Ongoing

5. Moving People Efficiently

0	Needs to Begin	1	Needs Significant Action	8	Needs Action	0	Done Well
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Do Well

- ◆ Volunteer drivers 200,000+ miles gets people places
- ◆ Combining people (where possible) to places in one vehicle to maximize trip (greater efficiency)
- ◆ Geography – distance from person/person can create scheduling conflicts

Better

- ◆ Expand liability coverage to other entity (e.g. county) to lower insurance/risk costs to volunteer drivers
- ◆ Taxation issues to IRS for mileage reimbursement
- ◆ Federal revisit of volunteer and medical mileage reimbursement rate for private providers.

Actions

- ◆ Continue enhancing coordination of services to ensure providers are not duplicating / overlapping services in an effort to create greater trip efficiencies.
 - All providers
 - Ongoing
- ◆ Explore expanding county liability coverage or provide some other liability coverage to lower the risk/insurance costs to volunteer drivers.
 - 2006-2007