

NCWRPC

Human Services Transportation Needs Assessment

Juneau County

Aging & Disability Resource Center of Eagle Country -

Mauston Office



2019

Juneau County Human Services Transportation Needs Assessment Study

prepared for:

Aging & Disability Resource Center of Eagle Country - Mauston Office

by:

North Central Wisconsin Regional Planning Commission

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This study was prepared at the request and under the supervision of the ADRC of Eagle Country - Mauston Office by the North Central Wisconsin Regional Planning Commission (NCWRPC). For more information, contact:

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SECTION 1: INTRODUCTION

STUDY PURPOSE

Juneau County has contracted with the North Central Wisconsin Regional Planning Commission (NCWRPC) to assist with the preparation of a human services transportation needs assessment for the County. The primary purpose of this study is to assess current needs and present transit alternatives and recommendations on how to best achieve personal transportation goals and objectives identified by community members and county representatives.

Since this study focuses on mobility options for the County's elderly and disabled populations, the Aging and Disability Resource Center of Eagle Country – Mauston Office (ADRC) is sponsoring this study. The ADRC provides a variety of Title III Older Americans Act programs, state funded Aging programs, state and federal funded transportation programs, and state ADRC core services.

Title III and state aging services include congregate and home delivered meals, caregiver support programs, low vision services, senior recreation, tax preparation assistance, Alzheimer and Caregiver Support groups, Senior Farmers Market Program, senior newsletter, AARP Driver Education Program, Volunteer driver escort program, volunteer opportunities, and evidence based health prevention programs such as Stepping on for Falls Prevention, Living Well with Chronic Conditions and other exercise classes. ADRC core services include Information and Assistance, Elderly and Disability Benefit Specialist services, Long term care functional screens, options counseling and enrollment to Family Care and IRIS, transition service for young adults with disabilities moving from school based programming to adult programs, Medicare Part D assistance, cognitive screening, and access to other programs not provided through the regular funding streams.

Transportation is not the primary mission of the ADRC, however there is recognition of the importance of transportation in linking people with the programs and services they need throughout Juneau County and the outlying area.

LAWS AND REQUIREMENTS

The Wisconsin Department of Transportation (WisDOT) is authorized by Wisconsin Statutes §85.21 to direct, undertake, and expand state and federal aid for planning, promoting, and protecting all modes of transportation. Juneau County requested funding to evaluate the human services transit in the county. WisDOT provided Juneau County with financial assistance to conduct the study, using federal funds as authorized under 49 USC Chapter 53, Section 5304.

Federal transit law, as amended by the Fixing America's Surface Transportation act (FAST) requires that projects selected for funding under the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program be "derived from a locally developed, coordinated public transit-human services transportation plan" and that the plan be "developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public."

Regional Planning Commission's (RPC) throughout the State of Wisconsin agreed to assist the Wisconsin Department of Transportation in coordinating and developing all county Public Transit-Human Services Transportation Coordination Plans within their respective RPC area. To assist the RPC's in their coordination efforts, WisDOT prepared a coordination planning process and toolkit. Following the tool kit process, procedures, and documents, requirements of the Federal Transit Administration and the WisDOT's reporting requirements would ultimately be met.

Overall, four key elements are required of a coordinated public transit-human services transportation coordination plan.

1. An assessment of available services that identifies current transportation providers (public, private, and non-profit);
2. An assessment of the transportation needs for individuals with disabilities and older adults. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, as well as gaps in service;
3. Goals, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiency in service delivery; and

4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific goals and/or activities identified.

WHY HUMAN SERVICES TRANSPORTATION?

Transportation is a vital function we often take for granted until it becomes limited. According to the Greater Wisconsin Agency on Aging Resources (GWAAR), men outlive their driving ability by six years and women by ten years. A disability may also “take away” an individual’s driving ability. Lack of transportation options makes it difficult for people to continue living in their homes; leading to premature institutionalization which results in a significant loss of independence as well as a substantial fiscal impact.

Information from GWAAR also indicates that 53% of non-drivers over the age of 65 stay isolated in their homes. Without transportation options, people become trapped in their homes, leading to isolation and related health issues. The GWAAR data shows that people without transportation make 15% fewer doctor visits, 59% fewer trips for shopping or dining out and 65% fewer trips for religious, social or family purposes.

Transportation options are important for older adults and individuals with disabilities to remain assets to our communities. They contribute through purchasing goods and services, volunteering, leadership and sharing their experience and knowledge. If no longer able to drive, people need options to continue these activities which enable them to remain healthy and engaged in the community.

Transportation options benefit everyone; not just those that use them, by reducing healthcare costs (including costs to Medicaid & Medicare), supporting family caregivers, and driving economic growth. Transportation to preventive medical care reduces the number of missed appointments and the need for more expensive emergent care. The data from GWAAR also indicates that every dollar invested in medical transportation results in a savings of \$11 in reduced ER visits. By increasing the ability of seniors and individuals with disabilities to get around, transportation options help support family caregivers, enabling them to maintain their own gainful employment and other contributions to society. Supporting transportation infrastructure and incorporating livability principles, such as transit, strengthens communities and draws new residents and investors. Data from WisDOT indicates that every dollar invested in transit yields a return of \$3.61.

SECTION 2: DEMOGRAPHIC ANALYSIS

POPULATION

Juneau County had a population of 26,664 at the 2010 Census. Juneau County and contains the Cities of Mauston, Elroy, New Lisbon, and part of Wisconsin Dells; the Villages of Camp Douglas, Hustler, Lyndon Station, Necedah, Union Center, and Wonewoc; and 19 Towns. The largest places in Juneau County by population are Mauston, New Lisbon, Necedah, and Lemonweir.

Table 1 is a snapshot at the historical population trend of Juneau County. **Table 2** gives a breakdown of Municipality populations with projections out to 2040. Population projections were conducted by the Wisconsin Department of Administration (WDOA) Demographic Services Center. The WDOA population projections are recognized as Wisconsin's official population projections in accordance with Wisconsin Statute §16.96. This projection model is based off of historical trends of individual communities; with more recent years carrying a greater weight in the projected populations.

Table 1: Historical Populations of Juneau County		
Census	Population	% +/-
1900	20,329	-
1910	19,569	-3.7%
1920	19,209	-1.8%
1930	17,264	-10.1%
1940	18,708	8.4%
1950	18,930	1.2%
1960	17,490	-7.6%
1970	18,455	5.5%
1980	21,039	14.0%
1990	21,650	2.9%
2000	24,316	12.3%
2010	26,664	9.7%
2015	27,305	2.4%

Source: U.S. Decennial Census, U.S. Census, Wisconsin DOA

Table 2: Population Projections by Municipality and Juneau County							
Municipality	2010	2015	2020	2025	2030	2035	2040
T Armenia	699	730	755	790	815	820	815
T Clearfield	728	730	750	770	790	785	775
T Cutler	326	335	345	360	370	375	375
T Finley	97	100	105	110	115	115	115
T Fountain	555	560	570	580	585	575	565
T Germantown	1471	1605	1725	1850	1960	2025	2065
T Kildare	681	720	770	825	875	900	920
T Kingston	91	90	95	100	100	105	105
T Lemonweir	1743	1770	1810	1845	1870	1855	1815
T Lindina	718	715	710	715	710	690	660
T Lisbon	912	920	925	935	935	910	880
T Lyndon	1384	1435	1525	1620	1705	1750	1770
T Marion	426	425	435	445	450	445	435
T Necedah	2327	2420	2545	2685	2800	2855	2870
T Orange	570	575	585	595	605	595	585
T Plymouth	597	595	595	600	595	580	555
T Seven Mile Creek	358	350	345	340	335	320	305
T Summit	646	655	670	685	700	695	680
T Wonewoc	687	685	680	675	665	640	605
V Camp Douglas	601	620	640	665	685	685	680
V Hustler	194	200	215	230	245	255	260
V Lyndon Station	500	505	515	530	540	535	525
V Necedah	916	940	970	1005	1035	1040	1030
V Union Center	200	195	195	195	195	185	175
V Wonewoc	816	815	815	820	820	800	770
C Elroy	1442	1405	1375	1355	1320	1255	1175
C Mauston	4423	4610	4815	5050	5235	5305	5310
C New Lisbon	2554	2600	2650	2705	2735	2710	2645
C Wisconsin Dells	2	0	0	0	0	0	0
Total	26,664	27,305	28,130	29,080	29,790	29,805	29,465

Source: U.S. Census 2010, Wisconsin DOA

According to the 2016 American Community Survey, Juneau County has a total population of 26,399 persons. Given the land area of 767 square miles, the current population density of Juneau County equals 34.42 persons per square mile. Juneau County borders Adams County, Columbia County, Sauk County, Vernon County, Monroe County, Jackson County, and Wood County. **Map 1** portrays the population density of Juneau County; the most population

dense areas are the City of Mauston, the City of New Lisbon, the Village of Wonewoc, and the City of Elroy. As conditions change in the county over the planning horizon, thoughtful consideration is necessary to anticipate transit needs, alternatives and future options.

Table 3 breaks down the land use of Juneau County. The majority of the land (55.01%) is considered woodlands. The next largest category is Agriculture at about 20.74%. This data indicates that the majority of Juneau County is very rural with significant open, undeveloped areas between population centers and presenting a challenge for countywide transit services.

Table 3: Land Use Type in Juneau County, 2015		
Land Use Type	Acres	Percent of Acreage
Agriculture	106,679.41	20.74%
Commercial	1,721.52	0.33%
Cranberry Bog	2,857.06	0.56%
Governmental / Institutional	3,949.33	0.77%
Industrial	785.2	0.15%
Open Lands	56,666.47	11.02%
Outdoor Recreation	6,106.07	1.19%
Residential	10,695.43	2.08%
Transportation	14,379.75	2.80%
Water	27,521.53	5.35%
Woodlands	282,917.90	55.01%
Total Acreage	514,279.67	100%
<i>Source: NCWRPC Land Use Inventory</i>		

AGE AND GENDER

Juneau County has a gender ratio of 52.61% male to 47.39% female. **Figure 1** gives the 2010 breakdown of gender and age distribution of the population of Juneau County. This figure also has the projected population and age categories to the year 2040. **Figure 2** indicates that the median age of Juneau County in 2000 was 39.4 years of age compared to 36 years of age statewide. The 2016 median age of Juneau County was 44.8 years of age compared to 39.1 years of age statewide. **Map 2** displays the mean age of all citizens in each census block in Juneau County. The rapid increase in the median age of Juneau County could be the product of an aging local population, influx of

retirees, and out migration of the younger people for employment and post-secondary education.

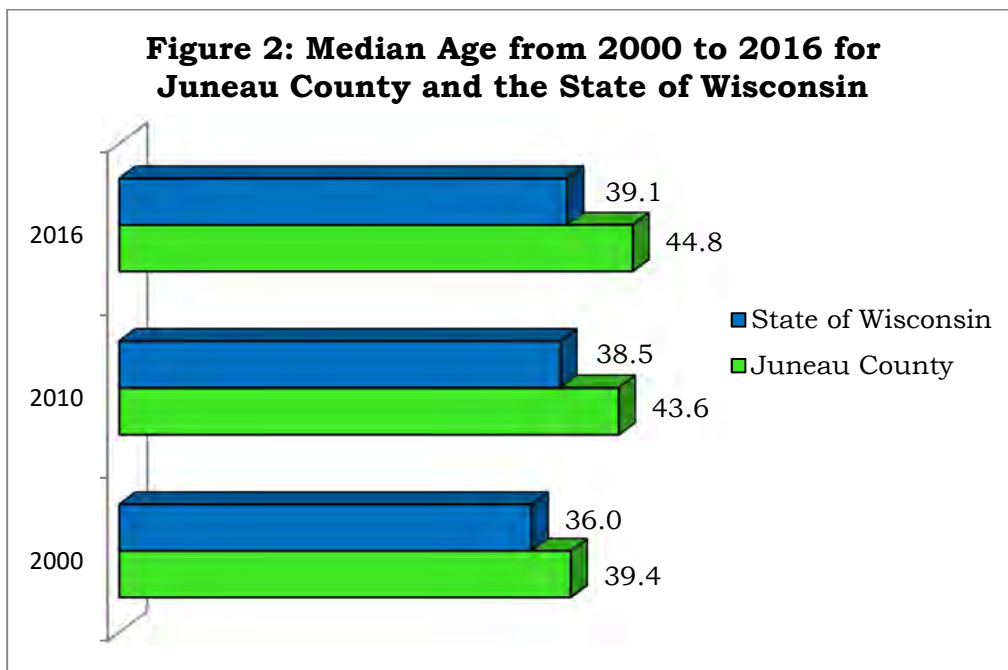
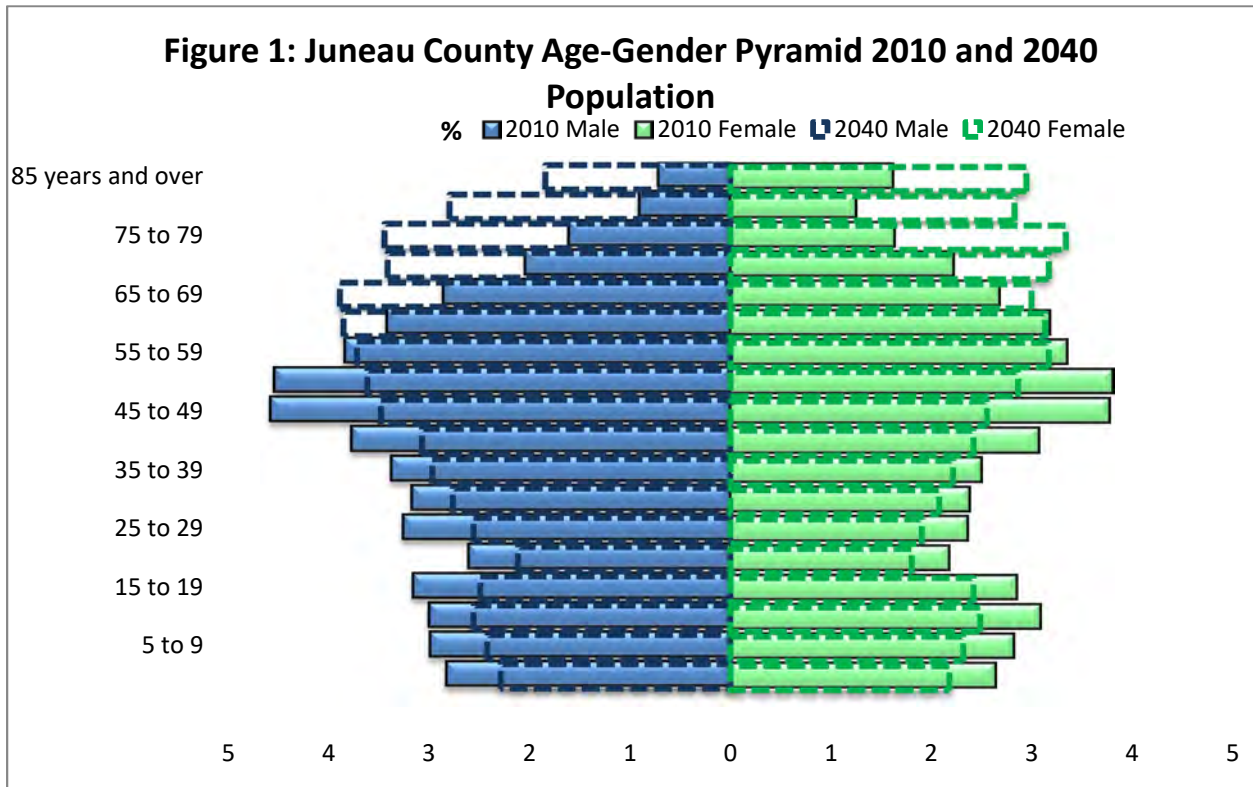
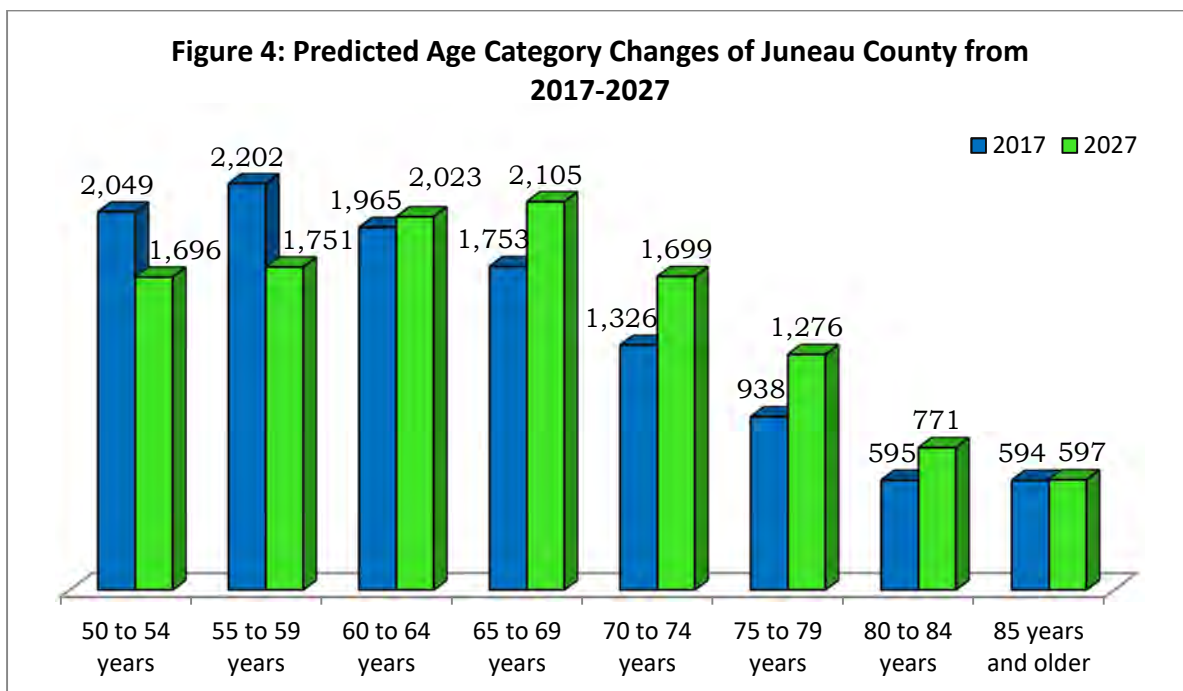
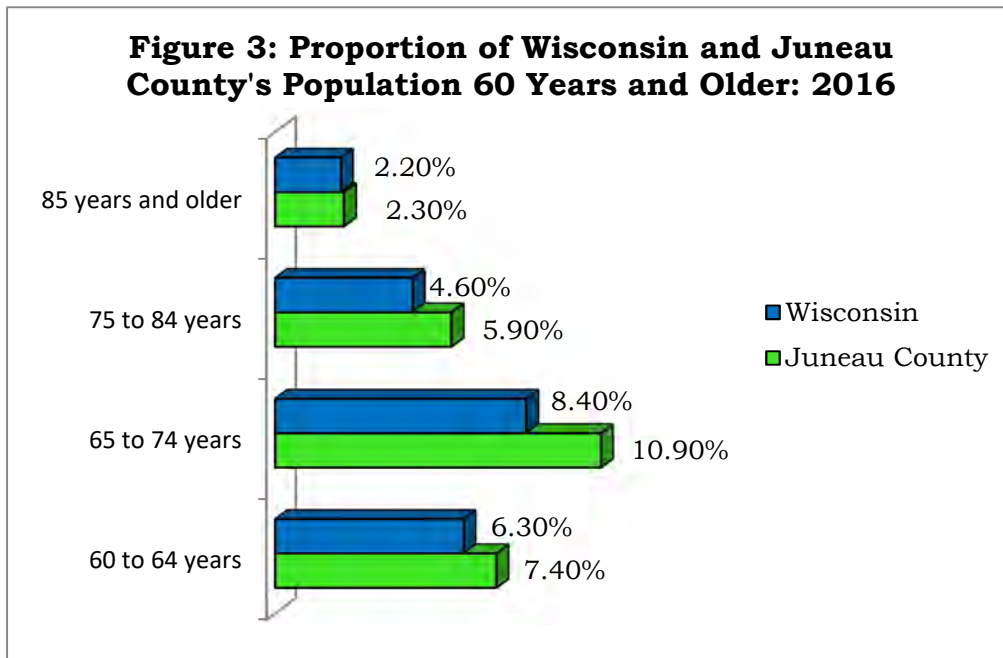


Figure 3 compares the proportion of residents over the age of 60 in Juneau County and Wisconsin. Juneau County has a higher percentage in each age category over 60 years of age than the State. The proportion of residents ages 85 or older is nearly identical between the County and the State, while the County's percentage is at least 1 percent higher than the State's percentage in the other 3 age groups. **Map 3** portrays the density of citizens per census block that are over the age of 60 years.



Population forecasts conducted by EMSI project a large increase in the population of residents 65 years and older from 2017 to 2027 in Juneau County, and a large decrease in persons between the ages of 50 and 64. **Figure 4** displays population forecasts in Juneau County for age cohorts over the age of 50.

HOUSEHOLDS

Juneau County has a large percentage of housing units that are seasonal, recreational or for occasional use. This indicates that there is an influx of citizens coming into the County for recreational purposes that are not full time residents of Juneau County. **Table 4** displays seasonal housing totals in the County for the years 2000, 2010, and 2016. **Map 4** displays the distribution of seasonal housing units by census block in Juneau County. The map shows that the majority of seasonal housing units are located in eastern portion of the County, mainly in the Towns of Germantown, Necedah, and Armenia.

Table 4: Proportion of Juneau County Housing Units that are for Seasonal Use; 2000 to 2016

	2000	2010	2016
Total Housing Units	12,370	14,669	14,790
For Seasonal Use	2,043	3,065	3,357
Seasonal Housing %	16.5%	20.9%	22.7%

Source: U.S. Census 2000 and 2010, American Community Survey 2012-2016

Table 5 compares household sizes in Juneau County and Wisconsin for the year 2016. According to the 2016 American Community Survey, Juneau County has a larger portion of occupied housing units that are 1 person, 2 person, Non-family, or that include a householder 65 years or older than the averages for the State as a whole. This is elaborated further in **Table 6**, which compares citizens per household. These tables suggest that Juneau County on average has fewer people per household compared to the State of Wisconsin. This suggests that family sizes are smaller in Juneau County as well.

Table 5: Occupied Housing Units of Juneau County and Wisconsin; 2016

Household Type	Juneau	Wisconsin
1 person household	30.3%	29.1%
2 person household	38.7%	36.8%
3 person household	12.0%	14.1%
4 person household	19.0%	19.9%
Family Households	63.2%	63.7%
Non-Family Households	36.8%	36.3%
Householder 65 years and older	13.8%	10.8%

Source: American Community Survey 2012-2016

Table 6 Household Size 2000 to 2016

Year	Juneau County	Wisconsin
2000	2.47	2.50
2010	2.38	2.43
2016	2.42	2.46

Source: Census 2000 & 2010, ACS 2012-2016

ECONOMIC PROFILE

Economic data is a helpful tool used to gauge the economic stability of a planning area and will further help the County understand possible economic vulnerabilities. Median earnings for Juneau County’s workers are 84.71% of Wisconsin’s. Median household income for Juneau County is 86.51% of Wisconsin’s and per capita income is 80.40% of Wisconsin’s. **Table 7** compares the median earnings, median household income, and per capita incomes for Juneau County and Wisconsin in 2016. Juneau County’s economic data suggests that the county is considerably lower than the State of Wisconsin with regard to the above metrics. Citizens of Juneau County have a smaller portion of disposable income to spend on essentials while they spend a greater portion of their income on transportation. **Table 8** displays the median household income for Juneau County, Wisconsin, and the United States and then uses the national household averages spent on transportation. This displays how the standard transportation cost affects different median household incomes.

Table 7: Median Earnings, Household, Income, and Per Capita Income; 2016

Economic Categories	Juneau County	Wisconsin
Median Earnings for Workers	\$26,424	\$31,195
Median Household Income for Workers	\$47,243	\$54,610
Per Capita Income of Workers	\$23,519	\$29,253

Source: American Community Survey 2012-2016

	Juneau County	Wisconsin	United States
Median Household Income	\$47,243	\$54,610	\$55,322
US Household Average Transportation Cost	\$9,073	\$9,073	\$9,073
Percent of Household Income Spent on Transportation	19.20%	16.61%	16.40%

Source: American Community Survey 2012-2016

EDUCATION

Juneau County contains five school districts that are based in the county, while the Hillsboro, Nekoosa, Reedsburg, Tomah Area, and Wisconsin Dells School Districts also serve Juneau County in addition to the counties they are based in. **Table 9** compares enrollment for the 2016-2017 school-year in the five school districts based in Juneau County. According to the Wisconsin Department of Public Instruction’s 2016-2017 Enrollment Data, Juneau County had a total of 3,683 students attending pre-K through 12th grade in the five school districts based in the County. Juneau County’s website lists St. Paul’s Evangelical Lutheran Church & School, located in Wonewoc, and St. Patrick’s Catholic School, located in Mauston, as private schools located within the County.

School	Grades	Total Students: 3,683
Necedah Area School District	K-12	665
New Lisbon School District	K-12	644
Royall School District	K-12	554
School District of Mauston	PK-12	1,486
Wonewoc-Union Center School District	K-12	334

Source: WI Department of Public Instruction (2016-2017 Enrollment Data)

According to the 2016 American Community Survey, there are 902 students within Juneau County pursuing a post-secondary education in some form. **Table 10** compares the educational attainment in Juneau County to the State of Wisconsin. Educational attainment is lower in Juneau County than it is in the State as a whole, as Juneau County has a lower percentage of residents ages 25 and older with a high school diploma or higher and a lower percentage of residents with a post-secondary degree than the State. Major differences in educational attainment between Juneau County and Wisconsin are in the percentage of residents with a Bachelor's Degree and the percentage of residents with a Graduate or Professional Degree. In Juneau County, 9.05% of residents age 25 or older have obtained a Bachelor's Degree and 3.70% of residents have obtained a Graduate or Professional Degree. This compares to Wisconsin's totals of 18.75% of residents obtaining a Bachelor's Degree and 9.63% of residents obtaining a Graduate or Professional Degree.

Table 10: Educational Attainment for Population 25 Years and Older; 2016		
	Percent of Population for Juneau County	Percent of Population for Wisconsin
Less than 9th grade	3.62%	2.98%
9th to 12th grade, no high school diploma	10.33%	5.66%
High school degree	41.76%	31.69%
Some college, no degree	22.31%	20.98%
Associate's degree	9.05%	10.31%
Bachelor's degree	9.22%	18.75%
Graduate or professional degree	3.70%	9.63%

Source: American Community Survey 2012-2016

Juneau County also has a smaller portion of the population currently attending college or graduate school. According to the 2016 American Community Survey, 16.8% of Juneau County residents are attending college or graduate school, compared to 28.1% in the State as a whole. Nearby post-secondary education facilities include UW-Baraboo/Sauk County in Baraboo, UW-Richland in Richland Center, UW-La Crosse in La Crosse, Western Technical College campuses in Mauston and La Crosse, and Mid-State Technical College in Wisconsin Rapids.

VETERANS

According to the 2016 American Community Survey, veteran to civilian proportion in Juneau County is much higher in Juneau County than it is in the State as a whole, as shown in **Table 11**. There are approximately 2,353 veterans residing in Juneau County, while 717 of these veterans are classified as having a disability.

Table 11: Veterans of Juneau County; 2016		
	Juneau County	Wisconsin
Percent of Veterans in the Civilian Population of 18 Years and Older	11.25%	8.25%
<i>Source: American Community Survey 2012-2016</i>		

COMMUTING

Less than 1% of Juneau County workers use public transportation to get to their place of work. **Table 12** displays the modes of transportation for Juneau County workers. **Table 13** displays the patterns of people coming into and traveling out of Juneau County for employment. Juneau County has a net commute/worker **loss** of 1,713 people. About two-thirds of Juneau County working residents (8,010) are employed within Juneau County.

Table 12: Commuting for Workers 16 Years and Older in Juneau County; 2016	
Means of Transportation	Workers
Workers 16 Years and Older	11,657
Car, Truck, or Van - drove alone	9,160
Car, Truck, or Van - carpooled	1,289
Public Transportation (excluding taxicab)	93
Walked	382
Other means	149
Worked at home	584
Mean travel time to work (minutes)	23.6
<i>Source: American Community Survey 2012-2016</i>	

Location	Juneau Co. Workers Commute To:	Commute From:	Net Commute
Adams County	257	324	67
Monroe County	1,238	887	-351
Sauk County	1,857	421	-1,436
Vernon County	157	330	173
Wood County	172	117	-55
Elsewhere	363	252	-111
Total	4,044	2,331	-1,713

Source: U.S. Department of Commerce

There are a total of 9,978 households in Juneau County, 350 of which do not own a vehicle. Households with a resident age 65 or older account for 209 of the households without a vehicle, as shown in **Table 14**. In terms of vehicle ownership, over 93 percent of Juneau County’s households with a resident age 65 and older own a vehicle.

Owner Occupied		Renter Occupied	
Age 15-64 with no vehicle	Age 15-64 with a vehicle	Age 15-64 with no vehicle	Age 15-64 with a vehicle
56	4,837	85	1,874
Owner Occupied		Renter Occupied	
Age 65+ with no vehicle	Age 65+ with a vehicle	Age 65+ with no vehicle	Age 65+ with a vehicle
130	2,531	79	386

Source: American Community Survey 2012-2016

LQ data is helpful when determining the prevalence of the job industry in a specific geographic area compared to the Nation. As you can see in **Table 15**, a number is next to the industry type and the number represents the proportion between Juneau County and the United States in the percent of the population working in an industry type. If the number is 2, that means the percent of the population working in that industry is two times as high compared to the national average. If the number is 1, it is the same and if the number is 0.5, that means there is half of the population proportion employed in that industry in Juneau County as compared to the nation. **Table 16** is a list of the top 5

employers for Juneau County, Adams County, Monroe County, Sauk County, and Wood County.

Table 15 LQ of Juneau County Employment Industry to US	
Industry	LQ
Agriculture, forestry, fishing and hunting, and mining	2.53
Construction	0.95
Manufacturing	1.94
Wholesale Trade	0.67
Retail Trade	1.17
Transportation and warehousing, and utilities	0.98
Information	0.38
Finance and insurance, and real estate and rental and leasing	0.47
Professional, scientific, and management, and administrative and waste management services	0.34
Educational services, and health care and social assistance	0.84
Arts, entertainment, and recreation, and accommodation and food services	1.18
Other services, except public administration	0.78
Public administration	1.43

Source: American Community Survey 2012-2016

Figure 5 displays the times the working population leaves for their work commute. 7:00 a.m. to 8:00 a.m. is the time segment that the majority of individuals leave to go to work (25.6%). The majority of citizens (64.6%) have a commute time of 25 minutes or less, and 20% of all commuting citizens have a commute time of less than 10 minutes, as shown in **Figure 6**. A visual representation of Juneau County’s commuting patterns is provided in **Figure 7**. Driving distances to urban centers in close proximity to Juneau County are provided in **Table 17**. Note that the fastest route highlighted by Google Maps was used for each distance.

Table 16: Top 5 Employers in Nearby Geographic Locations

Area	Employer Name
Juneau Co.	Mile Bluff Medical Center
Juneau Co.	Mauston School District
Juneau Co.	State of Wisconsin
Juneau Co.	Necedah Area School District
Juneau Co.	Leer Inc.
Adams Co.	Adams-Friendship School District
Adams Co.	Moundview Memorial Hospital
Adams Co.	Adams County Government
Adams Co.	Adams County Library
Adams Co.	Adams-Columbia Electric Cooperative
Monroe Co.	United States Army
Monroe Co.	Department of Veterans Affairs
Monroe Co.	Gundersen Health System
Monroe Co.	The Toro Company
Monroe Co.	Mayo Clinic
Sauk Co.	Lands' End, Inc.
Sauk Co.	Ho-Chunk Nation
Sauk Co.	Sauk Prairie School District
Sauk Co.	R.R. Donnelley & Sons Company
Sauk Co.	Foremost Farms USA Cooperative
Wood Co.	Marshfield Clinic
Wood Co.	Renaissance Learning, Inc.
Wood Co.	Ministry Health Care, Inc.
Wood Co.	Newpage Corporation
Wood Co.	Security Health Plan of WI

Source: EMSI 2018

Figure 5: Time Workers Leave for Work in Juneau County; 2016

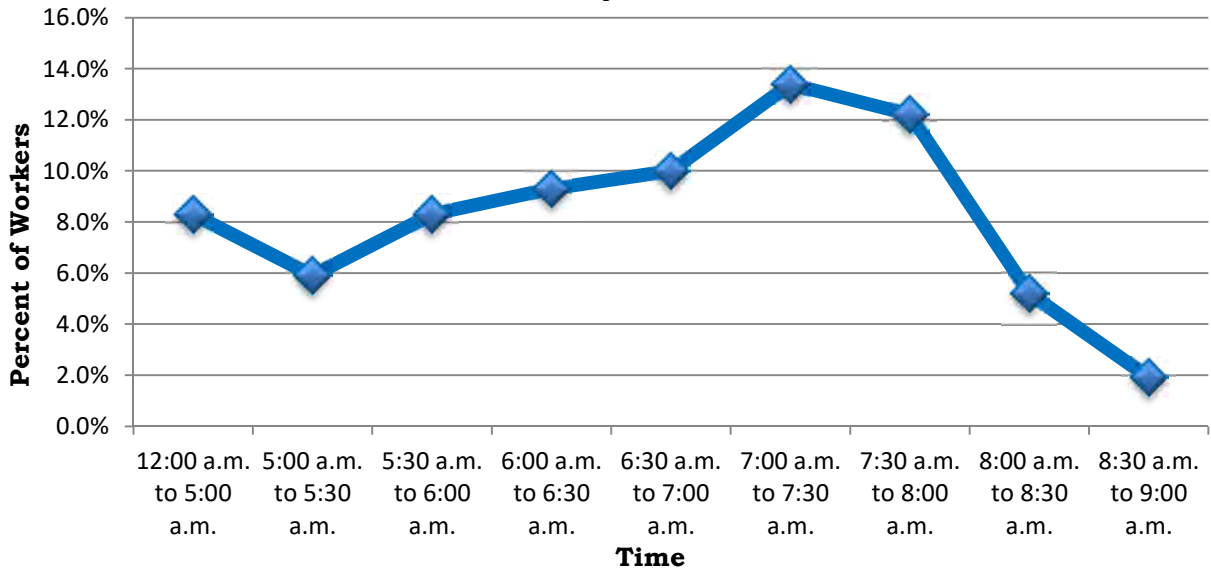


Figure 6: Travel Time to Work for Workers in Juneau County; 2016

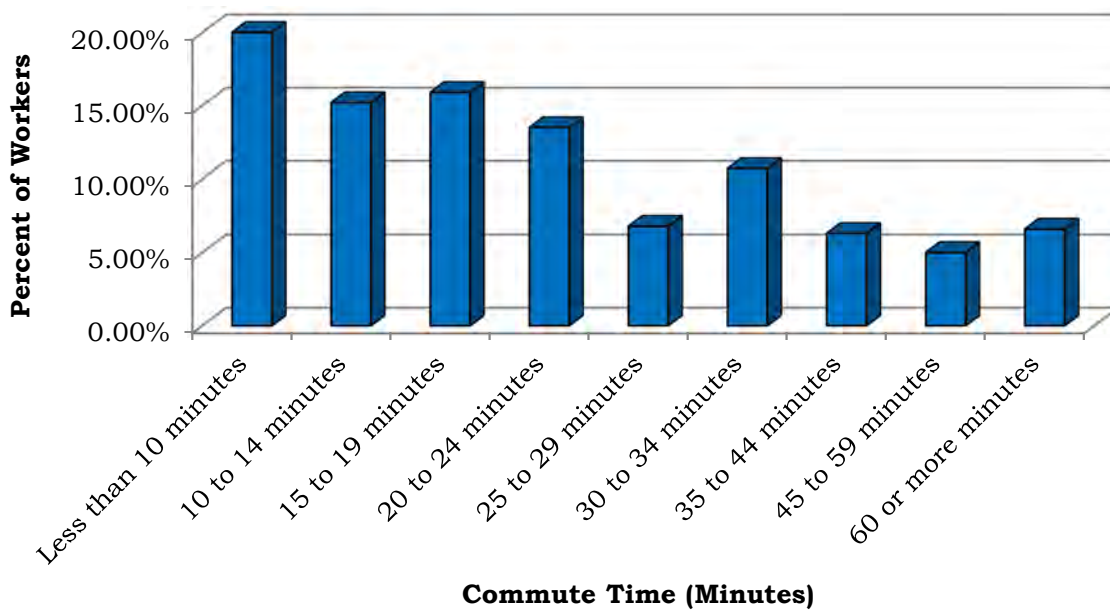


Figure 7: Juneau County Commute Patterns

■ Workers that travel into Juneau Co. ■ Juneau Co. Residents that travel to

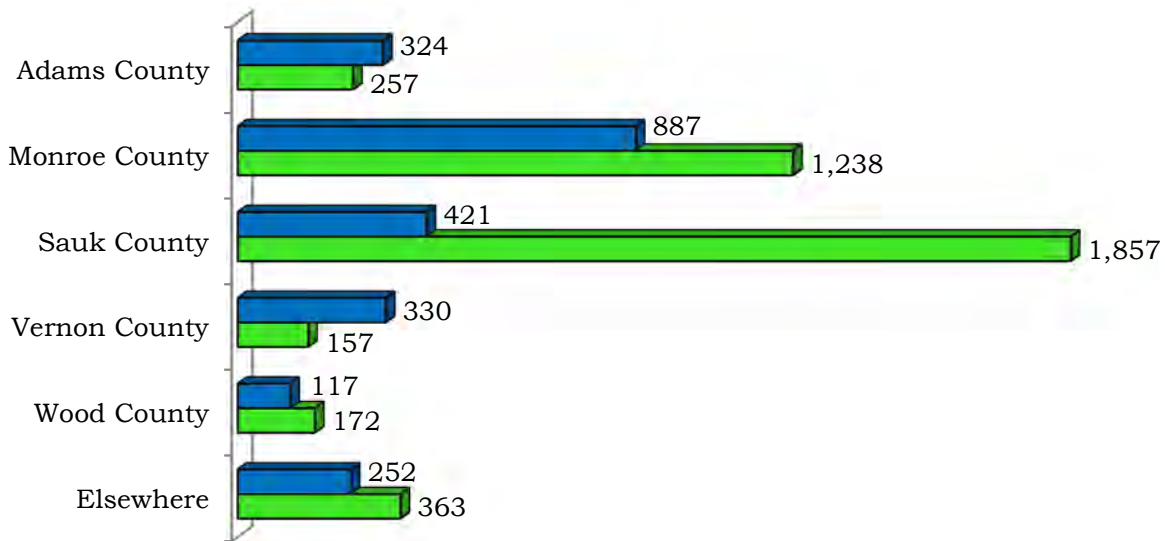


Table 17 Driving Distances between Urban Centers

Mauston to Elroy	12.5 miles
Mauston to New Lisbon	7.5 miles
Mauston to Necedah	19.5 miles
Mauston to Adams	26 miles
Mauston to La Crosse	73 miles
Mauston to Portage	42 miles
Mauston to Tomah	29 miles
Mauston to Wisconsin Dells	21 miles
Mauston to Wisconsin Rapids	54 miles
New Lisbon to Elroy	12.5 miles
New Lisbon to Necedah	15 miles
New Lisbon to Adams	33 miles
New Lisbon to Tomah	21.5 miles

Source: Mileage Generated with Google Maps (Fastest Route was used)

DISABILITIES

Juneau County has a disabled population of 4,233 individuals or 17.06% of the total population, as shown in **Table 18**. **Figure 8** displays age categories and disabled rates within each age category. There are three disabilities that may have an effect on a citizen’s ability to operate an automobile. These are Ambulatory difficulties, self-care difficulties, and individual living difficulties. The age category 75 years and older has the highest percentage of the age group with a disability at 51.52%, as shown in **Table 19**.

Table 18 Juneau County Population with a Disability; 2016		
Total Civilian Non-Institutionalized Population	Citizens with a Disability	Percent of Juneau County Residents with a Disability
24,808	4,233	17.06%

Source: American Community Survey 2012-2016

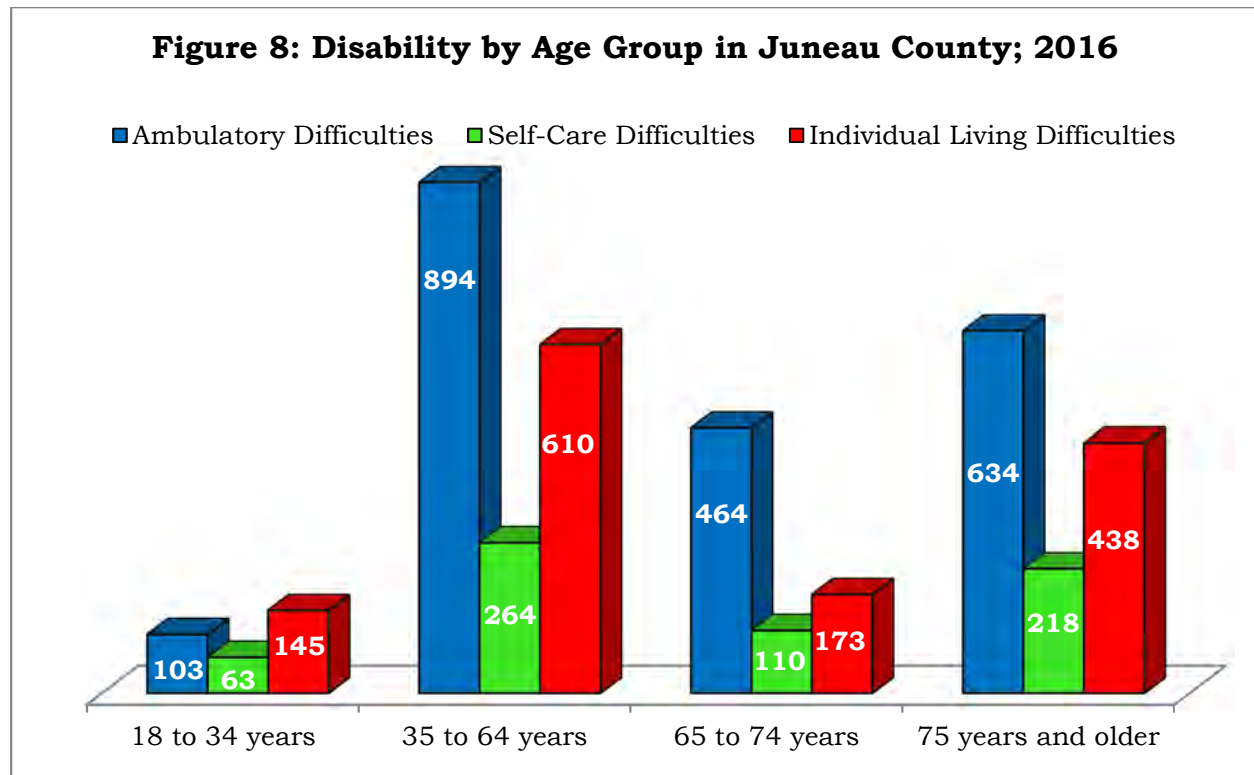


Table 19 Age Categories with Disabilities in Juneau County; 2016

	Civilian Non - Institutionalized Population	Population with a Disability	Percent of Age Group with a Disability	Percent of Juneau County Disabled Population
Total	Total Population: 24,808	Total Population: 4,233	~	~
Under 5 years:	1,358	2	0.15%	0.05%
5 to 17 years:	4,011	207	5.16%	4.89%
18 to 34 years:	4,278	421	9.84%	9.95%
35 to 64 years:	10,374	1,829	17.63%	43.21%
65 to 74 years:	2,809	755	26.88%	17.84%
75 years and over:	1,978	1,019	51.52%	24.07%

Source: American Community Survey 2012-2016

SECTION 3: EXISTING TRANSPORTATION SERVICES

OVERVIEW OF EXISTING SERVICES

Mauston is the primary area for shopping and medical-related needs within Juneau County. The Mile Bluff Medical Center located in Mauston is the nearest hospital. It has a number of outlying clinics around the County. Other medical clinics operated by St. Joseph's Family Clinics and Gundersen Lutheran are located in some areas of the County. A number of specialists operate out of these various clinics on a regular basis. However, a variety of medical services must be accessed out of County which required transportation to places such as Madison, LaCrosse, Baraboo, Marshfield, Tomah, Wisconsin Dells, and Wisconsin Rapids.

The City of Mauston also offers shopping opportunities including a supermarket grocery store, several discount stores like Dollar General, Family Dollar and Kmart as well as a Walgreen's. One other municipality, Elroy, has limited shopping opportunities, including a grocery store and a Dollar General. Person's living in Juneau County must travel outside of the County for many of their shopping needs.

Transportation is vital to the independence of older adults and persons with disabilities to help them stay healthy and independent in their communities. As a result, a number of services are in place to try and address these needs, including:

- Juneau County Transportation Program
- Mauston Public Transit
- State of Wisconsin Non-Emergency Medical Transportation Program
- VARC, Inc.
- Gundersen Coulee Trails

JUNEAU COUNTY TRANSPORTATION PROGRAM

The Juneau County Transportation Program consists of two main components: the volunteer escort driver program and the accessible bus. Transportation programs offered through the Aging and Disability Resource Center of Eagle Country – Mauston Office are supported by revenues from Family Care/IRIS,

s85.21 grant funds, local county levy dollars, Older Americans Act grant funds, and passenger fares.

The ADRC has entered into letters of agreement with the Juneau County Department of Human Services, the Juneau County Veterans Service Office and Workforce Development to collaborate in helping consumers get their transportation needs met. Coordination of service with other agencies is done on a routine basis. Referrals for service comes from local medical clinics, home health agencies, residential providers, nursing homes, Mile Bluff Medical Center, St. Joseph's Hospital in Hillsboro, UW-Hospitals and Clinics in Madison, Reedsburg Area Medical Center, VA Hospitals and clinics in Tomah and Madison, Roche a Cri Clinic in Adams-Friendship, Community Action Council, Workforce Connections, Juneau County Departments of Human Services, Public Health and Veteran's Service, riders, and riders' families.

JUNEAU COUNTY VOLUNTEER DRIVER ESCORT PROGRAM

The volunteer escort driver program takes seniors (aged 60 and older) and persons with disabilities to in-county and out-of-county medical, shopping, and other business trips. Arrangements must be made at 2-3 days ahead for local trips and at least 1 week ahead for out-of-town trips. The program currently has about 17 volunteer drivers. Payment for services is calculated on a round trip mileage basis to and from the driver's home and is operated on a door to door, demand response basis. Payment sources include private pay (from the riders themselves or their family) IRIS and Family Care. Volunteer drivers are not able to accommodate wheelchairs, bariatric riders, or those requiring assistance to enter and exit a vehicle.

JUNEAU COUNTY ACCESSIBLE BUS PROGRAM

The accessible bus program has one full time and one part time driver and utilizes a 2013 Ford mini-bus purchased through 5310 funds in the 2012-13 grant cycle to serve seniors (aged 60 and older) and persons with disabilities with door-to-door service throughout the entire Juneau County area on a set schedule. This bus has 2 wheelchair and 11 ambulatory spaces. Reservations for a seat on the bus must be made 48-hours ahead. Shopping and recreation are the two most widely used types of trips. Trips are provided in and out of county. On Fridays, shopping trips to surrounding regional destinations depart from the key County population centers of Mauston, New Lisbon, Elroy, Necedah, Lyndon Station, Wonewoc and Camp Douglas on a rotating basis.

Special bus trips are programmed throughout the year, such as outings are provided to communities such as LaCrosse, Wisconsin Rapids, Tomah, or Baraboo during the holidays.

An accessible 2017 mini-van is used to provide rides for special medical purposes (e.g.: bariatric), as a back-up for the mini-bus, and for days with lower ridership when a van would be more economical than the mini-bus.

Table 20 :Juneau County Transportation Program Annual Ridership 2013-2016	
Year	Total Trips
2013	14,966
2014	14,344
2015	14,952
2016	3,369
Source: 2016 Wisconsin Transit Report, WisDOT	

Table 21 Juneau County Transportation Program Fares and Rates		
	Accessible Bus	Volunteer Driver
In-town	\$2.00 each way	\$2.00 each way
In-town Meal Site only	\$0.50 each way	\$0.50 each way
In-County	\$6.50 round trip Inc. 2 stops/ \$0.50 ea. Add. stop	
Friday Shopping & Special Trips	\$7.50 round trip	N/A
Out of town medical and shopping trips		Up to 25 mi - \$6.50 26 - 44 mi - \$9.50 45 - 64 mi - \$15.00 65 - 99 mi - \$23.00 100-130 mi - \$31.00 131-160 mi - \$39.00 161-199 mi - \$48.00 200-230 mi - \$58.00 231-260 mi - \$67.00
Source: ADRC of Eagle Country-Mauston Office		

JUNEAU COUNTY SUPPLEMENTAL PROGRAMS

The ADRC also supports additional programs to help meet transportation needs. Currently, these include a voucher purchase program for the Mauston

Taxi and vehicle repair assistance program. These programs are small at this time.

The voucher purchase program for transportation with Mauston Public Transit Shared Ride Taxi is for the purpose of transporting City of Mauston residents to and from eligible programs including Senior Dining, Food Pantry, and activities sponsored by the ADRC or supported wholly or in part by ADRC/Aging Program funding. The ADRC purchases one-way tickets for \$2.00 and 10 punch tickets for \$20.00 directly from Mauston Public Transit. These tickets are held at the ADRC for purchase by program participants for a reduced cost ride of \$0.50 per one way.

The vehicle repair assistance program assists persons with disabilities and aging persons with obtaining adaptations/repairs with vehicles for the purpose of accessing necessary medical and nutrition services. Requests for service go through ADRC intake process to review all funding options and then referred to the Southwestern Wisconsin Community Action Program (SWCAP) for funding.

MAUSTON PUBLIC TRANSIT

The City of Mauston’s public transit system is a shared-ride taxi service. The City contracts with Running Inc, a firm which operates a number of shared ride systems across Wisconsin. The service is door-to-door demand response within a 5-mile radius of the City of Mauston. Additional mileage charges begin and end at Mauston city limits. Service is not provided outside 5-mile radius except in the case of emergency. Service hours are 6:30 am to 10 pm 7 days per week except major holidays. Vehicles are accessible mini-vans with up to 2 in operation at peak times. Service to seniors and persons with disabilities is provided at a reduced rate.



Figure9: Mauston SRT

Table 22 Mauston Public Transit Fares and Rates	
Base Fare	\$3.75
Senior (60+)/Student (5-17)/Disabled	\$2.00
Children (Under 5) – No charge if accompanied by an adult	\$2.00
Agency Fare (Fam. Care, IRIS, etc.)	\$5.00
Beyond Service Area (past city limits within 5 mile radius)	\$1.50 / mile
Source: City of Mauston	

STATE OF WISCONSIN NON-EMERGENCY MEDICAL TRANSPORTATION PROGRAM

Seniors and disabled persons residing in nursing facilities in Juneau County have transportation provided to them through their monthly payment for care or through Medical Assistance (Medicaid). Medical Assistance also covers medical-related transportation needs through MTM, Inc. for community residents and those enrolled in IRIS. MTM contracts with private providers such as Abby Vans and R&J Medical Transport. Destinations include in-county trips to area clinics, to Mile Bluff Medical Center in Mauston, and to out-of-county medical facilities. Area nursing homes include Crest View Nursing Home in New Lisbon, Fairview Nursing Home in Mauston, and Heritage Manor in Elroy.

<i>Year</i>	<i>Total Trips</i>
2014*	8,163
2015	24,537
2016	24,219
2017	23,180

Source: WI Dept. of Health Services, 2018
**Start-up year.*

VARC, INC.

VARC is a non-profit that operates a sheltered employment program in Mauston and transports persons with disabilities for program employment and training. Service is provided from 7 a.m. to 9 a.m. and again at 3 p.m. to take them home after work. Transportation is also provided for VARC clients to and from other VARC services and programs. VARC will also provide transportation to other non-clients through special contract arrangements within its service area which includes Juneau, Adams and nine other counties. One example of these special arrangements is with the state’s Division of Vocational Rehabilitation which provides employment assistance to individuals with significant disabilities. VARC is currently working with the ADRC of Eagle Country-Mauston Office to begin providing for use of VARC busses in an

emergency evacuation. VARC has a large fleet of over 30 vehicles and the capacity for specialized transportation and wheelchair accessibility.

GUNDERSON COULEE TRAILS

Coulee Trails is a private, non-profit operation based in Viroqua, Wisconsin. They provide on-demand, door-to-door transportation services for seniors and individuals with disabilities from anywhere within a nine county area including Juneau. The service provides trips “for any reason”, however, priority is given to medical appointments, dialysis or hospital discharge. They have 16 accessible vehicles providing service Monday through Friday from 6 a.m. to 6 p.m. All the vehicles have the capacity for bariatric service. They also keep one vehicle on-call 24/7. This on-call service is most often used for off-hour and weekend hospital discharge. Clients (or family member/other advocate) can call to schedule a ride at any time. Reservations are preferred 2-days in advance, but they work to accommodate same day /last minute appointments. Coulee Trails also has contracts with managed care organizations and MTM.

Brochures are distributed to all area medical facilities, and they coordinate with hospitals, clinics, dialysis centers, dental offices and other medical providers to ensure they are on the transportation lists of social workers, discharge staff and other coordinators. They work to ensure they are listed in area resource directories, the area 211 telephone information and referral network, and with “Find A Ride”.

OTHER

Other providers of transportation in the area include Workforce Connections, Mile Bluff Medical Center/Terrace Heights, Fairview, Crestview & Heritage Manor nursing homes, and the Disabled American Veterans organization.

Workforce Connections provides funding for employment and training based travel and for car repairs and loans for vehicles used to seek and keep employment. They operate Monday-Friday from 8 a.m. to 4:30 p.m. in Mauston.

Mile Bluff Medical Center utilizes a large handicapped accessible bus to transport persons residing in their senior residential facility, Terrace Heights, to church, grocery shopping, longer day trips, and other business. Their bus trips are provided solely to residents of Terrace Heights Retirement Community

as follows: Sunday mornings for church services in Mauston, 8 a.m. to noon; shopping trips and local appointments, Monday 9 a.m. to 2 p.m., Wednesday 8:30 a.m. to Noon, and Friday 1 to 4:30 p.m.; shopping trips outside the area, every other Wednesday 1 to 4 p.m.; and dinner outings every other Friday 4:30 to 6:30 p.m. Every other Thursday, the Terrace Heights bus transports residents of Oak Grove Assisted Living for a recreational outing.

Fairview and CrestView Nursing Homes utilize a SMV van for transporting their residents, and schedules vary depending on need. They have two part time drivers hired by Mile Bluff Medical Center that provide the service. Private pay and Medical Assistance covered individuals have equal access to service.

Heritage Manor Nursing Home in Elroy also has its own van which is handicapped accessible, and they also use Abby Vans and Gundersen Coulee Trails for Medical Assistance and private pay individuals.

The Disabled American Veterans (DAV) organization operates a bus that stops in Mauston for transport of area veterans to the William S. Middleton VA Hospital and Clinics in Madison. They are available Monday-Friday and appointments for the service are made by calling the DAV office at the Tomah VA Medical Center. Pickups occur at Kwik Trip in Mauston with a return trip in the late afternoon. Advance registration is required to make sure the bus is not full. Veterans are encouraged to call as soon as they have made their medical appointments.

SECTION 4: NEEDS ANALYSIS

INTRODUCTION

This section presents an analysis of human service transportation needs in Juneau County. This assessment is based on demographic data and trends, review of existing services, information from the County's coordinated public transit-human services transportation plan and other regional summit meetings, County meal site outreach sessions and the survey conducted as part of this study.

AGING POPULATION

Juneau County has a higher median age and a higher proportion of elderly residents than the State of Wisconsin. The County also has a significantly higher proportion of residents 65 years and older compared to the national average. By 2027, the projected population over the age of 65 years in Juneau County is expected to grow by 24%. According to Juneau County disability data, residents over the age of 75 years old are about 3.7 times more likely to have a disability, increasing the potential need of transit services. Taking all of this information into consideration, the need for transit services for the aging population is expected to only grow in the near future.

HOUSEHOLDS: SIZE AND SEASONALITY

In 2016, average household size for Juneau County was slightly smaller compared to the State of Wisconsin. This suggests that, in Juneau County, there are potentially fewer family members available to rely on for transportation. This could become more of an issue in the future as the overall population continues to shift toward the higher age brackets. This may result in a larger transportation gap and an increased need for transit services. The average age of a householder is 15% older in Juneau County compared to the State of Wisconsin. Lastly, seasonal housing units in Juneau County account for 22.7% of all housing units in the County, a proportion that is significantly higher than in the State of Wisconsin (7.1%), and in the Nation as a whole (4.0%). The high number of seasonal housing units indicates a potential influx of non-residents, many of whom are likely approaching or are already past retirement age.

ECONOMIC PROFILE

After averaging median worker earnings, median household income, and per capita income of workers, Juneau County residents take home approximately 84% of the income compared to the average Wisconsin worker household. According to the U.S. Bureau of Labor Statistics, the average United States household spends \$9,073 on transportation annually. Due to the lower household income of Juneau County compared to the State of Wisconsin and the United States, Juneau County residents spend a greater portion of their income on transportation (19.20%) compared to the State of Wisconsin (16.61%) and the United States (16.40%).

VETERAN POPULATION

Juneau County has a proportionally larger veteran population compared to the State of Wisconsin. The Juneau County Veterans Service Office provides transportation assistance to veterans for scheduled visits at a VA Medical Facility through its Rides for Veterans program. According to the U.S. Department of Veterans Affairs, the nearest VA Clinics are located in Baraboo and Wisconsin Rapids, while the nearest VA Medical Centers are located in Madison and Tomah.

COMMUTING

Juneau County is a net-exporter of workers. In other words, more residents leave the county for work than come in from surrounding areas. The vast majority of outbound workers are traveling to either Monroe or Sauk counties to job-rich destinations such as Wisconsin Dells.

As housing and transportation costs continue to increase, workers are choosing to work longer careers to help fund their retirement. As people continue to live longer lives, retirement funds are being forced to last longer to ensure that people are able to live comfortably. Studies show that work-related commutes for drivers aged 65 and older have doubled compared to 20 years ago; and 68 percent of drivers age 85 and older report driving five or more days a week. As the County continues to increase in population aged 65 and over, this may result in an increased demand for alternative methods of transportation for employment.

VEHICLE AVAILABILITY

Although recent studies have shown that people aged 65 and older are driving more often than in the past, the need for alternative transportation will become necessary. As the population continues to increase in age, and people continue to live longer, the ability to safely operate a vehicle will become an issue for municipalities. An aging population will also result in the increase of households without a vehicle, as will the current trend of young drivers having less interest in driving and owning a vehicle. This trend will reduce the ability for children and grandchildren to assist their parents and grandparents by taking them to appointments, shifting the demand on public transportation and other special transportation programs.

DISABLED POPULATION

About 17% of the Juneau County non-institutionalized population has a disability. This is significantly higher than the state overall at 11.8%. The data shows disability prevalence in a population increases as a population becomes older. Population projections indicate a 24% increase in the population of persons 65 years of age and older from 2017 to 2027 in Juneau County. This may result in an increasing disabled population over time because of the strong age and disability correlation. This will ultimately create an increase in demand for specialized transit services.

IDENTIFICATION OF GAPS AND NEEDS

On July 18, 2018, Juneau County transportation stakeholders met with NCWRPC Staff at the ADRC of Eagle Country - Mauston Office to brainstorm transportation service gaps and needs in Juneau County. This session was also incorporated into the development of the federal and state required locally developed, coordinated public transit-human services transportation plan for the County. The identified needs or gaps in human services transportation within Juneau County are as follows:

- Lack of community leadership on transportation issue to elevate its importance for the health and welfare of the elderly and disabled with elected officials and agencies and organizations.
- Agency and organization operating "silos" make it difficult to coordinate transportation services.
- Existing services are very busy.

- Lack of assets: drivers and vehicles, makes it difficult to meet ride demands.
- Only 1 half-time driver available results in times where the vehicle is not being utilized. Budget issues prevent adding paid drivers.
- Not enough volunteer drivers available at times. Pool of volunteer drivers has been decreasing.
- Insurance issues for volunteer drivers.
- Lack of affordable public transit - lack of 2nd / 3rd shift availability - taxi has limited range/hours of operation - affects access to medical, work, etc.
- Decreases in 5310 program funding have exacerbated vehicle availability, both replacement and new, problems
- Limited service capacity makes it difficult to service entire county.
- On-going, specialized medical treatments such as dialysis, chemotherapy, rehabilitation for opioid addiction, etc strain existing transportation services.
- No capacity for bariatric transportation service.
- Transportation is a barrier to employment.
- Other human services transportation needs exist within the community, including child protective services, particularly court-ordered, such as visitation arrangements, counseling, etc.

EXPANDED IDENTIFICATION OF GAPS AND NEEDS

Following completion of all of the county locally developed, coordinated public transit-human services transportation plans in the state, the Greater Wisconsin Agency on Aging Resources (GWAAR) did an analysis of the overall human services transportation needs or gaps. These findings are broadly applicable within Juneau County as follows:

1. Expand Services: Expand hours, geography and purpose of trips.
2. Promote Existing Services: Ensure people know about existing services.
3. Increase Funding: Need to maintain or increase funding through federal, state and local sources.

4. Driver Recruitment: Recruiting for both paid and volunteer drivers.
5. Vehicles: Replace or increase the number of vehicles.
6. Maintain and Enhance Existing Resources: Efficient use of the resources that already exist.
7. Mobility Manager/Transportation Position: Maintain, expand or create a position dedicated to transportation.
8. Advocate/Educate Local Officials: Educate decision makers on funding needs and service barriers.
9. Support Regional Transportation Authorities: Support RTA enabling legislation.
10. Strengthen Transportation Coordinating Committees: Create / strengthen / improve.
11. One Call Center: The need for centralizing transportation requests, scheduling and information in regions.
12. Needs Assessment: Assess transportation and develop strategies for improvement.

CENTRAL WISCONSIN HEALTH & ECONOMIC SUMMIT

In 2015, the Central Wisconsin Health Partnership held a summit for the six counties of the Central Sands region of Wisconsin, including: Adams, Green Lake, Juneau, Marquette, Waupaca and Waushara. The purpose of the summit was to catalyze collaboration towards the development of regional strategies to improve the health and vitality of this area. Key outcomes/findings related to transportation include the following:

- Throughout all of the sessions, participants identified the lack of transportation options as an area of need.
- The necessity of Transportation to access jobs, health care, food, and support networks was highlighted.
- The relationship between business and transportation was also emphasized with workers challenged to sustain employment with limited transportation options. It was suggested that regional business could grow by improving or making better use of transportation services.
- Develop transportation options without access restrictions, i.e.: open to everyone for any purpose.
- Inventory and publicize existing transportation resources, i.e.: greater documentation, communication and awareness of transportation services is needed.

- Engage a regional mobility manager to help create a coordinated response to the transportation needs common across the region.
- Adapt innovative transportation solutions in rural areas, such as: vanpools, Uber/Lyft, bussing system, regional transportation network.
- Explore regional partnership possibilities.

WISCONSIN TRANSPORTATION STAKEHOLDER TASKFORCE

Governor Tony Evers has directed the Wisconsin Department of Transportation to assemble a task force of stakeholders to propose bipartisan policy solutions to the issues facing Wisconsin’s transportation system. The Taskforce consists of key partners from all regions of the state, all sectors of the economy, and users of all different modes of transportation. With regard to specialized transit, the Taskforce has identified the following key findings:

- The proportion of the senior population is growing throughout Wisconsin. Residents are increasingly choosing to age in place and are attempting to maintain independence. As a result, the demand for specialized transportation is growing

In Juneau County, Taskforce program overviews cite data showing that the percent of population 65 and over will increase from a mid-range bracket at 18 to 21 % in 2015 to the highest bracket at 37 to 43 % by 2040.

- Providing specialized transit service is becoming more challenging, particularly in rural parts of the state where the population density is lower, distances to access services are greater and increasingly difficult to find paid and volunteer drivers

PUBLIC INPUT FROM SURVEY

As part of the assessment process, the North Central Wisconsin Regional Planning Commission, with the assistance of the Aging and Disability Resource Center of Eagle Country – Mauston Office, distributed a survey concerning transportation services in Juneau County. The survey was relatively short at 16 questions to encourage participation and could be completed either on paper or over the Internet.

Key Take-A-Ways from the survey responses include:

- For nearly 78% of respondents, their normal mode of transportation is driving themselves. Another 11% obtain rides from someone they know.
- Some respondents added that they walk if the weather is good.
- Only 7.4% indicated using transportation services as their primary mode of transportation.
- Nearly 30% have used a transportation service in Juneau County before.
- Suggestions for improving transportation services in Juneau County include education on availability (respondent noted that they had not heard of the service before) and extending service hours later into the evening.
- The most common method of getting to medical appointments was to drive themselves (58.3%) or to be driven by a family member or friend (20.8%). Only 12.5% used a bus/transit service.
- About 85% of respondents do not feel that a lack of transportation services has an impact on their daily activities.
- Respondents were split 50/50 on whether they would start using transportation services or use them more often if availability/service was expanded.

JUNEAU COUNTY MEAL SITE OUTREACH

The assessment process also included direct interaction with aged and disabled members of the public at various County Nutrition Program meal sites. The North Central Wisconsin Regional Planning Commission, with the assistance of the Aging and Disability Resource Center of Eagle Country – Mauston Office, arranged visits to meal sites in Mauston (11/26/18), Lyndon Station (11/28/18 and Elroy (11/30/18) to discuss transportation services in Juneau County.

Key Take-A-Ways from the Meal Site Visits include:

- The majority of attendees drove their own personal vehicles to the site that day, and this was typically how they always get to the meal sites.
- When asked how they travel to doctor's, shopping, or other activities they need to do, the response was again, and essentially exclusively, their personal vehicles.

- Many indicated they typically get rides from family or friends to attend the meals, or for doctor appoints, shopping and other activities. (One indicated a church program as a source of rides.)
- Some said they simply “stay home” if a relative or friend is not available to drive them.
- At the Mauston site, the taxi cab was noted as a common source of rides for many.
- Some walk to the meal sites and for their other needs as much as possible.
- Many indicated that they were not aware of the bus service or volunteer driver program offered by the County.
- Many said they were familiar, if only a “little” with the County’s transportation programs. Some noted seeing it in the ADRC newsletter or having seen the bus around.
- A few attendees indicated they use the County Bus occasionally, including to take advantage of a programmed “special trip” for a special event (ie County Fair) or to tour Christmas light displays.
- Many of those familiar but not using the County programs indicated they would consider it as an option if their usual transportation methods were not available (couldn’t drive, vehicle unavailable, no family or friend available).
- Those driving their own vehicles had no limitations on travel , and most indicated taking multiple trips per day; while those getting rides from family, friends or some other source were more restricted in their travel with some traveling as little as once per month to take care of their needs.

PUBLIC OUTREACH - SUMMARY OF FINDINGS

From the outreach, we find that many of the aged or disabled individuals within the County are still able to drive themselves (have the physical and mental capacity to operate and the resources to own and maintain a vehicle). Further, many of those that lack this ability appear to have reliable networks of friends and family that drive them where they need to go. Now, these are certainly good signs for the County at this time, however, as the population continues to age, is this sustainable? Also of concern are those that choose to just “stay home” if they cannot drive or get that ride from someone they know. These people may be missing important medical appointments or not getting other needs addressed.

A relatively small percentage of residents use County transportation programs as their normal mode of transportation. This is slightly higher for medical appointments. However, a significantly higher percentage has used those services in the past, indicating some awareness of this option. They know it is there for occasional use if needed. It is interesting to note that about half of the people spoken to/surveyed indicated some willingness to consider use the County transportation programs if they could no longer drive or get that family/friend ride.

The programming of special event bus trips throughout the year provides a number of benefits for the County's aged and disabled and the transportation program itself. The special events attract individuals not otherwise using the bus service or other transportation programs. In this way, those individuals get some exposure to the bus, build up some familiarity with it and share their experiences with others. This is an opportunity to promote the County transportation programs.

Finally, one suggestion for improvement stemming from the outreach relates to the need for continued and expanded information and education about the availability and use of the County transportation programs. A number of respondents/attendees were unaware of the existence of the programs or how to access them. On-going promotion of the programs is necessary to ensure that individuals in need have the best chance of discovering and accessing needed transportation. Expanding educational efforts into new and different areas may help reach individuals not currently getting the message.

SECTION 5: STRATEGIES TO ADDRESS NEED

The recommendations in this section are intended to assist Juneau County in meeting the growing mobility demands of seniors and the disabled, as well as the lack of additional revenue sources.

1. Create an Independent Transportation Coordinating Committee (TCC)

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. A dedicated coordinating committee 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.

Experience shows that one of the most effective tools in promoting and developing coordinated transportation services is an active coordinating committee that meets regularly, has an active, comprehensive membership, and is charged with a clear mission. Because coordinating 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 improvement in transportation services delivery.

While different models exist, the key characteristics of a successful coordination committee include regular ongoing meetings, commitments from participants, at least one champion (local leadership is needed to maintain positive momentum), 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.

Juneau County should create an independent, dedicated Transportation Coordinating Committee or TCC as outlined under Wisconsin Administrative Code Trans 2.10 for the purpose of coordinating the County's specialized transportation. The framework for the recommended committee is as follows:

JUNEAU COUNTY TRANSPORTATION COORDINATING COMMITTEE (TCC)

TYPE: Statutory Committee described in Administrative Code Trans 2.10.

MISSION/PURPOSE STATEMENT: To coordinate the County's specialized transportation.

STATUTORY RESPONSIBILITIES: Described in Trans 2.10 of State of Wisconsin Administrative Code to coordinate the county's specialized transportation.

MEMBERSHIP: Per code requirements, membership of the TCC must include membership from the following, at a minimum: County Board, County Aging Unit (ADRC), County Department of Social Services, 51.42 Board, transportation providers (public, private or non-profit), elderly and disabled citizen advocates, and consumer and agency advocates.

Ultimate composition of the committee would be up to the County, however, the recommendation here would be to expand the membership of the TCC so that more entities are represented like has been done in Portage County. Suggested membership options to consider include: 1 to 3 County Board supervisors, an ADRC Board member, a Human Services Board member, a transportation provider, an elder and disabled advocate (such as Independent Living Resources), a consumer and agencies advocate, Veteran's Service Officer a long term residential care provider, managed care organization representative, City of Mauston / Mauston Public Transit, city/village representative (outside of Mauston), VARC, CWCAC, medical facility representative, 1 to 2 elderly and/or disabled citizen(s).

APPOINTMENT & TERMS: Members would be appointed by the County Board Chair for a two year term and confirmed by the full County Board of Supervisors.

STAFFING: ARDC of Eagle Country – Mauston Office

DUTIES & RESPONSIBILITIES:

1. Provide leadership for the identification of, and propose solutions for, transportation needs of specialized populations residing in Juneau County;
2. Evaluate Juneau County's transportation services policy including, but not limited to, vulnerable populations;
3. Provide leadership for the development and implementation of Juneau County's 85.21 grant application;
4. Provide leadership for the coordination of transportation services for Juneau County residents who are eligible to participate in services provided by the Juneau County 85.21 grant;
5. Provide leadership for regional cooperation and coordination of transportation services for eligible populations;
6. Monitor the expenditures of transportation funds being expended on transportation services for elderly and disabled in the service area;
7. Review passenger transportation plans for the service area;
8. Coordinate County transportation services with the Mauston Public Transit System;
9. Review and comment on County aid applications under ss.85.21 Wis. Stats.;
10. Review and comment on capital assistance applications under ss.85.22 Wis. Stats.;
11. Act as an informational resource for local transportation providers regarding the requirements of the Americans with Disabilities Act of 1990, 42 USC 1201 et. seq.; and
12. Act on requests by local public bodies to be designated as coordinators of transportation services for elderly and disabled persons for the purpose of becoming eligible for assistance under the Federal Section 5310 Program.

2. Develop a Multi-County (Regional) Transportation System in Conjunction with Other County Partners

Originally proposed in 2016 by East Central Regional Planning for an eight county area of central Wisconsin, including Adams and Juneau, this concept revolves around a mobility management based approach. According to the Wisconsin Association of Mobility Managers, mobility management is the practice of using all available resources, and developing new ones to improve mobility, increase efficiency and reduce cost. In Wisconsin, mobility managers typically operate on a multi-county level. The intention of a regional mobility management system is not to eliminate local control, but to support and enhance it. Such an approach could open up additional funding opportunities and match burden would be spread out.

The following steps are recommended to develop a regional transportation system:

STEP 1: Determine appropriate geography and participating counties.

A number of options exist for organizing a multi-county program, including but not limited to the following, in no particular order:

A.) Original Proposal - 4 to 8 counties including Adams, Green Lake, Juneau, Portage, Marquette, Shawano, Waupaca and Waushara. This concept looks to capitalize on Portage County's successful transportation program which many look to as a model. Includes Adams County, which has expressed interest in coordinating transportation with adjacent counties (Juneau).

B.) ADRC of Eagle Country - The Aging and Disability Resource Center of Eagle Country has a service area of four counties including Crawford, Juneau, Richland and Sauk. These counties already have a working relationship and share some common organizational structure through the ADRC; making it a logical group to form a regional transportation program around.

C.) VARC, Inc. - VARC provides a variety of services, including transportation, to clients throughout an eleven county area including Adams, Columbia, Crawford, Grant, Iowa, Juneau, La Crosse, Monroe, Richland, Sauk and Vernon. They already have a large fleet of accessible vehicles and extensive experience providing transportation services across a large area. There is precedence for this concept as Rehabilitation centers, like VARC, in other parts of the state have run 85.21 programming for counties or multi-county areas.

D.) Independent Living Center(s) - Independent living centers are consumer-run, community based, non-residential, private non-profit organizations that focus on empowering people who have disabilities in making choices that maintain or increase their independence. To further their mission, ILC's provide a variety of services, including transportation programs that vary by region.

In the case of transportation, one ILC, the Center for Independent Living of Western Wisconsin, Inc. or CILWW, has developed a specialization in transportation such that they have expanded their regional volunteer program to cover 29 counties in 3 ILC areas: CILWW, North Country Independent Living & Midstate Independent Living Choices. Juneau County is within another ILC, Independent Living Resources, Inc. or IRL. IRL could be approached about following in CILWW's footsteps to create a regional transportation program either independently or by integrating with the existing CILWW program.

E.) Contracted Management & Operations - There are a number of examples around the state of professional, private sector transit companies running 85.21 programs for counties or multi-county areas. Abby Vans is one example of a private service provider that contracts to provide county services. Abby Vans covers a large portion of the state, including Juneau County, and has the resources to provide full service 85.21 programming within a county or area.

Locally, Mauston Transit is another example of a private company providing public transit services. Mauston Transit is actually an arm of Running, Inc which provides transit services to numerous cities and villages in the state. Their business model is small-urban, shared-ride taxi, but they also coordinate with the ADRC to provide rides for the elderly and disabled in the Mauston area. It may be possible to build on this relationship to expand on their services to include the rest of the county.

Gunderson Coulee Trails is another operation serving Juneau County with the potential to take on a greater role. Coulee Trails is a non-profit arm of Gundersen Health System that provides on-demand, door-to-door transportation services for seniors and individuals with disabilities for any reason from anywhere within a nine county area including Juneau. They already have a significant fleet of accessible vehicles and other operations infrastructure in place.

STEP 2: Form a transportation council containing representation from all the participating counties and create an identity for the council.

Each county possesses two membership components: the health and human services/aging & disability resource center transportation component and the county veteran's transportation component. Each can choose to elect to be part of the council independent of the other.

Each participating county will have different needs and wants in regards to transportation. The purpose of the council would be to advise the mobility manager and would meet quarterly to discuss pertinent issues.

An identify helps establish recognition and standing. The original concept called for the council to be named the Central Wisconsin Transportation Council. An identity reflecting the character of the group of counties ultimately participating is recommended.

STEP 3: Create a regional mobility management system.

The program will operate autonomously from the counties. The newly formed regional mobility management system should be given an identity spun off of the transportation council's identity. For example, the original proposal called this system the Central Wisconsin Mobility Connection (CWMC).

This program has to apply for non-profit status to be able to apply directly for 5310 funds otherwise a designated county or non-profit will have to apply on their behalf. A W9 form is needed when applying for 5310 funds to prove non-profit status.

STEP 4: Each member must sign a MOU with the mobility management program that lays out the expectations and fees involved with services contingent on the award of additional 5310 funding.

Each participating county would have a tailored MOU depending on their specific transportation needs. A template MOU is available.

STEP 5: The mobility management program applies for additional 5310 funding for mobility management services.

STEP 6: Implement mobility management services across the region, which includes the following elements (including program components - Figures 10 &11, phasing, scenarios and challenges & opportunities):

Figure 10 : Mobility Management System

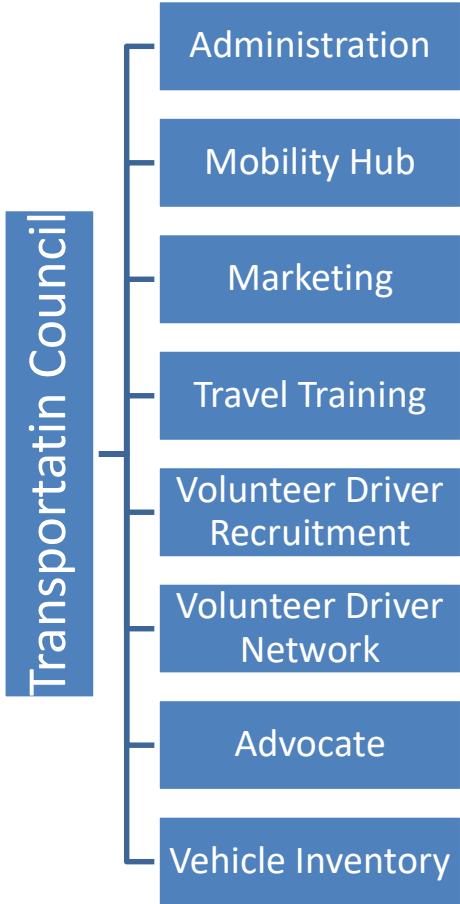


Figure 11: Mobility Management Program Descriptions

<p>Administration</p>	<ul style="list-style-type: none">• 5310 application processing and support<ul style="list-style-type: none">○ Collect all applications for capital purchases and submit on behalf of the counties. Use a separate application process to collect all requests from the counties and submit for each county in the BlackCat system.○ If county so chooses, they can collect their own 5310 applications and submit themselves.○ Apply for mobility management funds for the entire region.○ Local sub-recipients of 5310 funding would be responsible for the maintenance plan.○ Organize and submit the reporting with the local agencies that goes along with a 5310 vehicle, but is the responsibility of the local agency.• Insurance for volunteer drivers remains under local control or the volunteer’s individual policy.• Volunteer driver reimbursement is the responsibility of the county or local agency.• Local match can be provided in either cash payment or in-kind volunteer driver hours.• Participate in the Coordinated Planning Process for Public Transit & Human Service Transportation.• Increase transportation services at regional level and provide cost efficiencies for member counties.• Knowledge of all transportation systems within the region.<ul style="list-style-type: none">○ Transportation systems inventory needs to be updated on an annual basis.○ The mobility manager needs to be aware of every transportation service available within the region to be able to provide the best service possible to their customer.• Schedule and host annual volunteer driver trainings.• Staffing needs: mobility manager and mobility consultants.
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<p>Mobility Hub</p>	<ul style="list-style-type: none"> • Establish a mobility hub where rides are coordinated across programs and jurisdictions to create cost savings and efficiencies to multiple programs and agencies. • The mobility hub is a virtual network from where transportation can be coordinated across boundaries. The client or customer has access to the mobility hub through a phone number or the web. Mobility consultants are stationed at their home county while managing the mobility hub. • Mobility hub would be open Monday thru Friday for 8:00 am to 6:00 pm. • There would be a mobility consultant per county working for the mobility hub 20 hours a week (consultant would be a county employee). Each mobility consultant would get \$20,000 annually to subsidize their annual salary. • Mobility consultants would work under the mobility manager providing clients region wide with transportation services (scheduling trips, travel training, education) • Properly administered cost allocation will facilitate equitable distribution of expenses, reduce cost-shifting, and create genuine savings among all participating counties. • The focus is on local control; knowledge of local people, services and geography; while creating economies of scale and operational efficiencies as a regional entity. • Staffing needs: 2-3 mobility consultants / with additional volunteer help.
<p>Marketing</p>	<ul style="list-style-type: none"> • A website housing the local transportation provider inventory, mobility hub phone number and marketing materials. (In future website could take transportation reservations.) • Quarterly newsletters to inform members of the Transportation Council of transportation related issues and illustrate success within the region.
<p>Travel Training</p>	<ul style="list-style-type: none"> • Travel training for the entire system.
<p>Volunteer Driver Recruitment</p>	<ul style="list-style-type: none"> • Assist counties with volunteer driver recruitment. • Local member counties would maintain insurance coverage of their drivers using the existing coverage/policies

Regional Volunteer Driver Network	<ul style="list-style-type: none"> • Coordinate regional trips with volunteer drivers who are willing to travel farther distances (i.e. across county lines). • Insurance for regional volunteer drivers will be provided by the volunteer’s home county, local agency or personal.
Advocate	<ul style="list-style-type: none"> • Sit on committees such as Wisconsin Association of Mobility Managers, Wisconsin Urban and Rural Transit Association, and local transportation coordinating committees. • It is important for the Mobility Manager to be informed of new transportation techniques or services and to be an advocate on behalf of the system.
Vehicle Inventory	<ul style="list-style-type: none"> • The system would possess a number of vehicles used by the regional volunteers to fill gaps throughout the region. Some vehicles will be wheelchair accessible and capable of carrying bariatric patients. Local match for the vehicles would come from the participating counties. When the vehicles are disposed of or sold the participating counties that provided the local match would receive an equal share of the sale of the vehicle, but any proceeds from the sale has to go back into the regional transit system.

Phasing of Implementation of Mobility Management Services

- **Phase 1: Year 1-2**

- Local Transportation Programs remain in place
 - Work on “gap” filling at the regional level (across counties) transportation trips.
- Get consensus from the participating counties and develop reporting documentation
 - Develop structure for reporting to/from Mobility Hub
 - Reporting documentation to help apply for grants/needs
- Attend relevant transportation meetings/committees with regional stakeholders
- Identify regional transportation needs
 - Develop solutions for regional transportation needs
- Apply for Section 5310 capital/operation funding (85.21 funds could be used as match for any 5310 grants received)
- Develop volunteer driver training program/recommendations
- Create a regional volunteer driver network
- Purchase 1-2 lift/ramp equipped vehicles
- Develop CWTC advisory group/board

- **Phase 2: Year 2-3**

- Continue Year 1 actions/items noted above
- Implement / use the Mobility Hub to start ride coordination for regional trips
- Develop website
- Conduct periodic volunteer driver trainings within the region
- Hire/fund additional staff (Section 5310 funding)

Implementation Scenarios (Depending on Participation)

- **Scenario 1: 8 County Participation**

The Mobility Hub would be open Monday thru Friday for 8:00 am to 6:00 pm. There would be eight mobility consultants; each one representing a participating county (consultant would be a county employee). Each mobility consultant would get \$20,000 a year to supplement their income to work specifically for the Mobility Hub for 20 hours a week. Three mobility consultants would be on staff per day providing travel consulting services.

Mobility Hub Operations Expenditures	Annual \$
Annual cost for Mobility Consultants (8 * \$20,000 a year)	\$160,000
Mobility Manager Annual Salary/Benefits (insurance)	\$100,000
Total	\$260,000
Mobility Hub Revenue	
Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310 - 80%	\$208,000
Local Match - 20% of \$260,000	\$52,000
Mobility Hub Local Match	
Volunteer Driver In-kind Hours (\$15 an hour, 350 hours a year per county)	\$42,000
8 County Cash Share	\$10,000
Per County Cash Share	\$1,250
Capital Purchase	
2/ ADA Vehicles	\$100,000
Equipment (computer/printer/phone system/software/website)	\$10,000
Total	\$110,000
Capital Revenue	
Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310 - 80%	\$88,000
Local Match - 20% of \$110,000	\$22,000
Capital Local Match	
8 County Cash Share	\$22,000
Per County Cash Share	\$2,750
Total annual cost per county for Mobility Hub and Capital Purchase	\$4,000

- **Scenario 2: 4 County Participation**

The Mobility Hub would be open Monday thru Friday for 8:00 am to 6:00 pm. There would be four mobility consultants; each one representing a participating county (consultant would be a county employee). Each mobility consultant would get \$20,000 a year to supplement their income to work specifically for the Mobility Hub for 20 hours a week. Two mobility consultants would be on staff per day providing travel consulting services.

Mobility Hub Operations Expenditures	Annual \$
Annual cost for Mobility Consultants (4 * \$20,000 a year)	\$80,000
Mobility Manager Annual Salary/Benefits (insurance)	\$100,000
Total	\$180,000
Mobility Hub Revenue	
Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310 - 80%	\$144,000
Local Match - 20% of \$180,000	\$36,000
Mobility Hub Local Match	
Volunteer Driver In-kind Hours (\$15 an hour, 350 hours a year per county)	\$21,000
4 County Cash Share	\$15,000
Per County Cash Share	\$3,750
Capital Purchase	
2/ ADA Vehicles	\$100,000
Equipment (computer/printer/phone system/software/website)	\$10,000
Total	\$110,000
Capital Revenue	
Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310 - 80%	\$88,000
Local Match - 20% of \$110,000	\$22,000
Capital Local Match	
4 County Cash Share	\$22,000
Per County Cash Share	\$5,500
Total annual cost per county for Mobility Hub and Capital Purchase	\$9,250

CHALLENGES AND OPPORTUNITIES

Fare Structure

The fare structure for every county is different; some only accept donations and others have a standard fare system for each ride. The question is then how do you operate a regional system with different fares within each county? The mobility manager is going to have to look at this issue and decide whether or not fare systems can operate independent of each other or does there need to be a single system across the entire region.

Trip Types

Trip types are very similar to the fare systems across the regions; they are all different. Some counties only do medical and others provide for every trip. The hope is that with a mobility management system comes transportation efficiencies and cost savings and additional programs which would result and system that prioritizes medical trips, but can accommodate all types of trips.

Location of ADA Vehicles

The question on where the regional ADA vehicles are stored is a very important one because of an expansive eight county region. It would be extremely inefficient if a trip is needed in the northern half of the region, but the ADA vehicle is located in the southern half of the region. The volunteer drivers are not going to want to travel through three counties to get access to a vehicle and then provide a trip. There is no clear answer at this point, but one solution may be to keep one vehicle in the northern half of the region and another in the southern half.

3. Continue and Expand Transportation Program Outreach

The ADRC of Eagle Country - Mauston Office does regular outreach on the County's Transportation Program. However, survey and interview results indicate a lack of awareness regarding the transportation services provided by the County. There are likely a number of underlying reasons for this, but most notably, observed here and with other counties the NCWRPC has worked with, is the notion that people don't think about transportation until they need it.

On this same note, people may need assistance in linking their need for an appointment or service and the availability of transportation. One suggestion

is to promote transportation service alongside listing/promotions for other services such as “Nutrition Program” or “Support Groups” listed in the ADRC Services Available booklet, the Ageless newsletter or any other material or posting. This is in addition to the pages specifically on the transportation program; essentially every page in the ADRC Services Available booklet.

Depending on the space available on a particular page or posting, the length or orientation of the message can be varied to suit, examples might include:

- NEED A RIDE?
Call 608-847-9371
- | |
|----------------------------------|
| Need a Ride? = Call 608-847-9371 |
|----------------------------------|
- Need a ride to any place/service listed? Call 608-847-9371.
- Need a ride to any of the places or services listed here? Contact the Juneau County Transportation Program at 608-847-9371.

A secondary factor might be at the staff level; outside of those within the County. Currently, human services transportation is dominated by the state’s brokerage system for Medicaid and Badgercare non-emergency medical transportation (NEMT). Staff who deal with clients needing NEMT transportation have the paperwork, procedural requirements, and training associated with that program constantly in front of them and may be less likely to take in other alternatives and redistribute that information to those that need it.

The NEMT limitation to medical trips only may lead some to believe that transportation is only available for medical related purposes, so they do not realize that other transportation options exist to assist with their other needs.

One of the best ways to deal with this lack of awareness is to maintain the flow of information out to staff that interact with the elderly and disabled client base, as well as disseminating information to outlets were the client base is likely to come into direct contact.

It is recommended that the ADRC of Eagle Country - Mauston Office continue to distribute transportation program information packets and brochures to coordinators, social workers, dischargers, etc. at these and other locations across the County:

- Hospitals

- Clinics and other Medical Facilities
- Renal Dialysis Centers
- Dental Offices
- Family Care Representatives
- IRIS
- Managed Care Organizations
- Nursing Homes
- Assisted Living Facilities and CBRFs

4. Create an Identity for the Juneau County Transportation Program

One thing that county programs tend to overlook when trying to build awareness and promote their systems is an identity for people to relate to. In addition to helping make the service publicly known and attracting ridership, it can also aid in attracting volunteer drivers.

An identity also helps to distinguish the County service from the assortment of providers being brought into the County under the current statewide system. Some providers do not provide the same quality of service as Juneau County, and the County should look to set itself apart from these other providers.

A logo should be created to help establish this recognition. This could be as simple as adding the words “Transportation Program” to the existing ARDC logo and affixing it to the sides of program vehicles as well as brochures, letterhead, etc used for program purposes. Options for applying logo / identity to program vehicles include:

- Removable magnetic signs
- Vinyl decals
- Bus wraps

Figure 11: Sample Program Logo



The magnetic signs and vinyl decals can be obtained relatively inexpensively. The magnetic signs have the advantage of being easily taken on and off and moved from vehicle to vehicle. This makes them good for volunteer driver vehicles by being removable when the vehicle is not in volunteer service or passed between drivers. Vinyl decals and bus wraps are durable, and bus wraps have high impact potential.



Figure 12: Example Decal

Another option would be to go through a comprehensive branding exercise. A professional marketing firm could be retained to develop the brand and create a marketing campaign to promote the new name.

Part of this strategy is to make the services visible, understandable and display their usefulness. Accomplish this by making the logo and program materials:

- Clearly visible on websites.
- Prominently displayed at the ADRC office.
- Posted and handout materials available in area hospitals, clinics and other locations such as those identified in Recommendation 3, above.
- Posted in City/Village halls (and given to clerks).

A good source of ideas to form a brand around include widely recognized aspects or features of the surrounding community. For example: from “Eagle Country” we have the eagle. Eagle Ride, Eagle Transit, Eagle Transportation, Eagle Mobility all come to mind. “Ride the Eagle” could be a tag line. Central Sands is another concept that could be looked at.

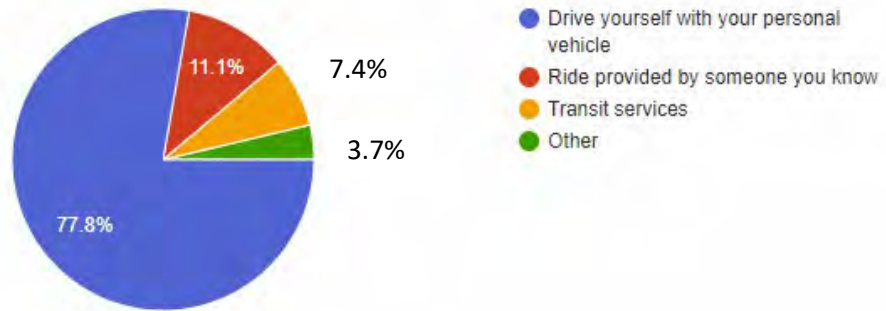
APPENDIX A: SURVEY RESULTS

Juneau County Transit Survey Results 2018

Question 1

What is your normal mode of transportation?

27 responses



If other, please explain:

2 responses

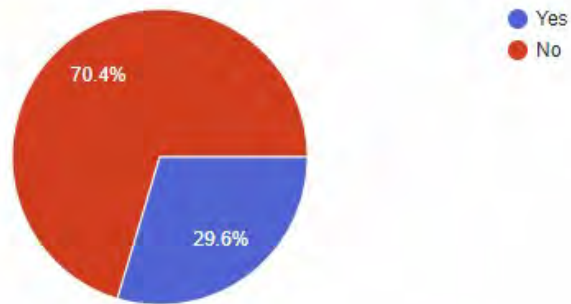
I will walk in good weather.

My niece or brother.

Question 2

Have you ever used a transit service in Juneau County?

27 responses

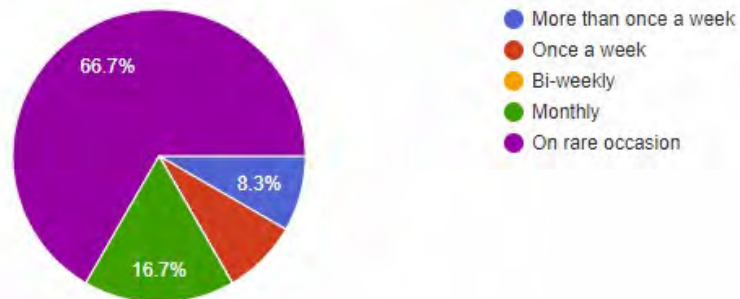


Question 3

If you use transit services in Juneau County, how often do you use the service on average?



12 responses



Question 4

What would you like to see most improved concerning transit services in Juneau County?

5 responses

Education on their availability- never have even heard we have them or what their run times look like


It probably not fair for us to answer most of these questions because we both drive and we are close to all our needs.

Unknown

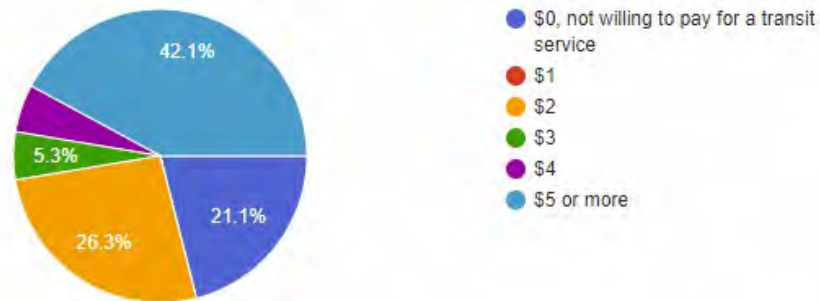
From home t local stores

Taxi go later.

Question 5

How much would you be willing to pay for a one-way trip provided by a transit service in Juneau County? 

19 responses

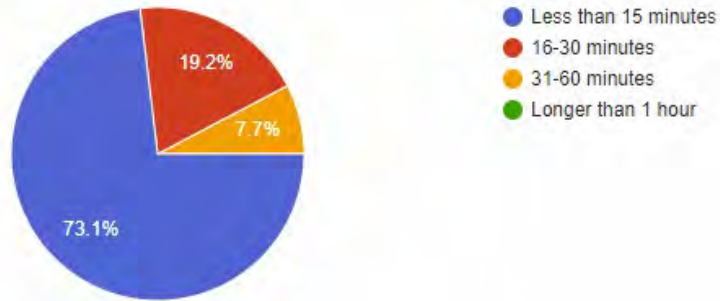


Question 6

How long of a drive/ride is it from your residence to access grocery markets and retail shopping you typically utilize?



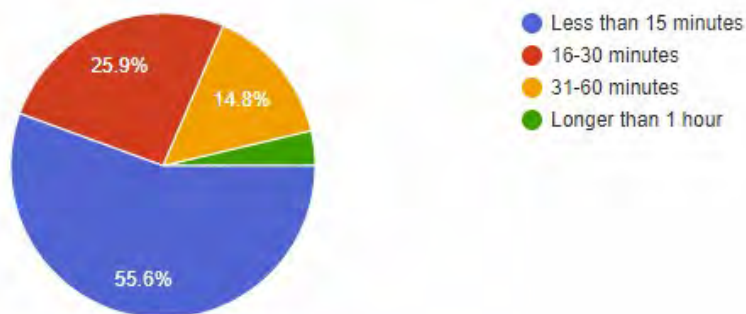
26 responses



Question 7

How long of a drive/ride is it from your residence to access medical facilities you typically utilize?

27 responses

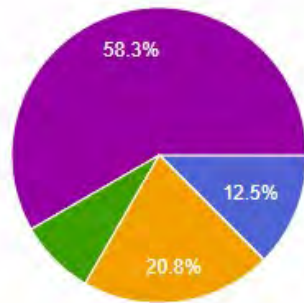


Question 8

If you received a ride to a medical appointment in the last year, how did you get there?



24 responses




- Bus/transit service
- Volunteer driver
- Family or friend
- Other
- Did not receive a ride to a medical appointment in the last year

If you answered other, please explain:

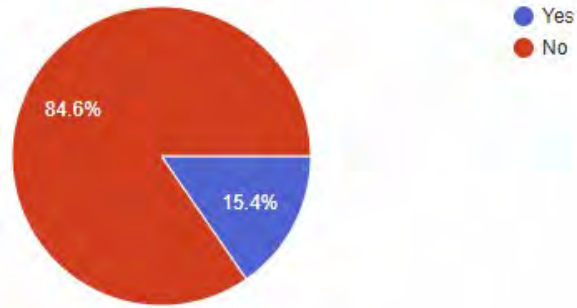
0 responses

No responses yet for this question.

Question 9

Are your daily activities (work, recreation, shopping, doctor's visit, etc.) impacted by a lack of transit service? 

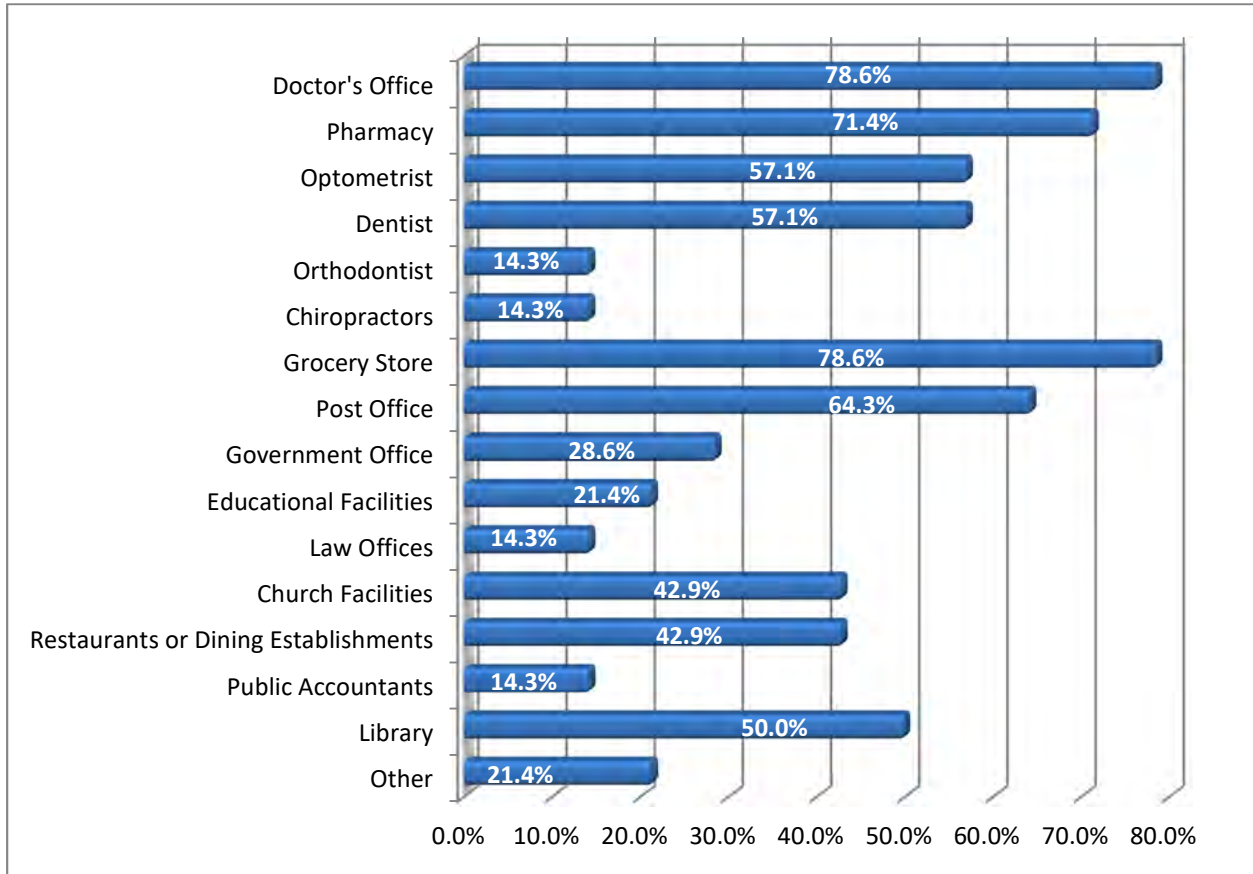
26 responses



Question 10

What services/facilities would you use transit services to access if available in Juneau County? Check all that apply.

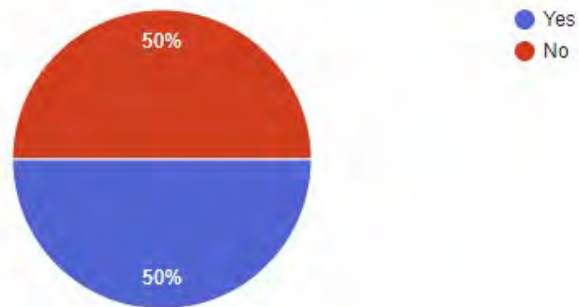
14 responses



Question 11

Would you start using transit service or use it more frequently if availability/service was expanded?

24 responses



If you answered yes to the previous question, please explain why:

4 responses

I can't drive if it's starting to get dark due to an eye problem

New Lisbon has no taxi service I have to rely on CSP or Abbey Van.

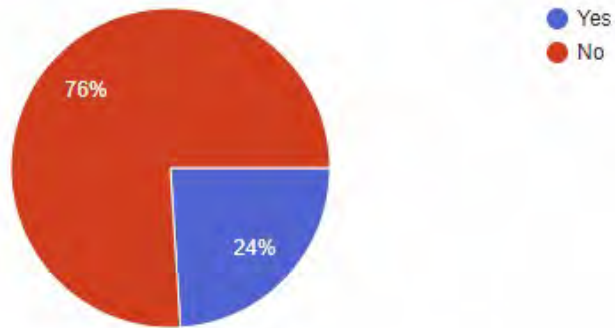
I used taxi all the time.

If i couldn't drive myself

Question 12

Are you disabled?

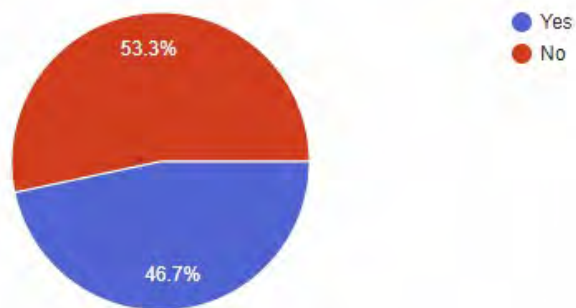
25 responses



Question 13

If you are disabled, does it impact your ability to operate a motor vehicle?

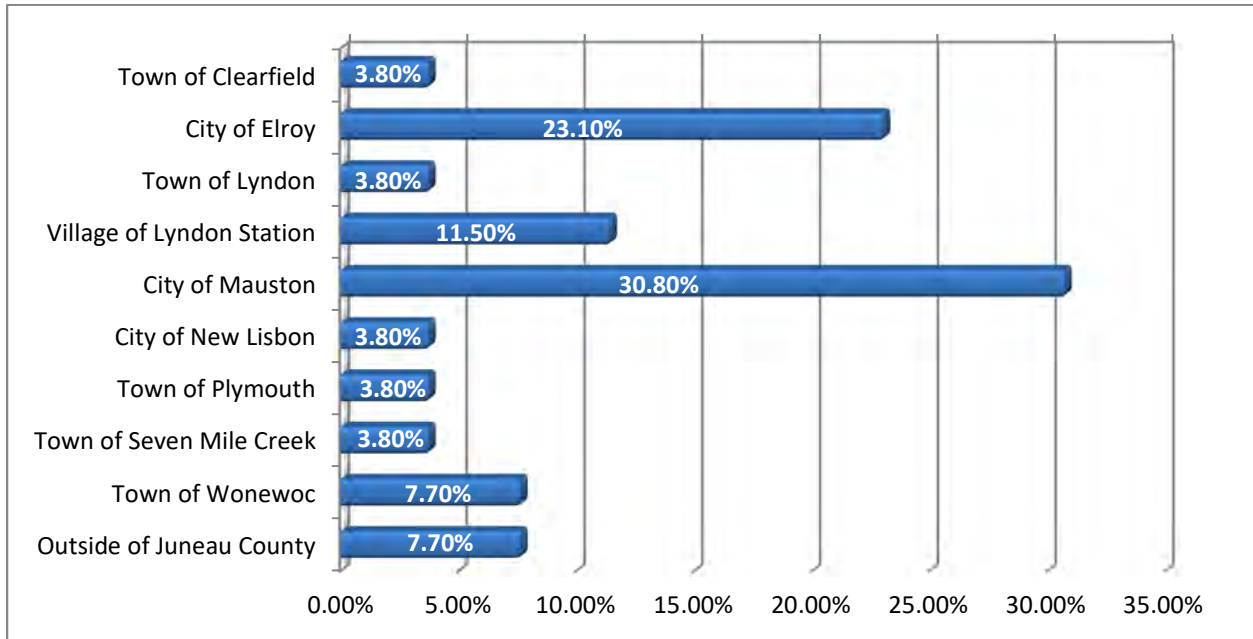
15 responses



Question 14

What is your municipality of residence?

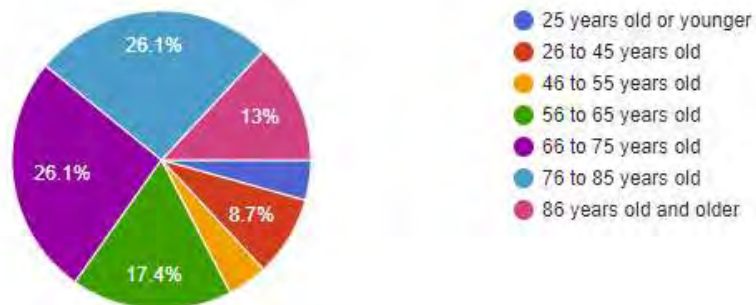
26 responses



Question 15

What is your age?

23 responses



Question 16

If you have any additional comments or thoughts, please provide them here:

4 responses

I'm happy you're doing this survey.

At this time we do not feel there is a need for additional transit services

If used would be for short trips only.

Need more responsible driver.

APPENDIX B: OVERVIEW OF FUNDING OPPORTUNITIES

FUNDING OPPORTUNITIES

STATEWIDE TRANSPORTATION PLANNING PROGRAM (SECTION 5304)

Formula based grant program apportioned annually to states for use in rural planning and research. Federal share is 80% with a required 20% non-federal match.

ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES PROGRAM (SECTION 5310)

The United States Department of Transportation (USDOT) – Federal Transit Administration (FTA) administers its Enhanced Mobility of Seniors and Individuals with Disabilities Program which is commonly referred to as Section 5310. This program supports transportation services planned, designed, and carried out to meet the special transportation needs of seniors and individuals with disabilities in all areas – large urbanized (over 200,000), small urbanized (50,000-200,000), and rural (under 50,000). Eligible projects include both traditional capital investment and nontraditional investment beyond the Americans with Disabilities Act (ADA) complementary paratransit services. A local match is required of 20 percent for capital projects and 50 percent for operating expenses.

Examples of traditional capital projects include:

- buses and vans; wheelchair lifts, ramps, and securement devices; transit-related information technology systems including scheduling/routing/one-call systems; and mobility management programs

Examples of “non-traditional” projects include:

- travel training; volunteer driver programs; building an accessible path to a bus stop including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features; improving signage, or way-finding technology; incremental cost of providing same day service or door-to-door service; purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs; and mobility management programs

FORMULA GRANTS FOR OTHER THAN URBANIZED AREAS (SECTION 5311)

The FTA also administers its Formula Grants for Other Than Urbanized Areas, commonly referred to as Section 5311. This program is designated for areas with less than 50,000 and its purpose is to provide funding to states to support public transportation in rural areas. Like Section 5310, this program also has a 20 percent local match for capital projects and 50 percent local match for operating projects. Section 5311 may be used to help rural areas:

- Enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, and recreation.
- Assist in the maintenance, development, improvement, and use of public transportation systems in non-urbanized areas.
- Encourage and facilitate the most efficient use of all transportation funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services.
- Assist in the development and support of intercity bus transportation.
- Provide for the participation of private transportation providers in non-urbanized transportation.

RURAL TRANSPORTATION ASSISTANCE PROGRAM (RTAP) (SECTION 5311b)

Formula funding for states to provide research, technical assistance, and training to improve the delivery of transit services in non-urbanized areas (under 50,000 in population).

BUS and BUS FACILITIES FORMULA GRANTS (SECTION 5339)

Provides capital funding to replace, rehabilitate, and purchase new buses and related equipment and to construct bus-related facilities. Replaces 5309. Cost share is 80/20. Eligible Recipients include designated recipients that operate fixed route bus service or that allocate funding to fixed route bus operators; and State or local governmental entities that operate fixed route bus service that are eligible to receive direct grants under 5307 and 5311.

COUNTY ELDERLY AND DISABLED TRANSPORTATION ASSISTANCE (WIS. STAT. 85.21)

The Wisconsin Department of Transportation (WisDOT) administers its County Elderly and Disabled Transportation Assistance Program through State Statute 85.21. This program provides counties with financial assistance to provide transportation services to seniors and individuals with disabilities.

The purpose of this program is to promote the general public health and welfare by providing financial assistance to counties providing transportation services for seniors and individuals with disabilities, and to thereby improve and promote the maintenance of human dignity and self-sufficiency by affording the benefits of transportation services to those people who would not otherwise have an available or accessible method of transportation. Allocation of funds to each county is based on annual population estimates. A local match of 20 percent is required from each county to receive Section 85.21 funds.

STATE URBAN MASS TRANSIT OPERATING ASSISTANCE (WIS. STAT. 85.20)

The State Urban Mass Transit Operating Assistance program (codified in Wisconsin State Statute 85.20) provides operating cost assistance to transit systems in order to alleviate local tax burdens. Eligible applicants include municipalities or counties with populations greater than 2,500, as well as transit or transportation commissions or authorities. Public transportation services eligible for this program includes bus, shared-ride taxicab, rail or other conveyance either publicly or privately owned. Capital projects are not eligible for this program.

OLDER AMERICANS ACT

The Older Americans Act (OAA) is considered to be the major vehicle for the organization and delivery of social and nutrition services to older Americans and their caregivers. It authorizes a wide array of service programs through a national network of 56 State agencies on aging, 629 area agencies on aging, nearly 20,000 service providers, 244 Tribal organizations, and 2 Native Hawaiian organizations representing 400 Tribes. The OAA also includes community service employment for low-income older Americans; training, research, and demonstration activities in the field of aging; and vulnerable elder rights protection activities.

TAX LEVY

Municipalities within the study area could look at raising tax levies to provide more funding to transportation and human services under their jurisdiction. This would need to be discussed at the local level.

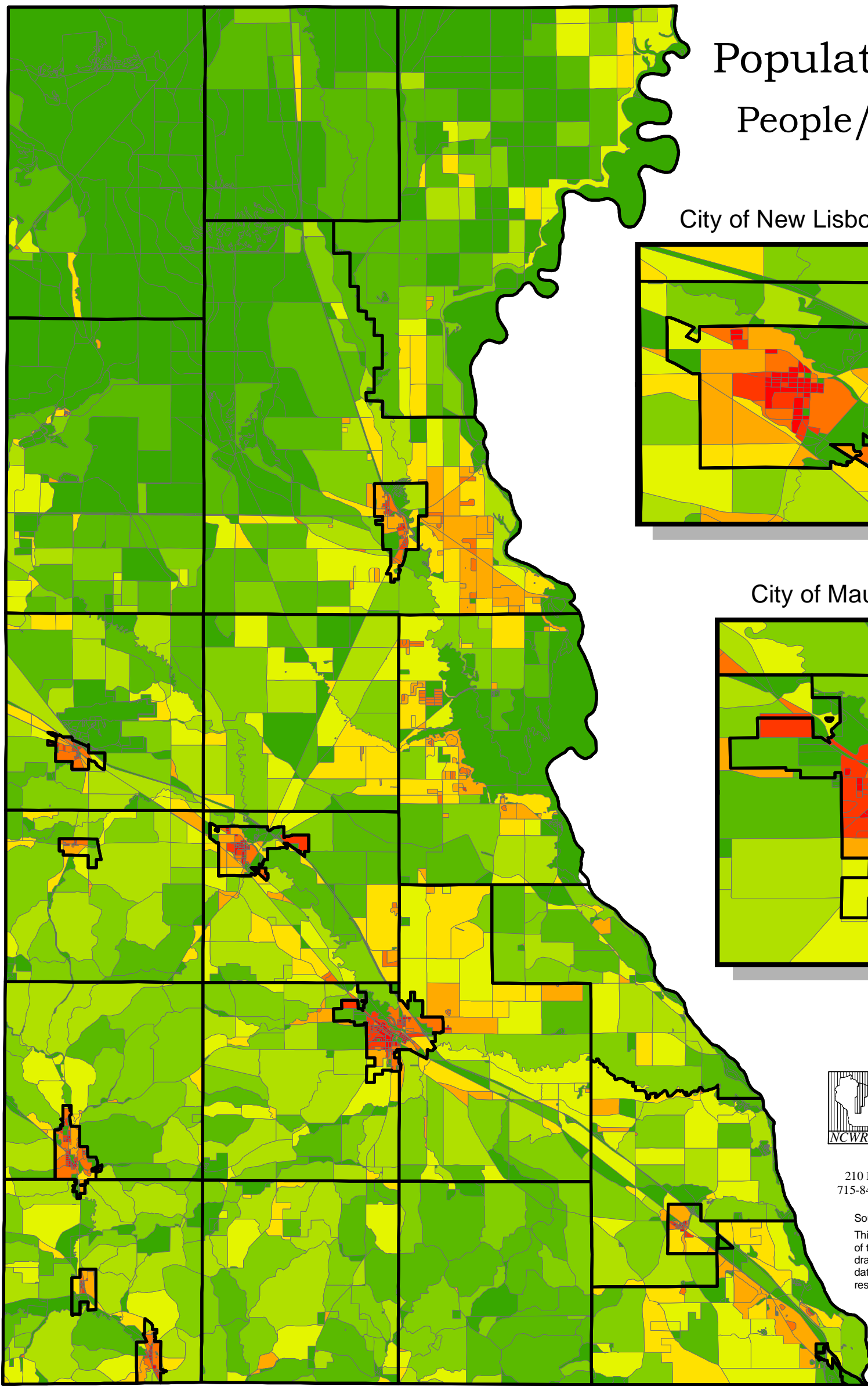
NON-PROFIT/PRIVATE FUNDING/DONATION/FUNDRAISING

Beyond the typical federal and state funding sources for specialized transportation, it is equally important to consider other non-traditional means to coordinate transportation options. Coordinating with private companies and non-profit organizations that already provide specialized transportation should be a priority. Additionally, other non-traditional options should be pursued, such as working with community based residential facilities (CBRFs) who already provide transportation for their residents, partnering with local service based organizations and working with faith based organizations/churches who may also provide transportation to their members. For example, a mobility manager may be able to get a coalition of these groups together and pool resources to provide a more comprehensive transportation system at the local level, utilize new ways to fundraise and seek new grants and donations to help with paratransit.

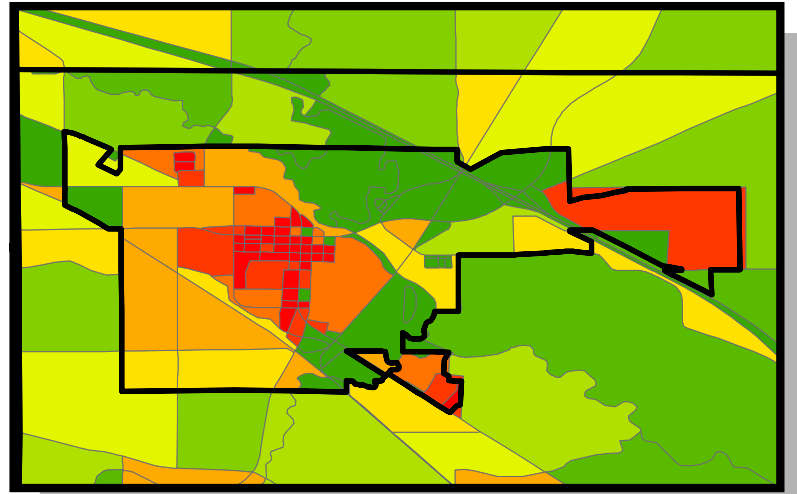
VETERANS FUNDING

Similar to the private/non-profit section above, it is important that the County Veterans Service Office (CVSO) seek non-traditional ways to help coordinate transportation options for the local veteran population. Where possible, the CVSO could reach out to local veterans groups (such as the local VFW and others) to see if there are opportunities to provide volunteer rides or to contribute funds towards transportation for veterans. Continued coordination with regional Disabled American Veterans (DAV) chapters with vanpools should remain and possibly find means to increase services. Continued coordination with volunteer drivers as part of the Aging and Disability Resource Center of Eagle Country-Mauston Office is critical.

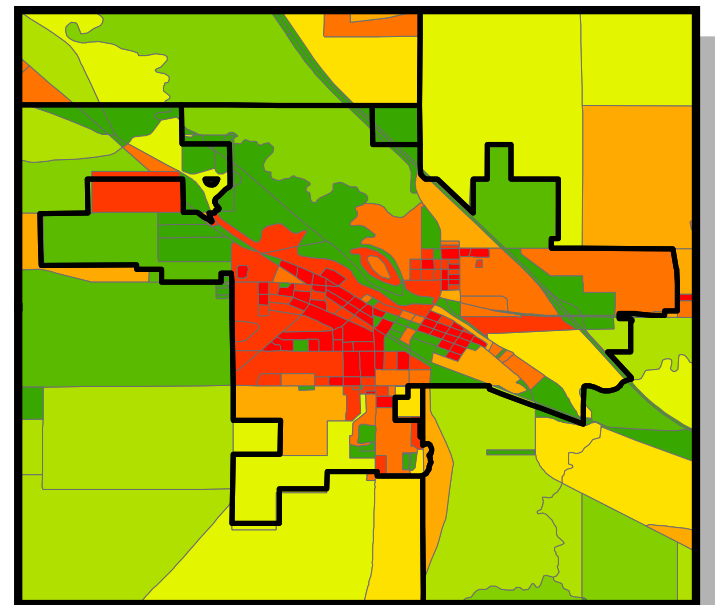
Population Density People/Square Mile



City of New Lisbon Census Blocks



City of Mauston Census Blocks



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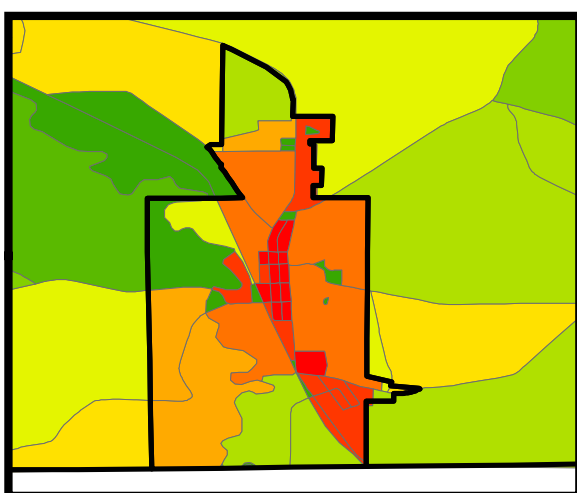
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Source: US Census, NCRPC, Wis DOT

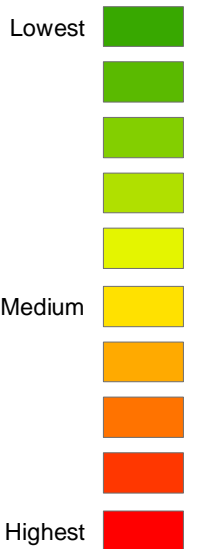
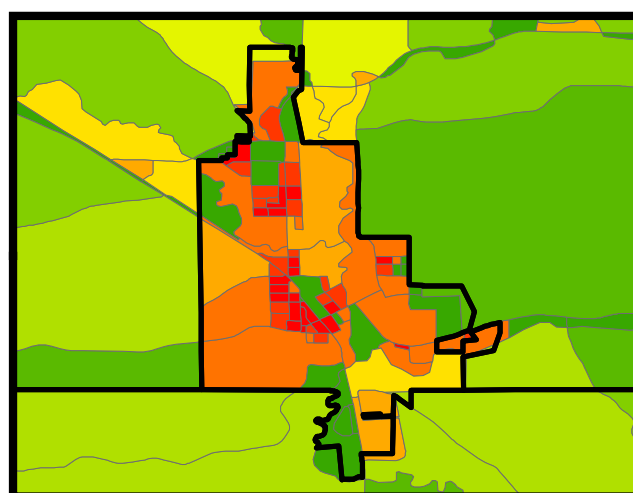
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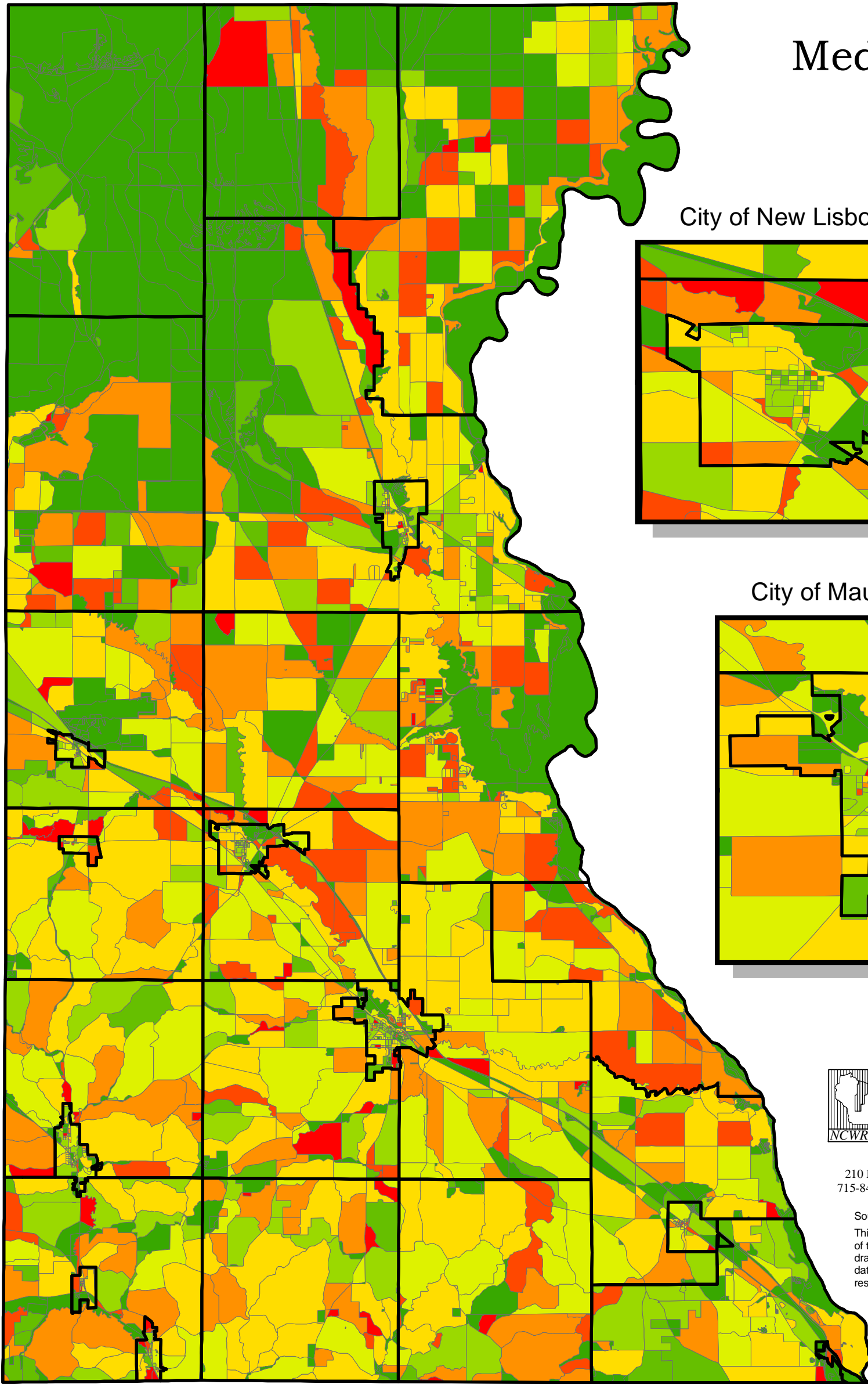
Village of Wonewoc Census Blocks



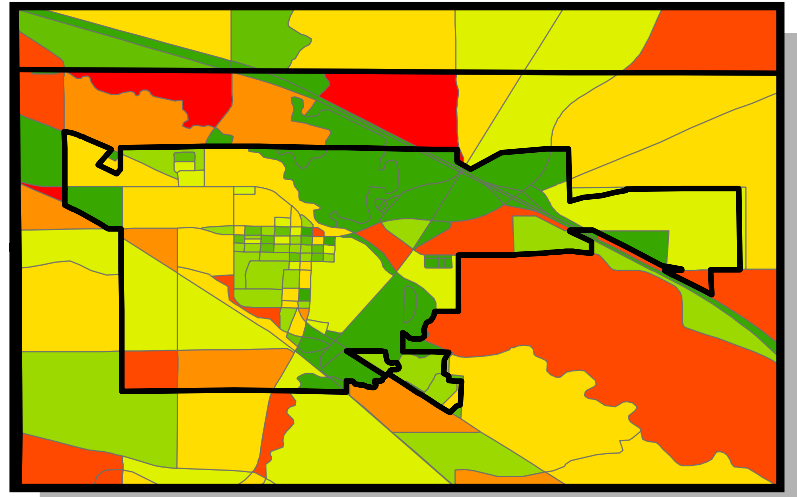
City of Elroy Census Blocks



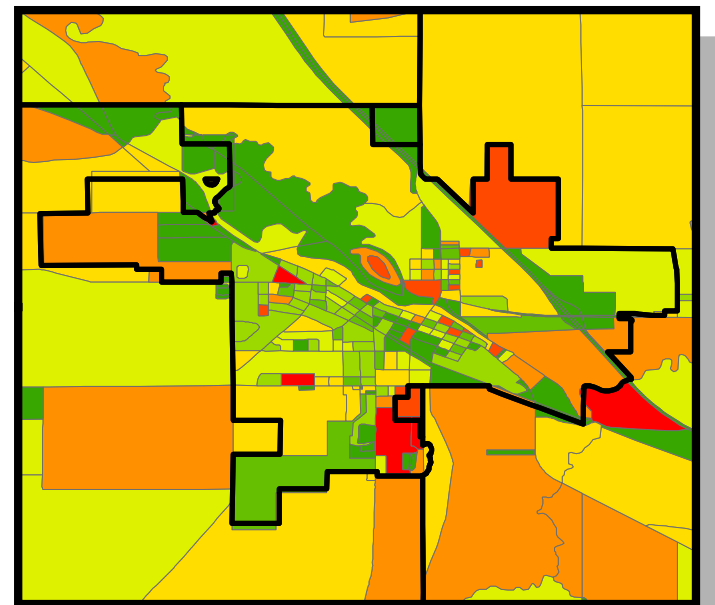
Median Age



City of New Lisbon Census Blocks



City of Mauston Census Blocks

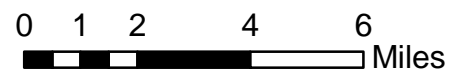


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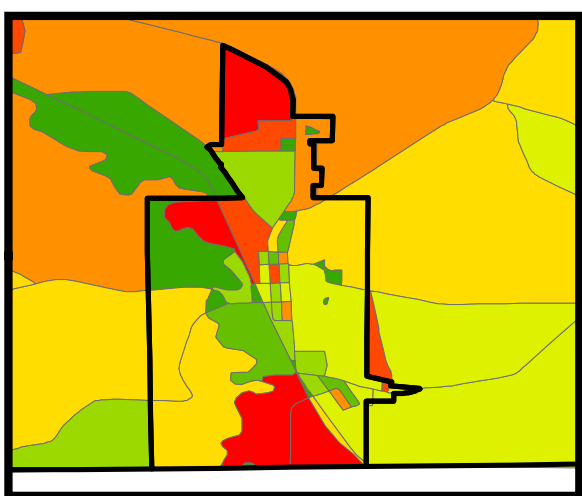
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Source: US Census, NCWRPC, Wis DOT

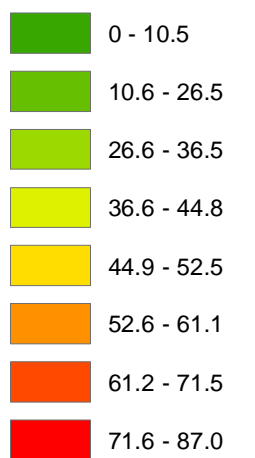
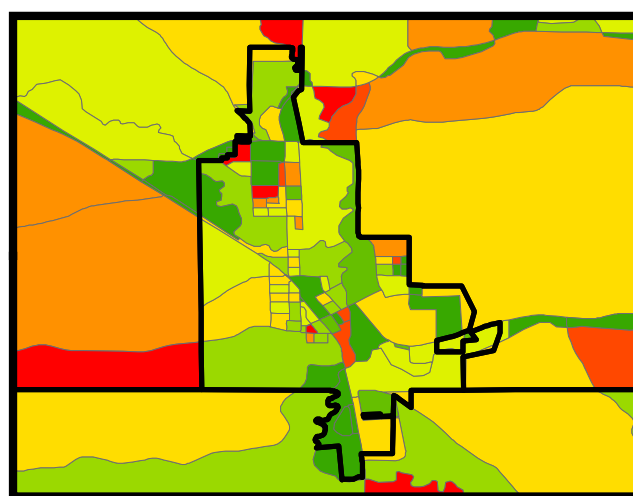
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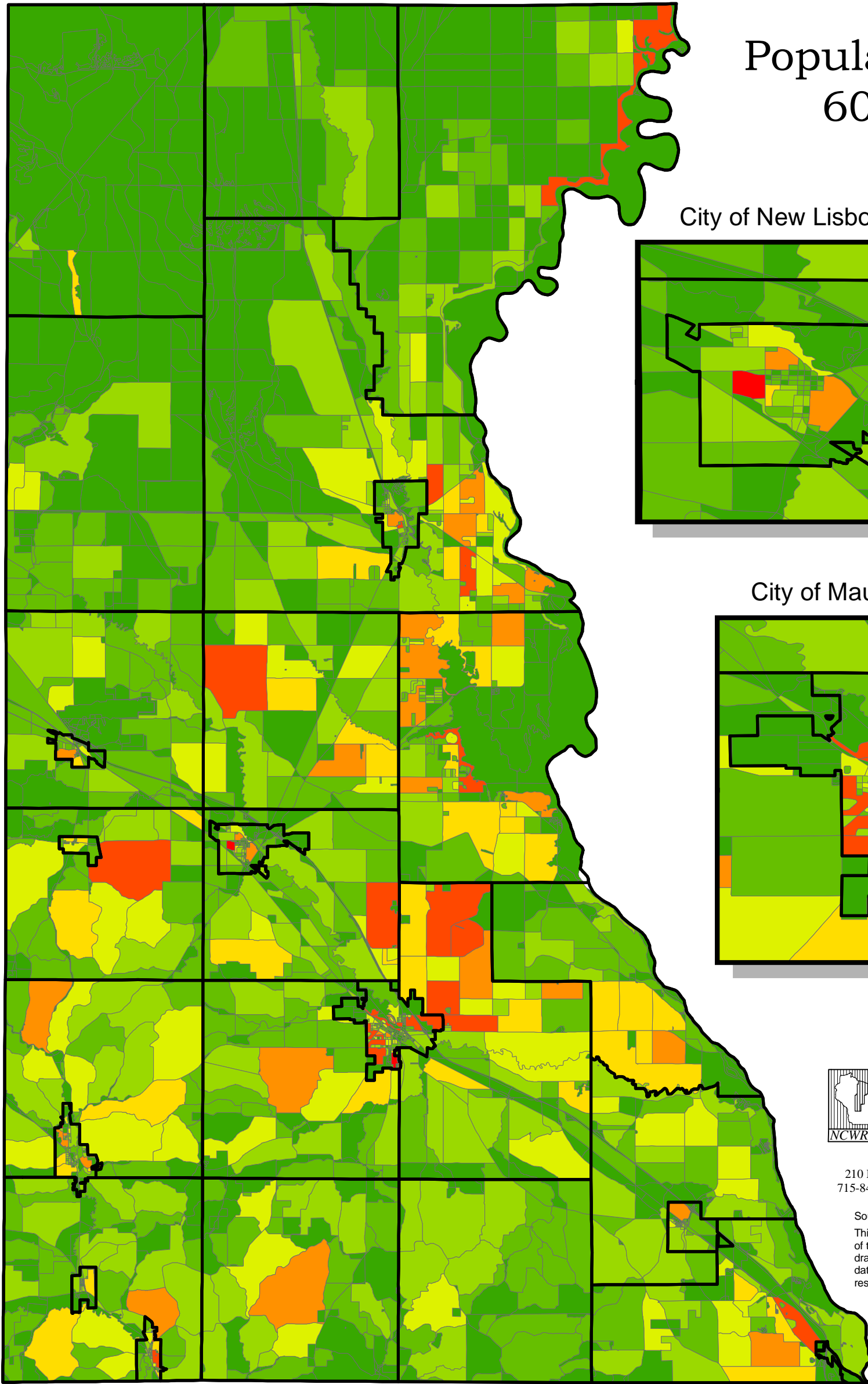
Village of Wonewoc Census Blocks



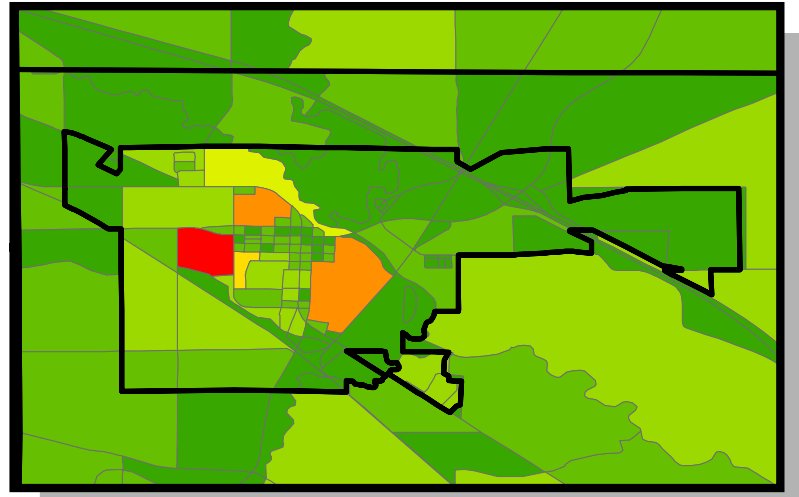
City of Elroy Census Blocks



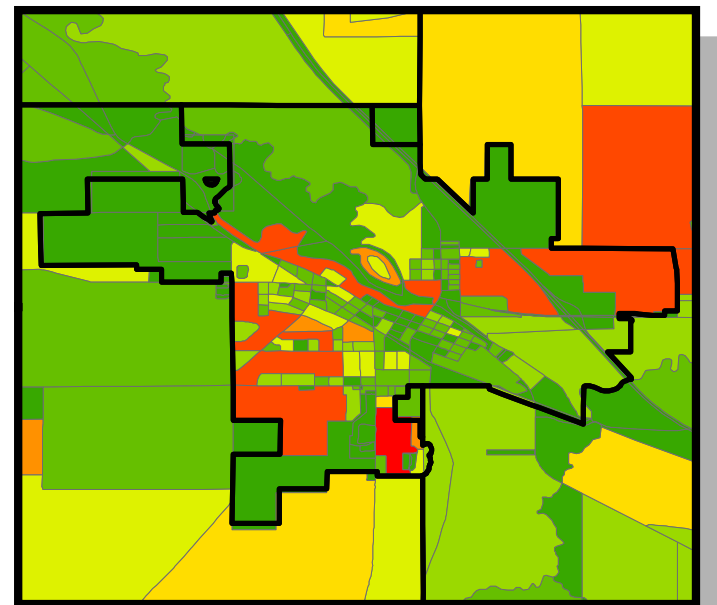
Population Over 60 Years



City of New Lisbon Census Blocks



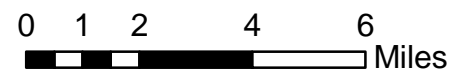
City of Mauston Census Blocks



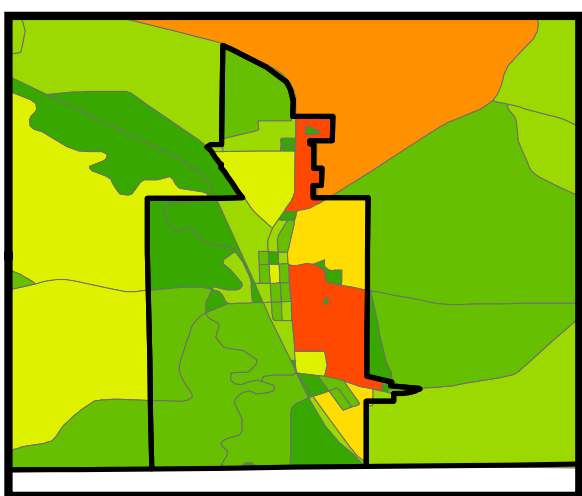
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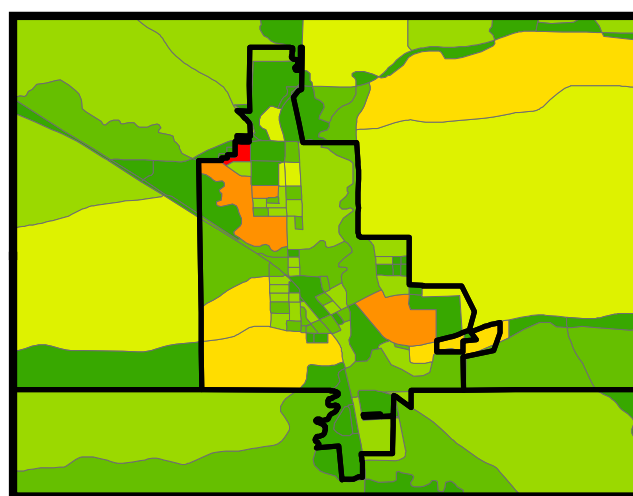
Source: US Census, NCWRPC, Wis DOT
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Village of Wonewoc Census Blocks



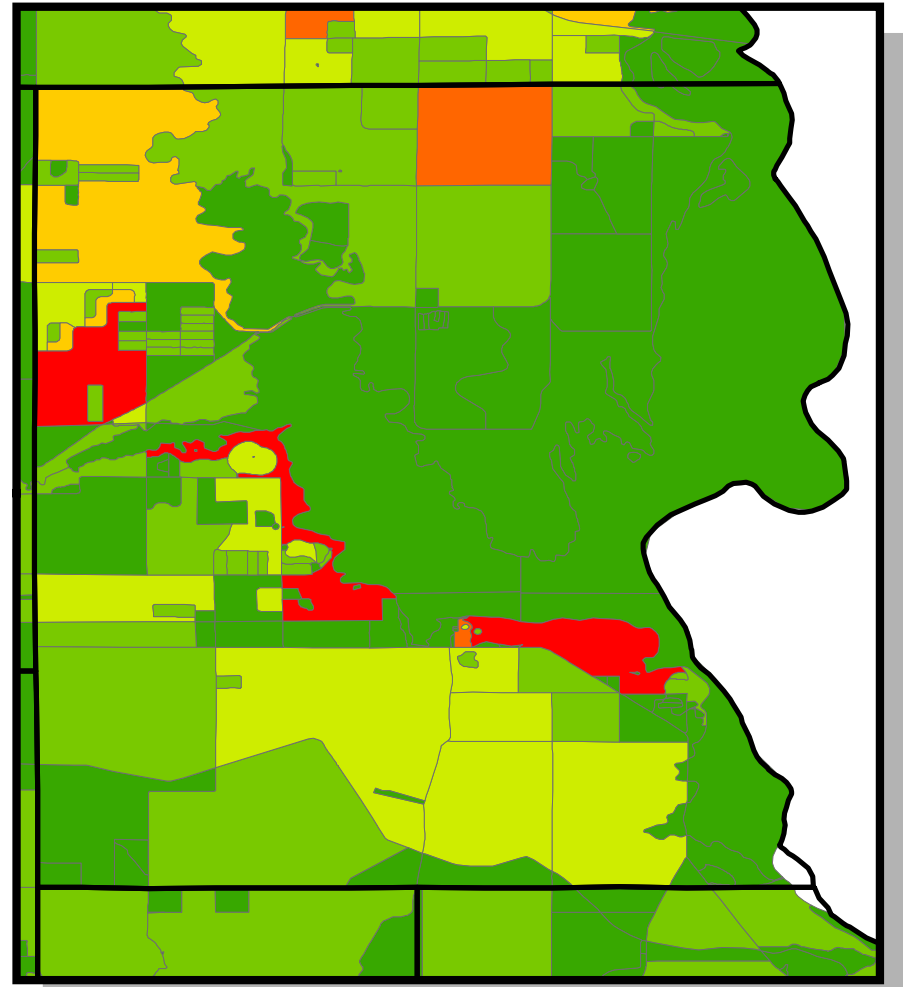
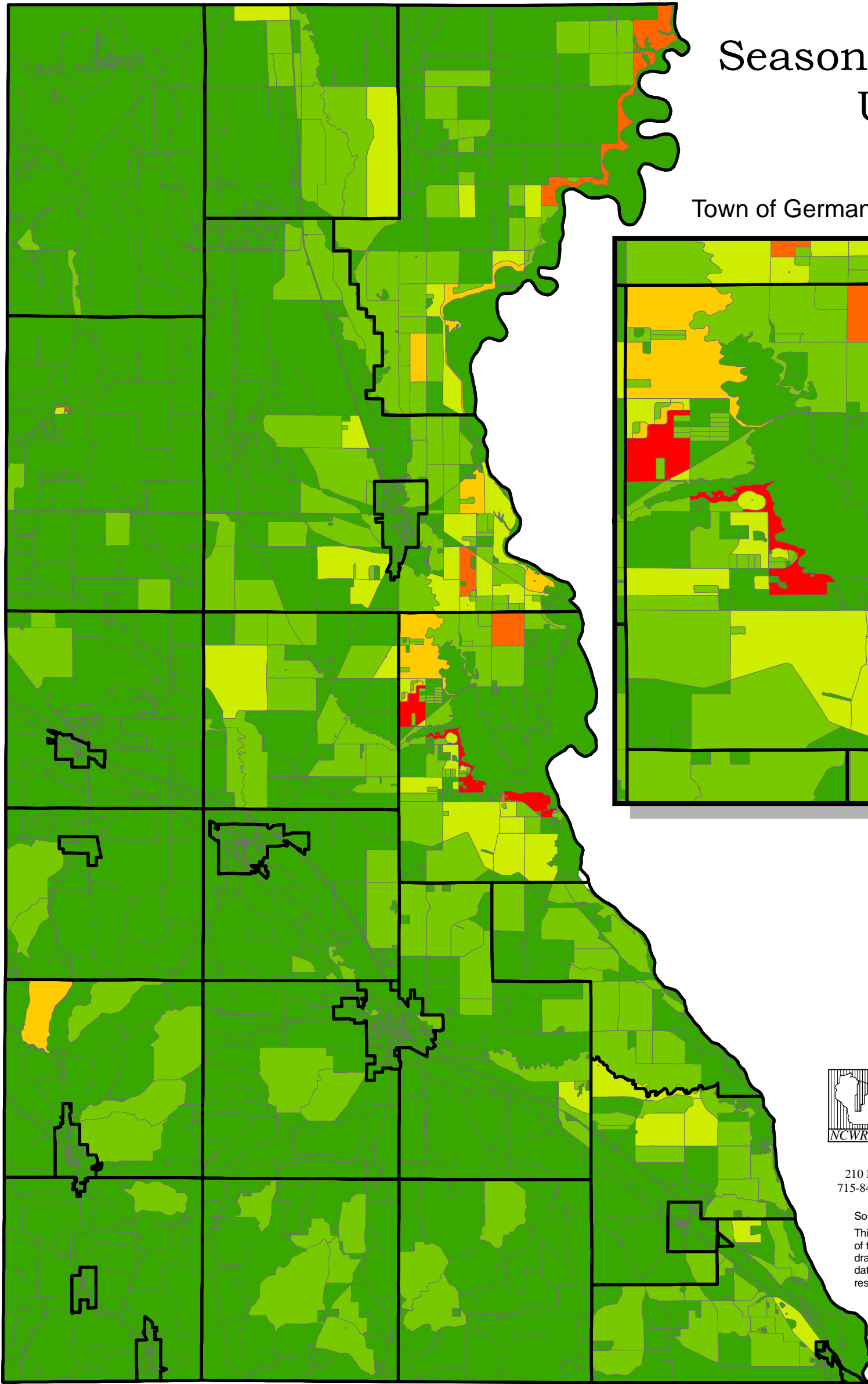
City of Elroy Census Blocks



- 0 - 1 individuals
- 2 - 5 individuals
- 6 - 10 individuals
- 11 - 15 individuals
- 16 - 20 individuals
- 21 - 30 individuals
- 31 - 60 individuals
- 61 - 90 individuals

Seasonal Housing Units

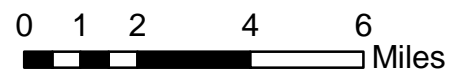
Town of Germantown Census Blocks



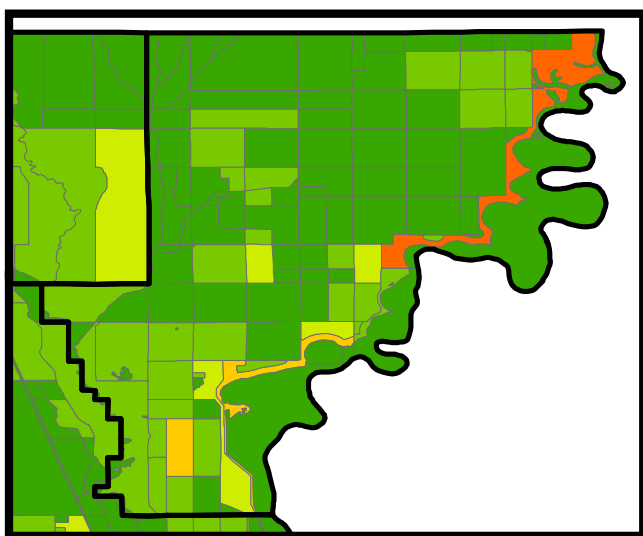
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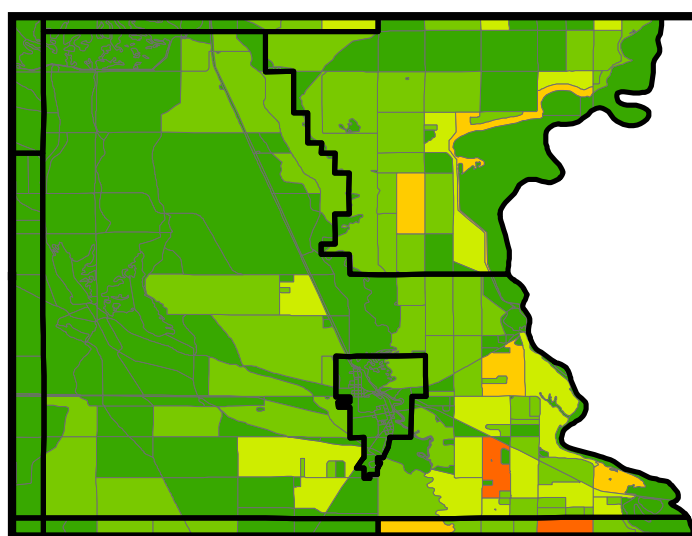
Source: US Census, NCWRPC, Wis DOT
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Town of Armenia Census Blocks

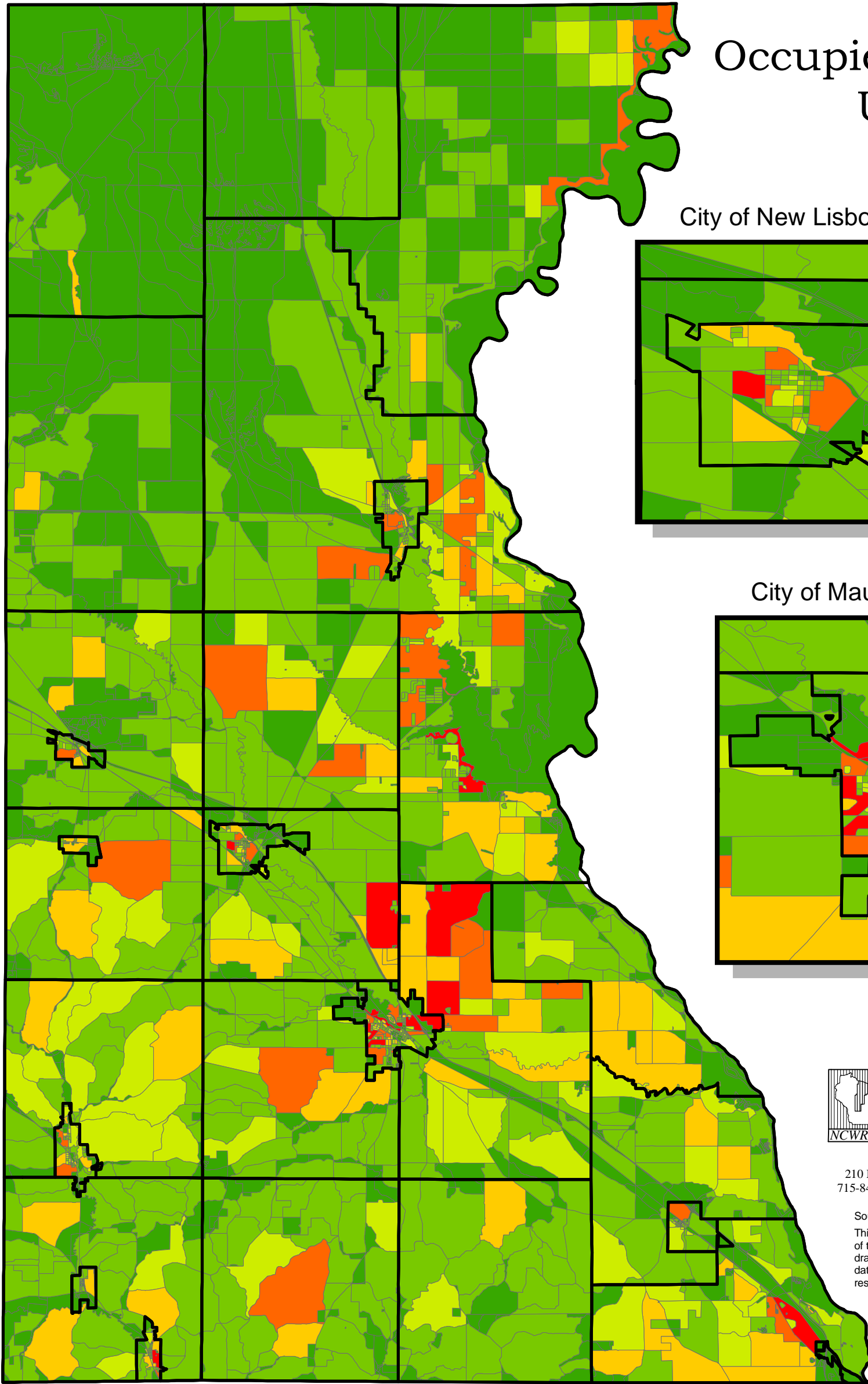


Town of Necedah Census Blocks

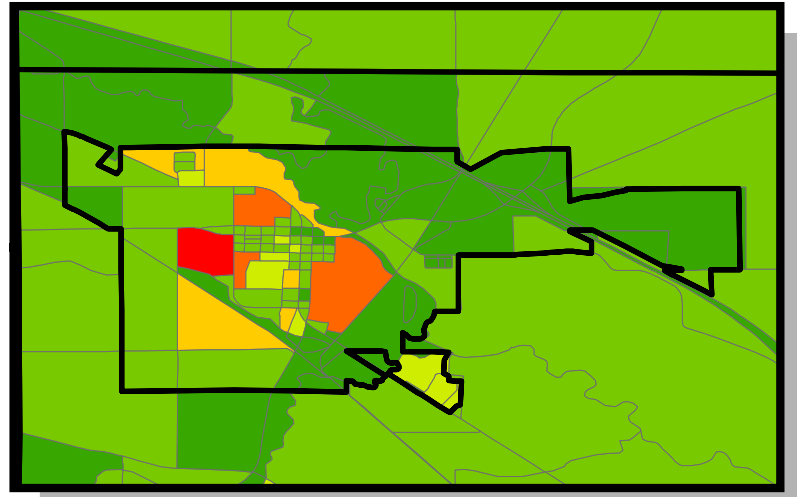


- 0 - 2 seasonal units
- 3 - 10 seasonal units
- 11 - 20 seasonal units
- 21 - 30 seasonal units
- 31 - 50 seasonal units
- 51 - 150 seasonal units

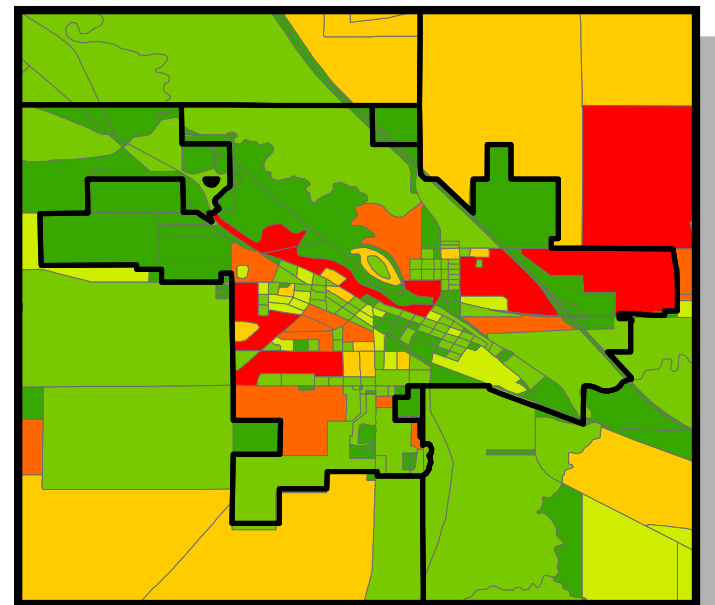
Occupied Housing Units



City of New Lisbon Census Blocks



City of Mauston Census Blocks

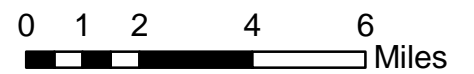


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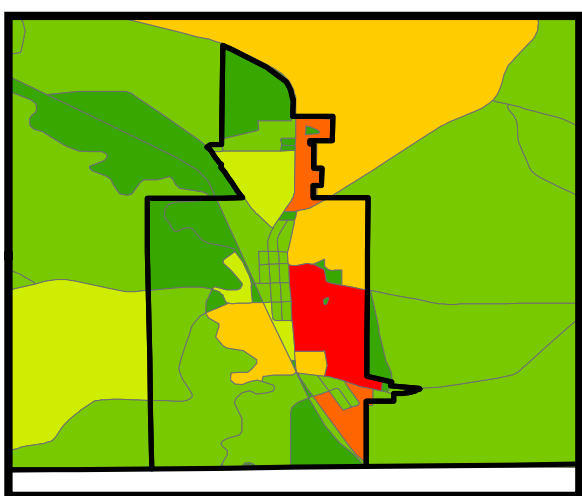
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Village of Wonewoc Census Blocks



City of Elroy Census Blocks

