

Wood County

Locally Developed, Coordinated Public Transit- Human Service Transportation Plan 2019 - 2023



Facilitated By:

North Central Wisconsin Regional Planning Commission

**Wood County
Locally Developed
Coordinated
Public Transit-Human Services
Transportation Plan
2019-2023**

prepared for:

Wood County

and

Wisconsin Department of Transportation

by:

North Central Wisconsin Regional Planning Commission

August 31, 2018

This plan was prepared for Wood County at the request and under the direction of the Wisconsin Department of Transportation by the North Central Wisconsin Regional Planning Commission (NCWRPC). For more information, contact:

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INTRODUCTION-WHY COORDINATION?

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. Coordinated planning 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. However, one meeting every 5-years is not enough. Local leadership is needed to maintain positive momentum.

Experience shows that one of the most effective tools in promoting and developing coordinated transportation services is an active coordination committee that meets regularly, has an active, comprehensive membership, and is charged with a clear mission. Because coordination 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 coordination success. While different models exist, the key characteristics of a successful coordination committee include regular ongoing meetings, commitments from participants, at least one champion for coordination 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.

OVERVIEW AND PURPOSE

Federal transit law requires that any projects selected for funding under the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities (formerly titled Elderly and Disabled Capital Assistance Program) must be derived from a "locally developed, coordinated public transit-human services transportation plan". This requirement was implemented as part of the SAFETEA-LU legislation and the requirement continues under the new transportation legislation, FAST Act (Fixing America's Surface Transportation). The purpose of the coordinated planning process is to have stakeholder involvement in the assessment of elderly and disabled transportation, and to provide strategies and goals to improve those transportation alternatives. These coordinated plans were last completed in 2013 and are due to be updated for 2019.

It is important to note that under previous Federal legislation (see MAP-21), the Job Access and Reverse Commute (JARC/WETAP) and New Freedom programs were repealed and eligible projects may be funded under either the expanded 5310 program (for New Freedom type

projects) or the 5311 program (for JARC/WETAP type projects). Only those projects eligible to be funded under the 5310 program need to be included as part of the coordinated planning process. This would include the “traditional” 5310 vehicle purchase requests, and also the New Freedom-type projects for mobility management or other capital projects, or for operating assistance projects such as volunteer driver programs or voucher programs.

Development of the plan includes gathering demographic information, documenting the existing transportation services for the plan area, holding a public meeting to discuss elderly and disabled transportation services, and development of strategies for improving those services over the next five years. Plans may be developed on an individual county basis, a multi-county basis, or a region-wide basis. The planning process must be complete and the final report must be submitted prior to October 15, 2018 and will be for grant years 2019 - 2023.

Federal Requirements

FTA guidelines require a locally developed, coordinated public transit-human services transportation plan that consists of, at a minimum:

- an assessment that identifies public, private, and non-profit entities that currently provide transportation services to persons with disabilities, older adults, and people with low incomes, and the availability of those services;
- an assessment of transportation needs for persons with disabilities, older adults, and persons with low incomes, and gaps in service; this assessment may be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts;
- strategies activities and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and
- priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities identified.

Recipients of 5310 funding must certify that projects selected for funding were derived from a coordinated plan, and the plan was developed through a process that included representatives of public, private, and non-profit transportation and human services providers, and members of the public, including persons with disabilities, elderly, low-income individuals and advocates of these groups.

Application to Wisconsin

Wisconsin's Specialized Transportation Assistance for Counties or "85.21" program application requires that 85.21 projects be identified in one of the strategies of the coordinated plan. WisDOT has determined that since these are county projects and the basis for the county

elderly and disabled services, these projects should be referenced in the county's coordinated plan.

The purpose of this plan document is to achieve the above objectives by satisfying minimum reporting-requirements as identified by WisDOT. Additional tools and information for Locally Developed, Coordinated Public Transit Human Services Transportation Plans is available on the Wisconsin Department of Transportation website at: <https://wisconsindot.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/compliance/coord.aspx> .

OUTLINE OF COORDINATED PLANNING PROCESS

Based on guidance from WisDOT and its experience with development of the 2013 coordinated plans, the NCWRPC developed a planning process for the 2018 coordinated transportation plans as outlined below:

I. Plan for Planning

- A. WisDOT - MPO/RPC Director's Meeting Briefing
- B. WisDOT Coordinated Planning Resources (webpage)
- C. NCWRPC Planning Process Established

II. County Contact

- A. WisDOT Outreach to Counties
- B. NCWRPC Contact with 2013 "Plan Keeper"
 - 1. Confirm "Plan Keeper" Status
 - 2. Date, Time and Location Established

III. Meeting Participant Invitation List Development

- A. County Review and Update of 2013 Stakeholder List
- B. County to Identify/Invite Users and Provide Transportation

IV. Notification of Planning Meeting

- A. Invitations Distributed to Stakeholder List
- B. Flyer Provided to County for Posting and Distribution
- C. Encouragement of Website and Social Media Posts
- D. Notice Placed in Local Newspaper

V. Public / Stakeholder Options for Participation / Comment

- A. Email / U.S. Mail
- B. Meeting Attendance

VI. Planning Meeting

- A. Welcome and Introductions
- B. Review Background and Purpose of Meeting

- 1. Coordinated Planning Requirements
- 2. Review Transit Assistance Programs
- C. Identify Needs and Gaps
 - 1. Review Inventory of Services
 - 2. Review Demographic Data
 - 3. Review 2013 Coordinated Plan
 - 4. Brainstorm Needs and Gaps
- D. Identify Strategies and Actions to Address Needs and Gaps
 - 1. Review 2013 Coordinated Plan
 - 2. Brainstorm Strategies and Actions
- E. Prioritize Strategies and Actions
- F. Wrap-up
 - 1. Plan Approval
 - 2. Meeting Evaluations

VII. Report Drafting

- A. NCWRPC Draft Report
- B. County Review
- C. Submission of Final to WisDOT via BlackCat Grants Management System

OVERVIEW OF PLANNING MEETING TO DEVELOP COORDINATED PLAN

Meeting Format

On August 10, 2018, Wood County transportation stakeholders met at the Wood County Human Services office in Wisconsin Rapids to build their locally developed coordinated plan. Meeting documentation is included in APPENDIX A. Approximately 13 transportation stakeholders attended this meeting. Many more were invited including representatives of public, private and non-profit transportation and human services providers and users including seniors and individuals with disabilities. Participants were asked to sign-in and given handouts including an agenda, meeting evaluation form, copies of FAST Act and funding program background material, county transportation services inventory, county demographic information, and the gaps & needs and coordinated strategies sections of the county's 2013 plan.

The NCWRPC facilitated this session, presenting background material and guiding the group through the agenda. Highlights of the background provided by the NCWRPC include an overview of the locally developed plan requirements and grant funding programs. The Internet link to WisDOT's coordinated plans webpage was provided to give participants additional information and resources on coordinated transportation planning.

The format of the meeting centered around informal discussion and general consensus. The group brainstormed transportation service gaps & needs and strategies & actions to address the identified needs or gaps. The final list of strategies was prioritized by the group through

weighted voting for their three most important items listed. Refer to the sections titled *Service Gaps and Needs & Strategies to Address Transportation Gaps and Needs in Wood County*, below, for the outcomes of this session.

Meeting Invitation and Participant Lists

The stakeholder invitation list for the August 10 meeting included 65 individuals, see APPENDIX B. Approximately 13 people attended the planning meeting as follows:

Wood County 2018 Coordinated Transportation Plan Participant List

<u>Name</u>	<u>Organization</u>	<u>Role</u>
Jennifer Cummings	ADRC-CW	Human Services Provider
Denise Larson	CIL New Freedom Transportation	Transportation Service Provider
Bobbi Hegna	CIL New Freedom Transportation	Transportation Coordinator
Jeannie Lau		Transportation Service User
Angela Schlagenhaft	Wood County Transportation	Transportation Coordinator
Kristin Lepinski	W2-Forward Service	W2 Case Manager
Jim Brown	Wheels of Independence & River City Cab	Transportation Service Provider
Natasha Miller	Mid-State Technical College	Student Life Coordinator
Christina Lorge	Mid-State Technical College	Dean, Student Support
Dawn Vruwink	Incourage Community Foundation	Investment Specialist
Sunshine Sheltray	Family Center Inc.	Elderly & Disabled Advocate
Mystique Macomber	Hilltop Assisted Living	Assisted Living Provider
Steve Budnik	Wood County Human Services	Transportation Service Provider

Keeper of the Plan

The Wood County Human Services Department will be the designated keeper of the plan. Steve Budnik will be the primary staff contact.

Summary of Participant Review

The plan meeting participants were given the opportunity to complete an evaluation form rating the process, meeting, and implementation strategies. Most responses indicate a positive agreement regarding the process and the County's status. Refer to APPENDIX C for copies of the completed participant evaluation forms.

ANALYSIS OF SERVICE GAPS AND NEEDS

Assessment of Existing Service

An inventory of what transportation services are currently available in Wood County was compiled in the APPENDIX D. There are several transportation services available, however, geographic and eligibility restrictions limit this service. A general assessment of the inventory data indicates the following:

- Evening and weekend services are limited,
- Employment needs are underserved, and
- More rural, inter-city and across-county services are needed.

Demographic Information

The NCWRPC provided demographic information in the form of countywide maps showing density of overall population and for target populations including seniors and individuals with disabilities, refer to APPENDIX E. This information is useful in assisting with defining gaps and needs.

Identification of Gaps and Needs

Based on their experience and perceptions, meeting participants identified the following gaps and needs in the current transportation system within Wood County:

- Affordability of transportation services.
- Education of clients and providers.
- Lack of drivers (retention/turnover).
- What about those that don't meet program requirements?
- Limits on non-medical service.
- Students without access to transportation.
- Medical scheduling issues.
- Transportation for employment.
- Cost of wheelchair accessibility.
- Increasing need for and issues related to bariatric service.
- Rural service costs.
- Limits on access to new vehicles.

STRATEGIES TO ADDRESS IDENTIFIED GAPS AND NEEDS

The following strategies establish the framework for a five-year work program from 2019 through 2023. The listed strategies and actions were generated to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery.

The strategies are ranked by scores assigned by stakeholder meeting participant voting based on resources from multiple program sources, time, and feasibility for implementing the strategies or actions identified.

Some of the strategies listed here ultimately may be not be implemented within the five-year time timeframe due to changing conditions (political, fiscal, etc.). Uncompleted strategies and actions should be rolled over to the next five-year plan as appropriate.

Wood County 5-year Transportation Coordinated Strategies, 2019 - 2023

Priority
Rank Score

- | | | |
|----|----|--|
| 1. | 24 | Maintain and expand existing services through support of program operations (inc. director/transportation coordinator position(s), driver salaries, volunteer reimbursements, equipment, supplies and training), maintenance, repair and scheduled replacement of vehicle fleet as appropriate. |
| | | Actions: <ul style="list-style-type: none">- Continue to make use of 85.21 Grants to maintain and expand the level of transportation service within the County.- Continue to apply for 5310 Capital Grants to maintain and expand the human services transportation vehicle fleet within Wood County. |
| 2. | 24 | Continue to promote available services and provide education on how to use the service(s). |
| | | Actions: <ul style="list-style-type: none">- Provide system information through a variety of online and print means (newsletters, provider directories, etc.)- Promote transportation services through social media and community partnerships. |
| 3. | 10 | Continue to explore methods of outreach and coordinating with others. |
| 4. | 4 | Support / Coordinate with Regional Volunteer Driver Program to reinforce local program and fill in gaps in service. |

Actions:

- Work with Center for Independent Living for Western Wisconsin (aka CIL) to determine how to best integrate expansion of CIL's Regional Volunteer Driver Program into Wood County Transportation Program.

5. 4 Work with Incentive Community Foundation (and other foundations as appropriate) to address the County's transportation issues.
6. 2 Continue to support volunteer driver program.

Actions:

- Apply for 85.21 Grants to expand and maintain the volunteer driver program within the County.
- Explore ways to increase number of volunteer drivers available to the program.

7. 2 Talk to state and federal legislators about service issues and appropriate allocation of resources.
8. 0 Explore travel training / travel buddy program options.

UPDATING / AMENDING THE COORDINATED PLAN

The coordinated plan establishes the framework for a five-year work program. However, should a strategy or project be identified that was not foreseen at the time of plan development, the plan can be amended through some form of stakeholder consensus process. The plan should be regularly reviewed and updated if major changes in any provisions of the plan are identified. At a minimum, the plan is required to be updated every five years.

APPROVAL OF 2019 - 2023 WOOD COUNTY TRANSPORTATION COORDINATED PLAN

After the identified strategies and actions were reviewed by the planning group and consensus was reached that their work was complete, the NCWRPC meeting facilitator entertained a motion on the question of approving the established five-year strategy and action plan:

On a motion by Sunshine Sheltray seconded by Jim Brown, the 2019 - 2023 Wood County Locally Developed, Coordinated Public Transit-Human Services Transportation Plan was approved with all in favor.

NCWRPC - Wood County

Coordinated Public Transit - Human Services Transportation Plan Development Meeting - August 10, 2018

	Name	Representing	Role (Service Provider, User, etc.)
1	Jennifer Cerning	ADRC - CCW	Agency Director
2	Kanise Larson	Center for Independent Living for Western Ind. Non-Profit	Transportation Provider
3	Bobbi Hegma	Ciluwu	Transp. Prov. Coord.
4	Jessica E. Lau	Rider	Rider
5	Angela Schlegelhaft	Transportation Coordinator for Wood County	---
6	Kristin Lipinski	W2 - Forward Service	W2 Case Manager - Employment
7	Jim Brown	Wheels of Independence	Provider
8	Jim Brown	River City Call	Provider
9	Natasha Miller	Mid-State Tech College	Student Life Coordinator
10	Christina Lorge	Mid-State Tech College	Denise, Student Support
11	Dawn Vancura	Treasure	Community Investment Specialist
12	Swashina Sheltray	Family Center Inc	Advocate
13	Mystique Mystique Halomber	Haltop Assisted Living	Community Relations Director assisted living
14	Steve Budnik	Wood County Human Services	Community Service
15			
16			
17			
18			
19			
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21			
22			
23			
24			
25			

WOOD COUNTY

**2019 LOCALLY DEVELOPED COORDINATED PUBLIC TRANSIT-
HUMAN SERVICES TRANSPORTATION PLAN MEETING**

AUGUST 10, 2018

AGENDA

- I. WELCOME AND INTRODUCTIONS**

 - II. PURPOSE OF MEETING and BACKGROUND**

 - III. IDENTIFICATION OF SERVICE NEEDS AND GAPS**
 - A. Review of Demographic Data**
 - B. Review of Service Inventory**

 - IV. IDENTIFICATION AND PRIORITIZATION* OF STRATEGIES AND ACTIONS TO ADDRESS NEEDS AND GAPS**
 - * Based on consideration of resources, time and feasibility.*

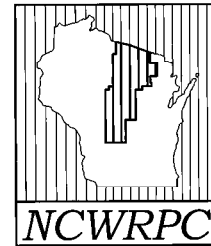
 - V. WRAP-UP**
 - A. Plan Approval**
 - B. Meeting Evaluation**
-

For more information and resources on Locally Developed Coordinated Public Transit-Human Services Transportation Planning visit:

<http://wisconsin.gov/Pages/doing-bus/local-gov/astnce-pgms/transit/compliance/coord.aspx>

NORTH CENTRAL WISCONSIN REGIONAL PLANNING COMMISSION

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Web Page: www.ncwrpc.org Email: staff@ncwrpc.org



SERVING ADAMS, FOREST, JUNEAU, LANGLADE, LINCOLN, MARATHON, ONEIDA, PORTAGE, VILAS AND WOOD COUNTIES

MEMORANDUM

DATE: July 13, 2018
TO: Parties with interest in Human Services Transportation in Wood County
FROM: Darryl L. Landeau, AICP
RE: Invitation to Meeting

NOTICE OF HUMAN SERVICES TRANSPORTATION MEETING

Please attend...

DATE: August 10, 2018
TIME: 1:00 pm
LOCATION: Wood County Human Services
Wood County River Block Building - 2nd Floor
111 W. Jackson Street, Wisconsin Rapids

A county meeting is scheduled for stakeholders in public transit / human services transportation coordination for Wood County on Friday, August 10 beginning at 1:00 P.M. The meeting will take place at the Wood County River Block Building on the 2nd floor, 111 W. Jackson Street in Wisconsin Rapids. This meeting will include an assessment of human services transportation needs and gaps within Wood County and identification of strategies to address these issues with emphasis on improving service coordination. ***Written comments may be submitted to: NCWRPC, 210 McClellan St. Ste. 210, Wausau WI 54403 or dlandeau@ncwrpc.org.***

If you have questions regarding this meeting, please contact me at dlandeau@ncwrpc.org or 715-849-5510 extension 308. If you need transportation assistance to this meeting or other accommodations, please contact Wood County Human Services Community Resources at 715-421-8989.

BACKGROUND ON MEETING

The federal surface transportation program requires applicants for the Elderly and Disabled Transportation Program (5310) grants, as well as state 85.21 projects must be part of a "locally-developed, coordinated public transit-human services transportation plan." This plan is required to be developed through a process that includes representatives of public, private, and non-profit transportation services, human services providers and the general public.

To maintain local eligibility for these grants, the Wisconsin Department of Transportation has developed a county meeting process to comply with federal requirements. Regional Planning Commission (RPC) planners are coordinating and conducting these meetings statewide on behalf of WisDOT and the counties as independent and objective entities. Your participation is critical for the development of a qualifying plan that will effectively serve Wood County.

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WOOD COUNTY ELDERLY & DISABLED TRANSPORTATION PLANNING MEETING



PLEASE ATTEND...

A county meeting will be held to assess transportation programs for the elderly and disabled and develop plans to improve transportation services for those in need. The meeting will provide the basis for Wood County's Coordinated Public Transit - Human Services Transportation Plan as required under federal and state regulations. The meeting will be facilitated by the North Central Wisconsin Regional Planning Commission on behalf of the Wisconsin Department of Transportation and Wood County.

DATE: August 10, 2018

TIME: 1:00 PM

LOCATION: Wood County Human Services
Wood County River Block Building
2nd Floor
111 W. Jackson St., Wisconsin Rapids

For transportation assistance or other accommodations, please contact Wood County Human Services Community Resources at (715) 421-8989.

Written comments may be submitted to: NCWRPC, 210 McClellan St. Ste. 210, Wausau WI 54403 or staff@ncwrpc.org.

For information about the meeting contact NCWRPC at 715-849-5510 or email staff@ncwrpc.org.

Notice of Elderly and Disabled Transportation Public Meeting

A county meeting will be held on Friday, August 10 beginning at 1:00 PM at the Wood County River Block Building, 2nd floor, 111 W. Jackson Street, Wisconsin Rapids to assess transportation programs for the elderly and disabled and develop plans to improve transportation services for those in need. The meeting will provide the basis for Wood County's Coordinated Public Transit - Human Services Transportation Plan as required under federal and state regulations.

The North Central Wisconsin Regional Planning Commission (NCWRPC) is coordinating the meeting on behalf of WisDOT and the County. Those persons unable to attend the meeting and would like to submit comments in advance may send them to: NCWRPC, 210 McClellan St. Ste. 210, Wausau WI 54403 or email to staff@ncwrpc.org.

Seniors or persons with disabilities who would like to attend the meeting and require a ride or other accommodations should contact Wood County Human Services Community Resources at 715-421-8989. The meeting location is accessible.

ADRC-CW
220 3rd Avenue South, Suite 1
Wisconsin Rapids, WI 54495

North Central CAP
2111 8th St. S., Suite 102
Wisconsin Rapids, WI 54494

Running Inc.
318 Decker Street
Viroqua, WI 54665

Steven Budnik, Com. Resource Mgr
Wood County Human Services
111 W. Jackson Street
Wisconsin Rapids, WI 54495-8095

Brandon Vruwink, Director
Wood County Human Services
111 W. Jackson Street
Wisconsin Rapids, WI 54495-8095

Patricia Noland, Director WDA 6
Division of Vocational Rehab.
364 Grand Avenue
Wausau, WI 54403

Jason Grueneberg, Director
Wood Co. Planning Dept.
P.O. Box 8095
Wisconsin Rapids, WI 54495

Denise Larson
CIL Western WI Partnership
2920 Scheider Ave SE
Menomomie, WI 54751

Social Services Dept.
Ho-Chunk Nation
P.O. Box 40
Black River Falls, WI 54615

Support Services/Case Management
Marshfield Medical Center
611 St. Joseph Avenue
Marshfield, WI 54449

ADRC-CW
300 S Peach Ave, Suite 1
Marshfield, WI 54449

Wade Maki
Wood Co. Veterans Service
1600 N. Chestnut Ave
Marshfield, WI 54449

River City Cab
2703 Industrial Street
Wisconsin Rapids, WI 54495

Wheels Of Independence Inc.
2660 8th St. S., Suite 102
Wisconsin Rapids, WI 54494

Forward Service Corporation /
WI Job Center-Wisconsin Rapids
320 W. Grand Ave, Ste 102
Wisconsin Rapids, WI 54495

Karalyn Peterson, Res. Coordinator
MILC, Inc.
3262 Church St.
Stevens Point, WI 54481

Jordan Bruce, Administrator
Norwood Health Center
1600 N. Chestnut Ave.
Marshfield, WI 54449

ODC, Inc.
1191 Huntington Avenue
Wisconsin Rapids, WI 54494

Ho-Chunk Tribal Aging Unit
4912 Winneshiek Lane
Nekoosa WI 54457

Support Services/Case Management
Riverview Hospital
410 Dewey Street
Wisconsin Rapids, WI 54494

Douglas Machon, Admin. Coord.
Wood County Board Chair
PO Box 8095
Wisconsin Rapids, WI 54495-8095

Rock Larson
Wood Co. Veterans Service
P.O. Box 8095
Wisconsin Rapids, WI 54495

Marshfield Public Transit
630 S. Central Avenue
Marshfield, WI 54449

Tonja Fischer, Area Administrator
WI DCF Northern Region
2187 N. Stevens St. Ste C
Rhineland, WI 54501

True Lor, Area Coordinator
DHS Northern Region
2187 N. Stevens St. Ste C
Rhineland, WI 54501

Midstate Independent Living
Consultants, Inc.
3262 Church Street, Suite 1
Stevens Point, WI 54481

Carrie Porter
GWAAR
1414 MacArthur Rd. Suite A
Madison, WI 53704

Dan Idzikowski
Disability Rights WI
131 W. Wilson Street, Suite 700
Madison, WI 53703

UW-Marshfield/Wood County
2000 W. 5th Street
Marshfield, WI 54449

Mid-State Technical College
500 32nd Street N.
Wisconsin Rapids, WI 54494

Tracey Kelz, Student Services
Marshfield School District
1010 E. Fourth Street
Marshfield, WI 54449

Inclusa Inc.
Family Care MCO
3349 Church Street, Ste 1
Stevens Point, WI 54481

Disabled American Veteran Van Ser
220 3rd Avenue S. Suite 4
Wisconsin Rapids, WI 54494

Karen Renner-Valley
Park Place Adult Day Services
220 S. 3rd Ave.
Wisconsin Rapids, WI 54495

Shannon Soyk
Companion Day Services
905 Tiny Tigers Court
Marshfield, WI 544449

Whitney Cronkrite
Clarity Care
1338 Rosewood Avenue
Wisconsin Rapids, WI 54494

Phyllis Lemoine/Jill Koran
Drake House LLC
800 S. Drake Avenue
Marshfield, WI 54449

Karla Blenker
Arborview / Arborwood
3750 Blue Violet Lane
Wisconsin Rapids, WI 54494

Pamela Pavek
Our House WI Rapids
2941 16th Street S.
Wisconsin Rapids, WI 54494

Melissa Kowaleski
Atrium Senior Living of Wis Rapids
1400 River Run Drive
Wisconsin Rapids, WI 54494

Amy Hulce
Wisconsin Rapids School District
510 Peach Street
Wisconsin Rapids, WI 5449

Cindy Robinson, Administrator
Edgewater Haven Nursing Home
1351 Wisconsin River Dr.
Port Edwards, WI 54469

Wood County Transportation
Program
220 3rd Avenue S. Suite 4
Wisconsin Rapids, WI 54494

Marilyn Sedl-Kramer
Marshfield Respite Care Center, Inc.
205 East 3rd Street
Marshfield, WI 54449

Samantha Seidl
River City Estates LLC
11002 Main Street
Hewitt, WI 54441

Linda Dalland
Aurora Residential Alternatives
2910 Kingston Road
Wisconsin Rapids, WI 54494

Gail Wilkins
Stoney River Assisted Living
1204 W McMillan Street
Marshfield, WI 54449

Tracey Gunn
Cranberry Court Assisted Living
2230 14th Street S.
Wisconsin Rapids, WI 54494

Amanda Stommel
Waterford At Wisconsin Rapids
491 25th Street N.
Wisconsin Rapids, WI 54494

Linda Weinzinger
The Renaissance
1500 Pepper Avenue
Wisconsin Rapids, WI 54494

Lakeland Care Inc.
Family Care MCO
N6654 Rolling Meadows Dr.
Fond du Lac, WI 54937

AbbyVans, Inc.
1115 W 4th Street
Neillsville, WI 54456

Family Center
500 25th Street N.
Wisconsin Rapids, WI 54494

Encourage Community Foundation
478 E. Grand Ave.
Wisconsin Rapids, WI 54494

Glenn Draxler
River City Estates LLC
5512 Kellner Road
Wisconsin Rapids, WI 54494

Tom & Cathie Shilts
T&C Adult Homes
M225 Turtle Ridge Road
Marshfield, WI 54449

Ron & James Wells
Wells Nature View
1016 South Adams Avenue
Marshfield, WI 54449

Anita Whetstone
Hilltop Affiliates Inc.
630 Pepper Avenue
Wisconsin Rapids, WI 54494

Amanda Schulist
Wellington Place of Biron
1661 South Biron Drive
Wisconsin Rapids, WI 54494

Annalissa Kania
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303 W Upham Street, Suite 208
Marshfield, WI 54449

John Halbleib, Administrator
Bethel Center
8014 Bethel Road
Arpin, WI 54410

Tonya Brown, Administrator
Atrium Post Acute Care Marshfield
814 W 14th Street
Marshfield, WI 54449

Dana Decker, Administrator
Marshfield Clinic Comfort Recovery
1000 Oak Avenue
Marshfield, WI 54449

Danielle Rummells, Administrator
Atrium Post Acute Care WI Rapids
1350 River Run Drive
Wisconsin Rapids, WI 54494

Arthur Schmitz, Administrator
Edenbrook of Wisconsin Rapids
130 Strawberry Lane
Wisconsin Rapids, WI 54494

Meeting Evaluation Form

(2019-2023) Coordinated Planning Meeting

County/Region:	Wood CO
Date:	8-10
Facilitator(s):	

Instructions: For each item below, please circle the number/response that best expresses your opinion.

General Meeting Questions	Strongly Agree		Agree	Strongly Disagree		Don't Know
1. The information covered in the group discussions, examples and explanations was understandable.	1	2	3	4	5	6
2. The meeting provided a good forum for communication about public/human services transportation coordination.	1	2	3	4	5	6
3. Participants at the meeting were from a broad stakeholder group.	1	2	3	4	5	6
4. The county/region's prioritized action plan is comprehensive and realistic.	1	2	3	4	5	6
5. The county/region has a working coordination team.	1	2	3	4	5	6
6. The previous coordination plan has been implemented.	1	2	3	4	5	6
7. Developing the prioritized action plan was meaningful and valuable.	1	2	3	4	5	6
8. I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	1	2	3	4	5	6
Facilitator Questions						
9. Facilitator was knowledgeable about the meeting process.	1	2	3	4	5	6
10. The information was presented in a clear, logical format.	1	2	3	4	5	6

10. The time allotted for the meeting was: too much X about right not enough

11. List key points/issues presented during the meeting that were the most valuable or useful.

- delivering most imp areas to focus

12. List any information or meeting content you felt was omitted or needed further clarification.

13. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

14. Other comments (write on back)

DES

Meeting Evaluation Form

(2019-2023) Coordinated Planning Meeting

County/Region:	Wood
Date:	8/10/18
Facilitator(s):	

Instructions: For each item below, please circle the number/response that best expresses your opinion.

General Meeting Questions	Strongly Agree		Agree	Strongly Disagree		Don't Know
	1	2	3	4	5	6
1. The information covered in the group discussions, examples and explanations was understandable.	1	2	3	4	5	6
2. The meeting provided a good forum for communication about public/human services transportation coordination.	1	2	3	4	5	6
3. Participants at the meeting were from a broad stakeholder group.	1	2	3	4	5	6
4. The county/region's prioritized action plan is comprehensive and realistic.	1	2	3	4	5	6
5. The county/region has a working coordination team.	1	2	3	4	5	6
6. The previous coordination plan has been implemented.	1	2	3	4	5	6
7. Developing the prioritized action plan was meaningful and valuable.	1	2	3	4	5	6
8. I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	1	2	3	4	5	6
Facilitator Questions						
9. Facilitator was knowledgeable about the meeting process.	1	2	3	4	5	6
10. The information was presented in a clear, logical format.	1	2	3	4	5	6

10. The time allotted for the meeting was: __ too much about right __ not enough

11. List key points/issues presented during the meeting that were the most valuable or useful.

12. List any information or meeting content you felt was omitted or needed further clarification.

13. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

14. Other comments (write on back)

Need to address low income transportation for education

Meeting Evaluation Form

(2019-2023) Coordinated Planning Meeting

County/Region:	WOOD
Date:	8-10-18
Facilitator(s):	Darryl Landeace

Instructions: For each item below, please circle the number/response that best expresses your opinion.

General Meeting Questions	Strongly Agree		Agree	Strongly Disagree		Don't Know
1. The information covered in the group discussions, examples and explanations was understandable.	1	2	(3)	4	5	6
2. The meeting provided a good forum for communication about public/human services transportation coordination.	1	2	(3)	4	5	6
3. Participants at the meeting were from a broad stakeholder group.	1	2	(3)	4	5	6
4. The county/region's prioritized action plan is comprehensive and realistic.	1	2	(3)	4	5	6
5. The county/region has a working coordination team.	1	2	3	4	5	6
6. The previous coordination plan has been implemented.	1	2	3	4	5	6
7. Developing the prioritized action plan was meaningful and valuable.	1	2	3	4	5	6
8. I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	1	2	3	4	5	6
Facilitator Questions						
9. Facilitator was knowledgeable about the meeting process.	1	2	(3)	4	5	6
10. The information was presented in a clear, logical format.	1	2	(3)	4	5	6

10. The time allotted for the meeting was: too much about right not enough

11. List key points/issues presented during the meeting that were the most valuable or useful.

12. List any information or meeting content you felt was omitted or needed further clarification.

13. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

14. Other comments (write on back)

Meeting Evaluation Form

(2019-2023) Coordinated Planning Meeting

County/Region:	Wood
Date:	8/10/18
Facilitator(s):	Darryl Landrum

Instructions: For each item below, please circle the number/response that best expresses your opinion.

General Meeting Questions	Strongly Agree	Agree	Strongly Disagree	Don't Know		
1. The information covered in the group discussions, examples and explanations was understandable.	1	2	3	4	5	6
2. The meeting provided a good forum for communication about public/human services transportation coordination.	1	2	3	4	5	6
3. Participants at the meeting were from a broad stakeholder group.	1	2	3	4	5	6
4. The county/region's prioritized action plan is comprehensive and realistic.	1	2	3	4	5	6
5. The county/region has a working coordination team.	1	2	3	4	5	6
6. The previous coordination plan has been implemented.	1	2	3	4	5	6
7. Developing the prioritized action plan was meaningful and valuable.	1	2	3	4	5	6
8. I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	1	2	3	4	5	6
Facilitator Questions						
9. Facilitator was knowledgeable about the meeting process.	1	2	3	4	5	6
10. The information was presented in a clear, logical format.	1	2	3	4	5	6

10. The time allotted for the meeting was: too much about right not enough

11. List key points/issues presented during the meeting that were the most valuable or useful.

learning about gaps-

12. List any information or meeting content you felt was omitted or needed further clarification.

Invite health care social workers or community relations to attend.

13. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

14. Other comments (write on back)

Meeting Evaluation Form

(2019-2023) Coordinated Planning Meeting

County/Region:	Wood County
Date:	8-10-18
Facilitator(s):	Darryl

Instructions: For each item below, please circle the number/response that best expresses your opinion.

General Meeting Questions	Strongly Agree		Agree	Strongly Disagree		Don't Know
1. The information covered in the group discussions, examples and explanations was understandable.	1	2	3	4	5	6
2. The meeting provided a good forum for communication about public/human services transportation coordination.	1	2	3	4	5	6
3. Participants at the meeting were from a broad stakeholder group.	1	2	3	4	5	6
4. The county/region's prioritized action plan is comprehensive and realistic.	1	2	3	4	5	6
5. The county/region has a working coordination team.	1	2	3	4	5	6
6. The previous coordination plan has been implemented.	1	2	3	4	5	6
7. Developing the prioritized action plan was meaningful and valuable.	1	2	3	4	5	6
8. I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	1	2	3	4	5	6
Facilitator Questions						
9. Facilitator was knowledgeable about the meeting process.	1	2	3	4	5	6
10. The information was presented in a clear, logical format.	1	2	3	4	5	6

10. The time allotted for the meeting was: too much about right not enough

11. List key points/issues presented during the meeting that were the most valuable or useful.

How to grow the transportation programs

12. List any information or meeting content you felt was omitted or needed further clarification.

The purpose of the 5 year plan
Who is the gatekeeper of the program.

13. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

14. Other comments (write on back)

Meeting Evaluation Form

(2019-2023) Coordinated Planning Meeting

County/Region:	Wood County
Date:	8/10/18
Facilitator(s):	

Instructions: For each item below, please circle the number/response that best expresses your opinion.

General Meeting Questions	Strongly Agree		Agree	Strongly Disagree		Don't Know
1. The information covered in the group discussions, examples and explanations was understandable.	1	2	(3)	4	5	6
2. The meeting provided a good forum for communication about public/human services transportation coordination.	1	2	(3)	4	5	6
3. Participants at the meeting were from a broad stakeholder group.	1	(2)	3	4	5	6
4. The county/region's prioritized action plan is comprehensive and realistic.	1	2	(3)	4	5	6
5. The county/region has a working coordination team.	1	(2)	3	4	5	6
6. The previous coordination plan has been implemented.	1	(2)	3	4	5	6
7. Developing the prioritized action plan was meaningful and valuable.	1	(2)	3	4	5	6
8. I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	1	(2)	3	4	5	6
Facilitator Questions						
9. Facilitator was knowledgeable about the meeting process.	1	(2)	3	4	5	6
10. The information was presented in a clear, logical format.	1	2	(3)	4	5	6

10. The time allotted for the meeting was: __ too much ✓ about right __ not enough

11. List key points/issues presented during the meeting that were the most valuable or useful.

Communication between providers and community members - education of clients

12. List any information or meeting content you felt was omitted or needed further clarification.

13. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

14. Other comments (write on back)

Meeting Evaluation Form

(2019-2023) Coordinated Planning Meeting

County/Region:	<i>Wood</i>
Date:	<i>8-10-18</i>
Facilitator(s):	<i>Darryl Sandean</i>

Instructions: For each item below, please circle the number/response that best expresses your opinion.

General Meeting Questions	Strongly Agree		Agree	Strongly Disagree		Don't Know
1. The information covered in the group discussions, examples and explanations was understandable.	1	2	3	4	5	6
2. The meeting provided a good forum for communication about public/human services transportation coordination.	1	2	3	4	5	6
3. Participants at the meeting were from a broad stakeholder group.	1	2	3	4	5	6
4. The county/region's prioritized action plan is comprehensive and realistic.	1	2	3	4	5	6
5. The county/region has a working coordination team.	1	2	3	4	5	6
6. The previous coordination plan has been implemented.	1	2	3	4	5	6
7. Developing the prioritized action plan was meaningful and valuable.	1	2	3	4	5	6
8. I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	1	2	3	4	5	6
Facilitator Questions						
9. Facilitator was knowledgeable about the meeting process.	1	2	3	4	5	6
10. The information was presented in a clear, logical format.	1	2	3	4	5	6

10. The time allotted for the meeting was: too much **(about right)** not enough

11. List key points/issues presented during the meeting that were the most valuable or useful.

learning & blog updated

12. List any information or meeting content you felt was omitted or needed further clarification.

13. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

14. Other comments (write on back)

Meeting Evaluation Form

(2019-2023) Coordinated Planning Meeting

County/Region:	Wood
Date:	8/10/18
Facilitator(s):	Darrell

Instructions: For each item below, please circle the number/response that best expresses your opinion.

General Meeting Questions	Strongly Agree	Agree	Strongly Disagree	Don't Know		
1. The information covered in the group discussions, examples and explanations was understandable.	1	2	3	4	5	6
2. The meeting provided a good forum for communication about public/human services transportation coordination.	1	2	3	4	5	6
3. Participants at the meeting were from a broad stakeholder group.	1	2	3	4	5	6
4. The county/region's prioritized action plan is comprehensive and realistic.	1	2	3	4	5	6
5. The county/region has a working coordination team.	1	2	3	4	5	6
6. The previous coordination plan has been implemented.	1	2	3	4	5	6
7. Developing the prioritized action plan was meaningful and valuable.	1	2	3	4	5	6
8. I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	1	2	3	4	5	6
Facilitator Questions						
9. Facilitator was knowledgeable about the meeting process.	1	2	3	4	5	6
10. The information was presented in a clear, logical format.	1	2	3	4	5	6

10. The time allotted for the meeting was: __ too much about right __ not enough

11. List key points/issues presented during the meeting that were the most valuable or useful.

12. List any information or meeting content you felt was omitted or needed further clarification.

13. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

B. Stober 715-233-1070

14. Other comments (write on back)

Meeting Evaluation Form

(2019-2023) Coordinated Planning Meeting

County/Region:	Wood
Date:	August 10 1:00 pm
Facilitator(s):	Darrell

Instructions: For each item below, please circle the number/response that best expresses your opinion.

General Meeting Questions	Strongly Agree	Agree	Strongly Disagree	Don't Know		
1. The information covered in the group discussions, examples and explanations was understandable.	(1)	2	3	4	5	6
2. The meeting provided a good forum for communication about public/human services transportation coordination.	(1)	2	3	4	5	6
3. Participants at the meeting were from a broad stakeholder group.	(1)	2	3	4	5	6
4. The county/region's prioritized action plan is comprehensive and realistic.	(1)	2	3	4	5	6
5. The county/region has a working coordination team.	(1)	2	3	4	5	6
6. The previous coordination plan has been implemented.	(1)	2	3	4	5	6
7. Developing the prioritized action plan was meaningful and valuable.	(1)	2	3	4	5	6
8. I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	(1)	2	3	4	5	6
Facilitator Questions						
9. Facilitator was knowledgeable about the meeting process.	(1)	2	3	4	5	6
10. The information was presented in a clear, logical format.	(1)	2	3	4	5	6

10. The time allotted for the meeting was: too much about right not enough

11. List key points/issues presented during the meeting that were the most valuable or useful.

discussion on coordination

12. List any information or meeting content you felt was omitted or needed further clarification.

13. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

yes! Denise Larson CLK

14. Other comments (write on back)

Great job! Thank you!

Meeting Evaluation Form

(2019-2023) Coordinated Planning Meeting

County/Region:	Wood County
Date:	8/10/18
Facilitator(s):	Darryl Landeau

Instructions: For each item below, please circle the number/response that best expresses your opinion.

General Meeting Questions	Strongly Agree	2	Agree	3	Strongly Disagree	4	5	Don't Know	6
1. The information covered in the group discussions, examples and explanations was understandable.	(1)	2	3	4	5	6			
2. The meeting provided a good forum for communication about public/human services transportation coordination.	(1)	2	3	4	5	6			
3. Participants at the meeting were from a broad stakeholder group.	(1)	2	3	4	5	6			
4. The county/region's prioritized action plan is comprehensive and realistic.	1	(2)	3	4	5	6			
5. The county/region has a working coordination team.	(1)	2	3	4	5	6			
6. The previous coordination plan has been implemented.	1	(2)	3	4	5	6			
7. Developing the prioritized action plan was meaningful and valuable.	1	(2)	3	4	5	6			
8. I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	1	2	3	4	5	(6)			
Facilitator Questions									
9. Facilitator was knowledgeable about the meeting process.	(1)	2	3	4	5	6			
10. The information was presented in a clear, logical format.	(1)	2	3	4	5	6			

10. The time allotted for the meeting was: too much X about right not enough

11. List key points/issues presented during the meeting that were the most valuable or useful.

12. List any information or meeting content you felt was omitted or needed further clarification.

13. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

14. Other comments (write on back)

North Central Wis.
Regional Planning
Commission

Meeting Evaluation Form
(2019-2023) Coordinated Planning Meeting

County/Region:	
Date:	
Facilitator(s):	Darryl J. Sanderson

AICP
Senior Planner

Instructions: For each item below, please circle the number/response that best expresses your opinion.

General Meeting Questions	Strongly Agree		Agree	Strongly Disagree		Don't Know
	1	2	3	4	5	6
1. The information covered in the group discussions, examples and explanations was understandable.	1	2	3	4	5	6
2. The meeting provided a good forum for communication about public/human services transportation coordination.	1	2	3	4	5	6
3. Participants at the meeting were from a broad stakeholder group.	1	2	3	4	5	6
4. The county/region's prioritized action plan is comprehensive and realistic.	1	2	3	4	5	6
5. The county/region has a working coordination team.	1	2	3	4	5	6
6. The previous coordination plan has been implemented.	1	2	3	4	5	6
7. Developing the prioritized action plan was meaningful and valuable.	1	2	3	4	5	6
8. I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	1	2	3	4	5	6
Facilitator Questions						
9. Facilitator was knowledgeable about the meeting process.	1	2	3	4	5	6
10. The information was presented in a clear, logical format.	1	2	3	4	5	6

10. The time allotted for the meeting was: too much about right not enough

11. List key points/issues presented during the meeting that were the most valuable or useful.

12. List any information or meeting content you felt was omitted or needed further clarification.

All was good
Sun meeting

13. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

14. Other comments (write on back)

Meeting Evaluation Form

(2019-2023) Coordinated Planning Meeting

County/Region:	Wood County
Date:	8/10/18
Facilitator(s):	

Instructions: For each item below, please circle the number/response that best expresses your opinion.

General Meeting Questions	Strongly Agree		Agree	Strongly Disagree		Don't Know
1. The information covered in the group discussions, examples and explanations was understandable.	1	(2)	3	4	5	6
2. The meeting provided a good forum for communication about public/human services transportation coordination.	1	(2)	3	4	5	6
3. Participants at the meeting were from a broad stakeholder group.	1	(2)	3	4	5	6
4. The county/region's prioritized action plan is comprehensive and realistic.	1	(2)	3	4	5	6
5. The county/region has a working coordination team.	1	2	(3)	4	5	6
6. The previous coordination plan has been implemented.	1	2	(3)	4	5	6
7. Developing the prioritized action plan was meaningful and valuable.	1	(2)	3	4	5	6
8. I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	1	(2)	3	4	5	6
Facilitator Questions						
9. Facilitator was knowledgeable about the meeting process.	1	(2)	3	4	5	6
10. The information was presented in a clear, logical format.	1	(2)	3	4	5	6

10. The time allotted for the meeting was: too much about right not enough

11. List key points/issues presented during the meeting that were the most valuable or useful.

12. List any information or meeting content you felt was omitted or needed further clarification.

13. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

14. Other comments (write on back)

Meeting Evaluation Form

(2019-2023) Coordinated Planning Meeting

County/Region:	Wood County
Date:	8-10-18
Facilitator(s):	Darryl Landeau

Instructions: For each item below, please circle the number/response that best expresses your opinion.

General Meeting Questions	Strongly Agree		Agree	Strongly Disagree		Don't Know
1. The information covered in the group discussions, examples and explanations was understandable.	1	2	3	4	5	6
2. The meeting provided a good forum for communication about public/human services transportation coordination.	1	2	3	4	5	6
3. Participants at the meeting were from a broad stakeholder group.	1	2	3	4	5	6
4. The county/region's prioritized action plan is comprehensive and realistic.	1	2	3	4	5	6
5. The county/region has a working coordination team.	1	2	3	4	5	6
6. The previous coordination plan has been implemented.	1	2	3	4	5	6
7. Developing the prioritized action plan was meaningful and valuable.	1	2	3	4	5	6
8. I feel the coordination process in the county/region will be improved based on the assessment, action plan and implementation strategies.	1	2	3	4	5	6
Facilitator Questions						
9. Facilitator was knowledgeable about the meeting process.	1	2	3	4	5	6
10. The information was presented in a clear, logical format.	1	2	3	4	5	6

10. The time allotted for the meeting was: too much about right not enough

11. List key points/issues presented during the meeting that were the most valuable or useful.

talk to legislators

12. List any information or meeting content you felt was omitted or needed further clarification.

N/A

13. Are you interested in participating on the team that will implement the coordination plan strategies? If yes, indicate your availability.

yes

14. Other comments (write on back)

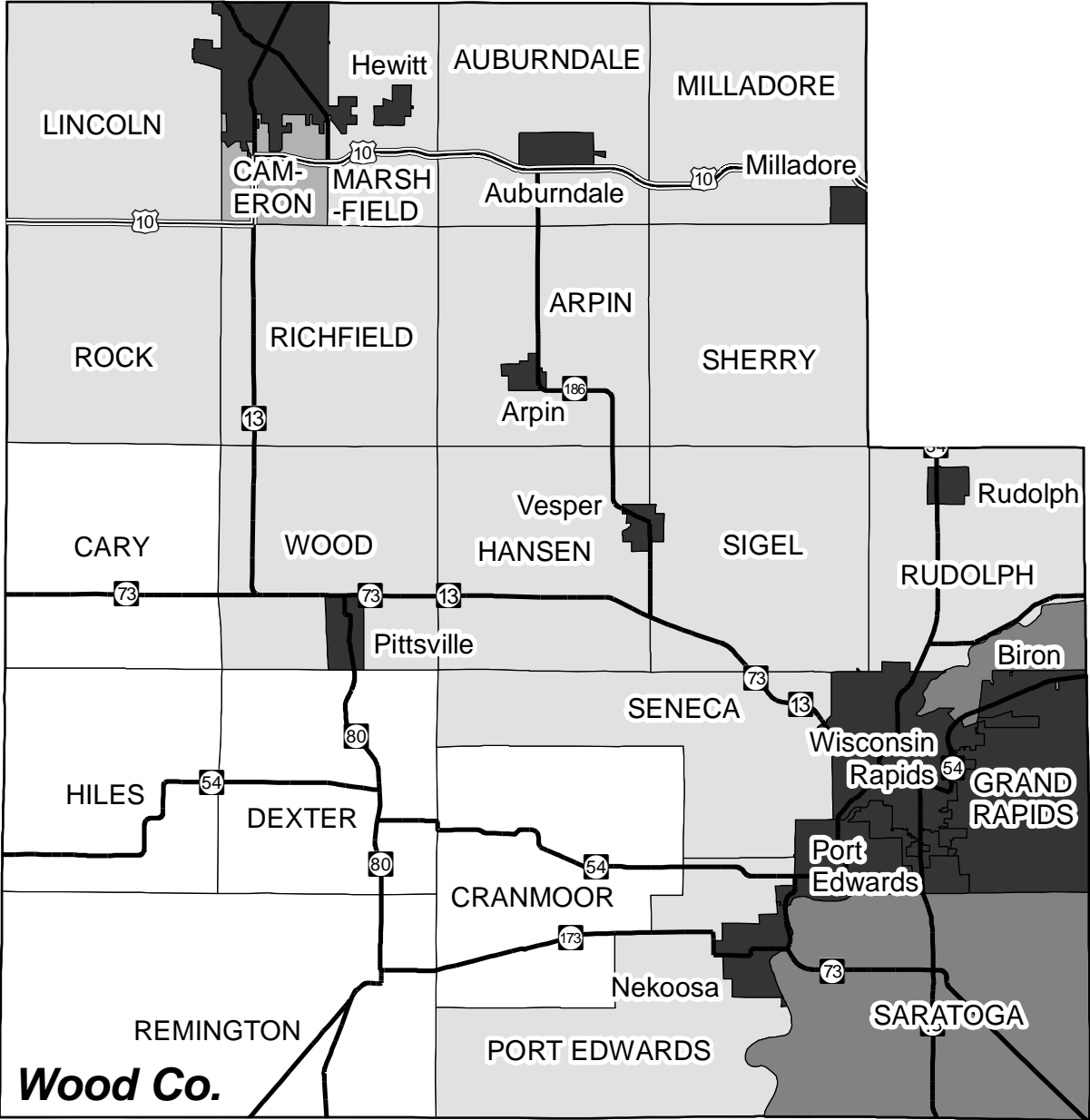
Wood County Provider Inventory

TABLE 1 WOOD COUNTY PROVIDER INVENTORY

Service Name or Sponsor Name	Service Type	Passenger Eligibility	Service Description	Hours of Service	Fleet Information	Use of Federal/State Funds
Wood County						
Wood County Transportation Program (Wis. Rapids & Marshfield)	Demand Response	Seniors (aged 55+) Persons with disabilities	Demand Response and fixed-route; Prioritized by medical, nutritional, shopping and quality of life	Weekdays 9 am – 3pm; Volunteer drivers as available	6 mini-buses; 2 vans and 1 accessible	85.21; 5310
River City Cab (Wisconsin Rapids)	Shared-ride Taxi	General public	Shared-ride taxi - \$3.25 one-way within Wisconsin Rapids; mileage based outside. Seniors and disabled-reduced-fare (\$1.75)	Mon – Thurs. 5 am – midnight; Fri & Sat 5 am –3 am Sun 7:30 am – 4:30 pm	2 mini-buses and 6 mini-vans accessible 6 sedans	5311; 85.20; Medicaid
Radio Cab (Marshfield)	Shared-ride Taxi	General public	Shared-ride taxi - \$4.85 one-way within Marshfield; mileage based outside. Seniors and Disabled reduced-fare (\$2.75)	24 hours/day; 7 days per week	3 mini vans 7 sedans 2 mini buses-accessible	5311; 85.20
Wheels of Independence	NEMT plus some specialized	General public	Demand response	24 hours/day; 7 days per week	6 mini buses 1 mini van all accessible	Medicaid; 5310
Veterans Van	Demand Response	Veterans	Free Transportation for Veterans to Medical appointments at VA Clinics in Wisconsin	Mon. – Fri.	1 – 4 pass. van	VA
Lames Bus Lines	School Bus Routes; Charter	General public	Fixed school bus routes; School Bus Charters; Motor Coach Charters; Line runs	24 hours/day; 7 days per week	Numerous	Fees; Contracts
Safe-Way Bus Co.	School Bus Routes	School Students	Fixed school bus routes	Mon. – Fri.; some weekends	79 school buses	Contracts
Wood County Human Services	Demand Response; Court order	<60	Transportation for Family and Child Services connected to Human Services Programs	7 days a week	Volunteer drivers	
New Freedom Regional Volunteer Driver Program (CILWW)	Volunteer Driver	Elderly and Individuals with Disabilities	Demand response Not limited to medical. Program under development in North Central WI.	24/7 subject to driver availability. 48 hour advance notice.	N/A	5310 / Partner Agreements

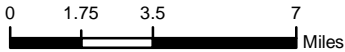
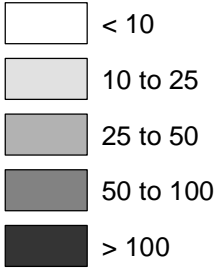
Population Density / By MCD

Wood County



Legend

POP / Sq. Mi



Source: WI DNR, NCWRPC, US Census ACS 2012-16

This map is neither a legally recorded map nor a survey and is not intended to be used as one. This drawing is a compilation of records, information and data used for reference purposes only. NCWRPC is not responsible for any inaccuracies herein contained.



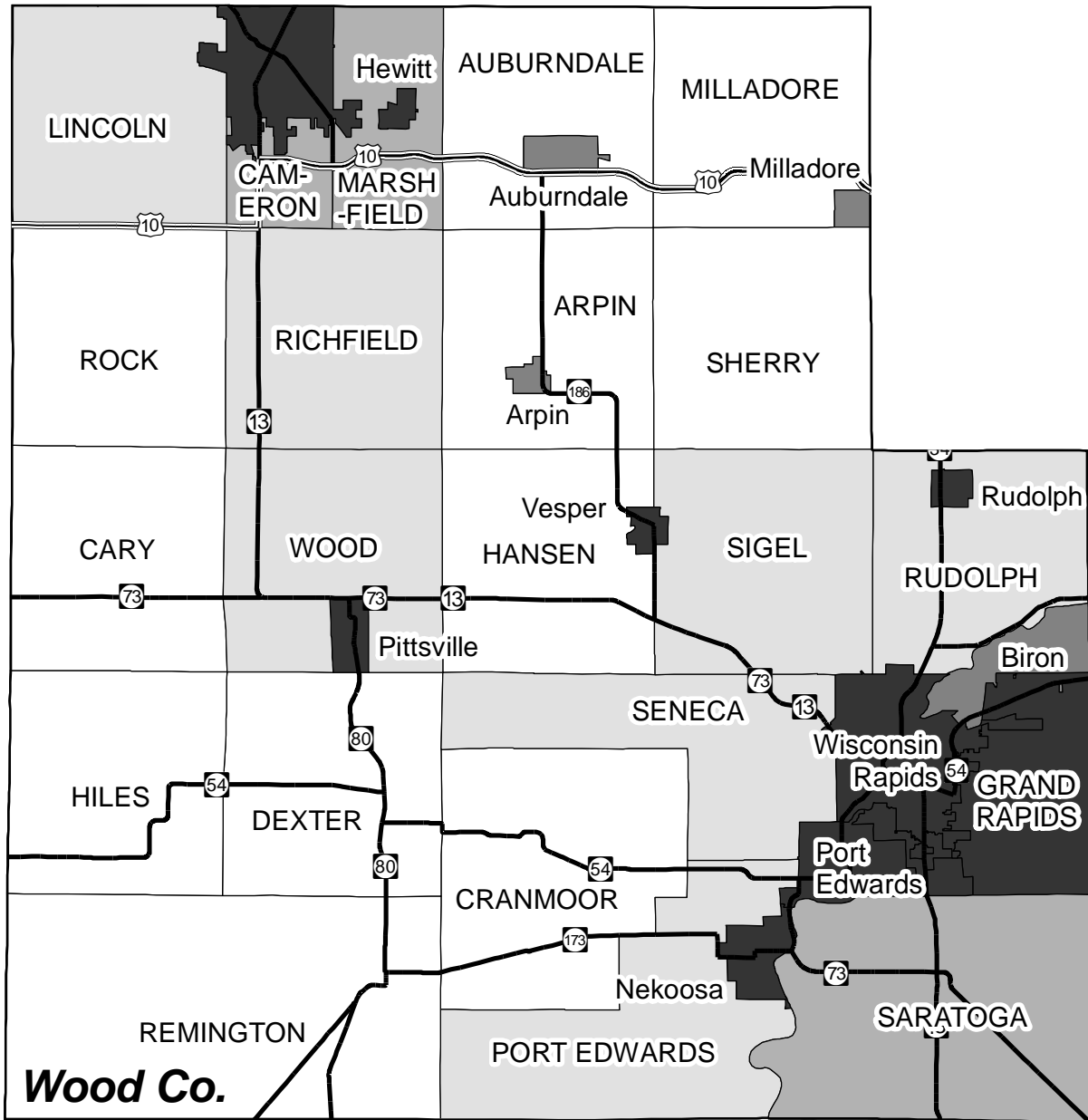
Prepared By:

**North Central
Wisconsin Regional
Planning Commission**

210 McClellan St., Suite 210, Wausau, WI 54403
715-849-5510 - staff@ncwrpc.org - www.ncwrpc.org

Population Density of Persons Over 65 / By MCD

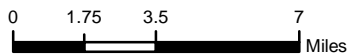
Wood County



Legend

POP65 / Sq. Mi

- < 2
- 2 to 5
- 5 to 10
- 10 to 25
- > 25



Source: WI DNR, NCWRPC, US Census ACS 2012-16

This map is neither a legally recorded map nor a survey and is not intended to be used as one. This drawing is a compilation of records, information and data used for reference purposes only. NCWRPC is not responsible for any inaccuracies herein contained.



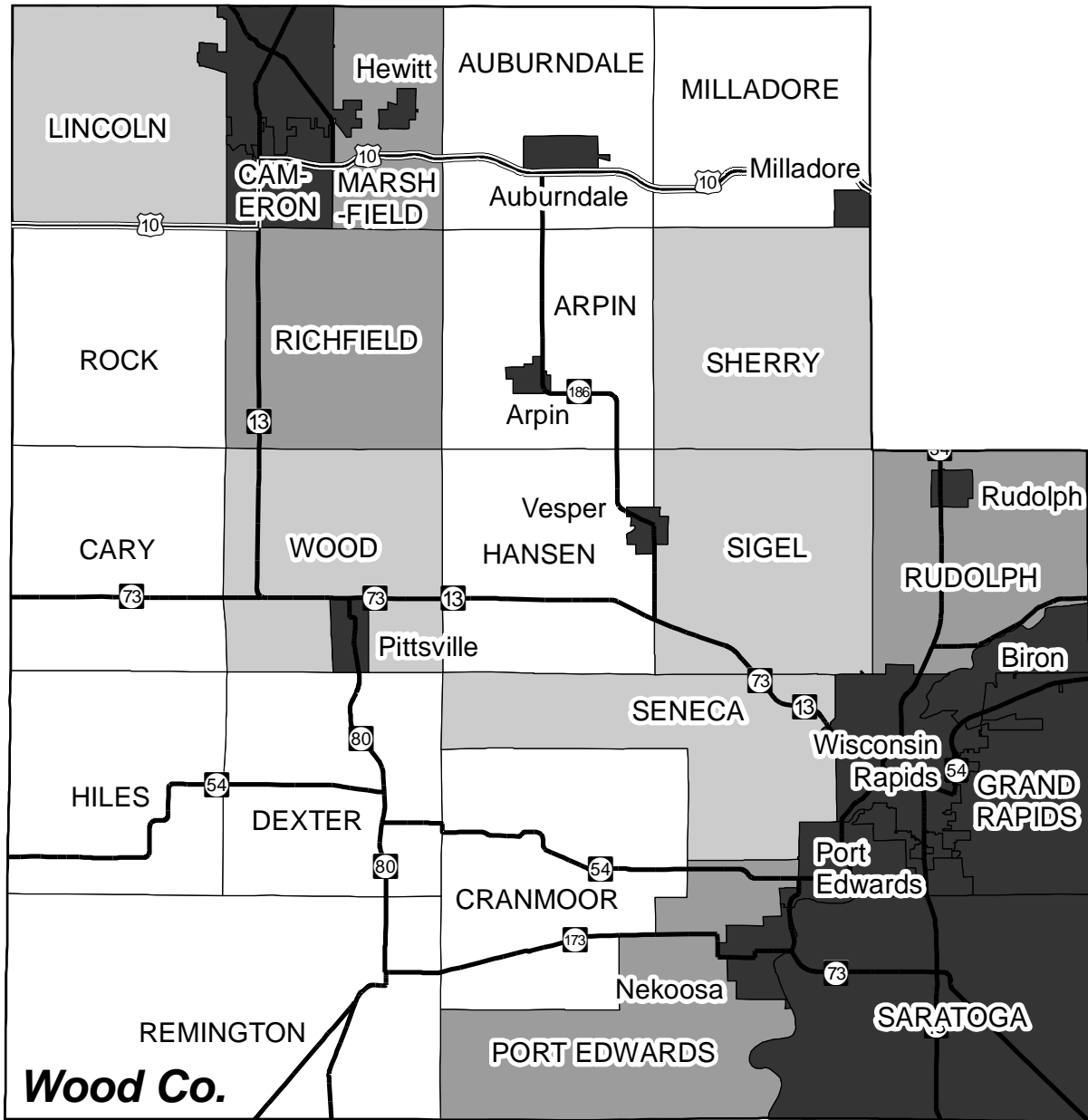
Prepared By:

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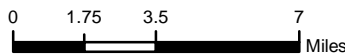
Population Density of Persons with Disabilities / By MCD

Wood County



Legend

DISABLED / Per Sq. Mi



Source: WI DNR, NCWRPC, US Census ACS 2012-16

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Prepared By:

**North Central
Wisconsin Regional
Planning Commission**

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Volunteer Driver Insurance Information

Volunteers and Insurance

OFFICE OF THE COMMISSIONER OF INSURANCE

PI-236 (R 09/2017)

We are fortunate in Wisconsin to have so many people willing to volunteer to help a charity of their choice. Volunteering can take many different forms. A volunteer may be manning a food tent, selling brats and hot dogs to picnic patrons in order to raise money for an organization; transporting meals to the disabled; providing rides to veterans; or serving on a board of directors.

For both the organization and the volunteer, there are important insurance issues. For example, what happens if a volunteer driver is in an accident? Or what happens if a volunteer trips and lands on top of the grill while the grill is still cooking those delicious Wisconsin brats?

For organizations utilizing volunteers, it is important to understand your insurance benefits and how your policies may impact your volunteer's insurance coverage. In some cases, insurance coverage will be impacted if the organization reimburses the volunteer for their expenses. If you have a board of directors, your liability coverage may or may not extend to the board's actions and you may need to secure additional coverage.

For volunteers, the issues are equally important. Before engaging in volunteer activities, it is important to ask your insurance agent or your insurance company about coverage for the activities you are engaging in, and remember the details matter. In some cases the coverage provided by your personal insurance may be limited if you accept any reimbursement for your volunteer activities even if the reimbursement only covers some of your expenses.

Auto Insurance

The most important point to remember is personal auto insurance policies vary on their treatment of volunteer driving activities. In almost all cases, the insurer will provide coverage for volunteers in which there is no reimbursement for expenses. However, if the organization provides any reimbursement, even if it is just for some of the expenses incurred by the driver, some insurers will treat this as a commercial activity.

Volunteer drivers should clarify if the organization for which you are volunteering is already covered under a commercial auto insurance policy. If not, a discussion with your insurance agent or insurance company may

clarify the issues for you. You may be able to purchase a separate rider on your policy. If your insurer limits coverage and volunteering is important to you, you may be able to find an insurance company which will provide coverage under your personal auto policy. (See the attached list of insurance carriers offering volunteer driver coverages.)

For volunteer organizations engaging drivers, it is important to have a discussion with your drivers. Reimbursement policies may vary from insurer to insurer. Commercial policies covering your drivers may also be another option.

Liability Insurance

Liability insurance provides coverage for damages and legal defense in cases where the actions of the organization have resulted in some harm to a person or property. There are a number of types of liability coverage including:

Directors and Officers

This coverage provides protection to directors and officers from claims which arise from negligent conduct committed in their capacity as directors and officers.

Comprehensive General Liability

This type of policy provides many liability coverages under one contract.

Multi-Peril

Though it is possible to purchase many separate insurance policies to cover a single business operation, this may be impractical. Therefore, you may want to buy a multi-peril policy. This is a comprehensive policy tailored to suit your business needs providing both property and liability protection. For many businesses it is the most efficient and economical way to buy insurance.

Umbrella and Excess Liability

Umbrella liability insurance provides two kinds of coverage: payments of liabilities in excess of loss offered in your basic commercial policy, auto liability, or employers' liability coverages and liability for areas not covered in other liability policies.

Excess liability coverage provides protection for catastrophic accidents or occurrences, such as when a number of people are injured at once. The main difference between excess and umbrella policies is umbrella policies cover all underlying liability policies whereas excess liability policies increase the limits of liability in one particular policy.

Worker's Compensation

Generally, volunteer workers are exempt from the worker's compensation requirements in the statutes. Specifically, as detailed in the *Consumer's Guide to Worker's Compensation Insurance for Employers*:

A volunteer for a nonprofit organization that is exempt or eligible for exemption from federal income taxation under the Internal Revenue Code who receives nominal payments of money or other things of value totaling not more than \$10.00 per week is not considered to be an employee under the Act, unless the nonprofit organization elects to cover the volunteer under its policy.

Volunteers who are injured while working as a volunteer will not have coverage for lost wages (at a job providing income) unless covered under another insurance policy such as a weekly income policy.

Organizations providing volunteers with compensation in excess of the statutory \$10.00 per week limit may want to explore their liability for any injuries their volunteers may incur while providing services.

Tips for Understanding Volunteer Insurance

For volunteers:

1. Read your insurance policies to understand your coverage.
2. Talk to your insurance agent or your insurer about any concerns you may have.
3. Shop around for coverage. While one insurance company may not cover your volunteer activities, other insurers may.
4. Talk to the organization you will be volunteering for about insurance coverage.

For organizations:

1. Read your insurance policies to understand what is and is not covered.
2. Review your insurance coverage at least annually with your insurance agent.
3. Make sure your policies and procedures line up with your insurance coverage.
4. Before conducting any large public event, make sure you discuss coverage with your insurance agent and/or your insurer.
5. Discuss any insurance issues with your employees and volunteers to make sure there is coverage in case of an unfortunate event.

List of Insurers Offering Volunteer Coverage

The following is a list of carriers operating in Wisconsin who insure volunteer drivers under their personal auto policies and cover claims occurring while using the insured vehicle for volunteer purposes. It is important to remember insurance companies reserve the right to make underwriting and claim judgements based on the individual risk or claim presented. Typically, it would be expected that volunteer driving would not be on a regular basis and would be incidental to the overall usage of the vehicle. It is not unreasonable for a company to require proof—particularly in the event of a claim—the reimbursement was based on actual expenses incurred and/or the mileage reimbursement was based on IRS guidelines.

The Office of the Commissioner of Insurance recommends consumers read their policy in detail for information addressing volunteer coverage as well as contacting their carrier with additional questions or clarifications.

State of Wisconsin
Office of the Commissioner of Insurance
P.O. Box 7873
Madison, WI 53707-7873
oci.wi.gov

Insurance Carriers Offering Volunteer Driver Coverages
(listed in alphabetical order)

21st Century Centennial Company	Horace Mann Insurance Company
Acuity, A Mutual Insurance Company	Horace Mann Property & Casualty Insurance Company
AIG Property Casualty Company	IDS Property Casualty Company
Allstate Indemnity Company	IMT Insurance Company
Allstate Insurance Company	Integrity Mutual Insurance Company
Allstate Property and Casualty Company	Integrity Property and Casualty Insurance Company
American Family Mutual Insurance Company	Liberty Mutual Insurance Group (all Liberty companies)
American Standard Insurance Company of WI	Mid-Century Insurance Company
Artisan and Truckers Casualty Company	National General Insurance Company
Auto Club Group Insurance Company	Owners Insurance Company
Auto Club Insurance Association	Progressive Casualty Insurance Company
Auto Owners Insurance Company	Progressive Classic Insurance Company
Badger Mutual Insurance Company	Progressive Northern Insurance Company
Bristol West Insurance Company	Progressive Universal Insurance Company
Country Mutual Insurance Company	Rural Mutual Insurance Company
Country Preferred Insurance Company	Safeco Insurance
Dairyland Insurance Company	Sagamore Insurance Company
Electric Insurance Company	Secura Insurance
Erie Insurance Company	Sentry Insurance a Mutual Company
Erie Insurance Exchange	Standard Fire Insurance Company, The
Esurance Insurance Company	Teachers Insurance Company
Farmers Insurance Exchange	Travelers Home and Marine Insurance Company, The
GEICO	Travelers Property Casualty Insurance Company
GEICO Advantage Insurance Company	Viking Insurance Company of Wisconsin
GEICO Casualty Company	Wadena Insurance Company
GEICO General Insurance Company	West Bend Mutual Insurance Company
GEICO Indemnity Company	Wilson Mutual Insurance Company
General Casualty Company of Wisconsin	Wisconsin Mutual Insurance Company
Germantown Mutual Insurance Company	
Hartford Insurance Company, The	

There may be other insurers who offer this type of coverage in Wisconsin. Check with your licensed insurance agent to explore your options.