

**Department of Human Services**  
117 East Fifth Street  
P.O. Box 100  
Washburn, WI 54891-0100



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**BAYFIELD COUNTY DEPARTMENT OF HUMAN SERVICES  
TRANSPORTATION COORDINATING COMMITTEE**

**Carla Becker  
Jeff Benton  
Mary Dougherty  
Lori Keefe**

**Carrie Linder  
Jeremy Oswald  
Beth Probst  
Rachel Pufall**

**Sam Ray  
Carol Salimen  
Perri Shuga**

**RE: August, 4th 2020 Transportation Coordinating Committee Meeting**

Dear Committee Members:

Please be advised that the quarterly meeting of the Bayfield County Department of Human Services Aging & Disability Services Advisory Committee will be held on **Monday, August 4th, 2020 at 1:00 p.m.** via **Microsoft Teams**.

Notice is hereby given, in the event the standing committee does not have a quorum, the County Board Chair or Vice Chair may act as an ex officio member (County ordinance, Chapter 3, section 2-3-1 (c)).

Any person planning to attend who, because of a disability, requires special accommodations, should contact the Department of Human Services at 715-373-6144, at least 24 hours before the scheduled meeting time, so appropriate arrangements can be made.

The agenda for the meeting is as follows:

**AGENDA**

1. Call to Order and Introductions
2. Introduction to the Transportation Coordinating Committee
  - A. History and purpose of the committee
  - B. Paperwork for committee members
3. Discussion: Reflection Questions

- A. Values and perspectives
  - B. Expectations and goals
  - C. Needs and objectives
4. Process Mapping
- A. Introduction to process maps
  - B. Summarize discussion into the beginning of a process map for this committee
5. Next Meeting Date and Next Steps
6. Motion to Adjourn

Thank you!

Sincerely,

Jenise Swartley  
Facilitator of Community Care Networks at CORE Community Resources

c: Bayfield County DHS Transportation Coordinating Committee Members

***Purpose:***

***The Transportation Coordination Committee***  
*is a coalition of transportation partners and riders*  
*working together to improve access to reliable transportation networks*  
*to increase social connectivity, economic prosperity,*  
*and community well-being.*

# Resolution

No. 2020-02

## 2020 Department of Human Services Resolution to Restructure the Transportation Coordinating Committee

**WHEREAS**, DHS Resolution No. 2019-04, passed the 22<sup>nd</sup> day of August 2019 established a Transportation Coordination Committee (TCC) under Wis. Admin. Code STrans. 2.10 to develop a plan to address public transportation needs including those of the elderly and other vulnerable populations served by the Human Services Department; and

**WHEREAS** the TCC was established as a subcommittee of the Aging and Disability Services Advisory Committee; and

**WHEREAS** it is desirable to restructure the TCC as an independent subcommittee to the Human Services Board; and

**WHEREAS**, henceforth the TCC will report directly to the Human Services Board;

**NOW, THEREFORE, BE IT RESOLVED**, the Bayfield County Department of Human Services Board assembled this 25th day of June 2020 does hereby approve the restructuring of the Transportation Coordinating Committee or TCC to an independent advisory subcommittee to the Human Services Board.

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James Crandall, DHS Board Chair

## **Reflection Questions**

Please reflect on these questions prior to our first meeting on August 4th at 1 PM. We will be sharing and discussing our reflections to these questions during that meeting.

## **Values and Perspectives**

1. Why do you care about rural transportation?
2. What perspective(s) do you bring to this committee?

## **Expectations and Goals**

3. What would you like to see this committee accomplish together?
4. What do you expect to be able to contribute to this committee?
5. What are your expectations for this committee?
  - How often would you like to meet?
  - How would you like to communicate between meetings?
  - How would you like to work together to accomplish tasks?

## **Needs and Objectives**

6. What information gathering and presenting needs to happen?
7. Who needs to be involved, and in what ways? Consider how we can communicate and collaborate with these people.
8. What kinds of support and resources will be necessary? Consider financial costs, research, outreach, networking, logistics, and more.

# 2018 Bayfield County Transportation Survey Results

**Table #1: Where People Reside & Travel To By Reason for Travel**

Residence (#)	"Errands" (6A)	"Medical Care" (7A)	"Other Needs" (8A)
<b>Barnes (7)</b>	71% Hay, 29% I.R.	54% Hay, 18% Ash, 18% D/S	55% Hay, 27% D/S, 18% Ash
<b>Bayfield Area (129)</b>	63% Bay, 21% Ash, 16% Was	85% Ash, 6% R.C., 4% D/S	46% Ash, 22% Bay & Was, 12% D/S
<b>Bell/Corney Area (26)</b>	54% Ash, 46% Was	72% Ash, 16% D/S, 6% I.R.	40% Was, 33% Ash, 15% D/S, 11% Bay
<b>Cable (100)</b>	69% Cab, 72% Hay	79% Hay, 20% Ash	50% Hay, 30% Cab, 12% Ash, 9% D/S
<b>Clover/Herb Area (13)</b>	50% Ash, 22% D/S, 17% Was	44% D/S, 35% Ash, 22%, I.R.	30% Ash & D/S, 15% Bay & Was
<b>Delta/Mason Area (175)</b>	80% Ash, 9%, I.R., 6% D/S	79% Ash, 7% D/S 6% Hay & I.R.	60% Ash, 17% D/S, 7% Hay&IR
<b>Drummond (54)</b>	56% Cab, 33% Hay, 11% Ash	48% Hay, 43% Ash, 7% D/S	64% Hay, 19% Ash, 15% Cab
<b>Iron River Area (218)</b>	73% I.R., 15% Ash, 12% D/S	48% D/S 34% Ash 17% I.R.	47% D/S, 31% Ash, 18% I.R.
<b>Namakogan (27)</b>	63% Cab, 26% Hay, 11% Ash	58% Ash, 42% Hay	57% Hay, 21% Ash, 17% Cab,
<b>Orienta/Port Wing (58)</b>	56% I.R., 25% Ash, 19% D/S	51% D/S, 28% Ash, 19% I.R.	67% D/S, 20% Ash, 13% I.R.
<b>Red Cliff/Russel (31)</b>	75% Bay, 22% Ash, 3% Was	47% Ash, 47% R.C., 6% D/S	45% Ash, 31% Bay, 14% D/S, 10% W
<b>Washburn (291)</b>	64% Was, 34% Ash, 2% Bay	88% Ash, 6% DI/S & Was	49% Ash, 21% Was, 16% Bay, 13% D/S

## **Breakdown of Veterans**

The 217 veterans who responded to the survey are scattered throughout Bayfield County.

The breakdown is as follows:

27% live in Washburn area

16% live in the Iron River area

16% live in the Delta/Mason area

11% live in the Cable area

The remaining 30% of the veterans are scattered throughout the county, with between 2% and 5% living in any particular area.

Locations veterans travel to most often for various services.

*For Errands:*

28% travel to Ashland  
20% travel to Iron River  
20% travel to Washburn  
16% travel to Cable  
8% travel to Bayfield  
5% travel to Hayward  
3% travel to Duluth/Superior

*For Medical Care:*

58% travel to Ashland  
21% travel to Duluth/Superior  
13% travel to Hayward  
3% travel to Iron River  
3% travel to Red Cliff  
2% travel to Washburn

*For Other Services:*

43% travel to Ashland  
21% travel to Dul/Sup  
13% travel to Hayward  
11% travel to Washburn  
5% travel to Iron River  
4% travel to Cable  
3% travel to Bayfield

***Residence by likelihood of using more local transportation services (1C)***

Of the 556 respondents who said, they would use one or more local transportation services, *if the services were available:*

22% reside in Washburn area  
22% reside in the Iron River area  
15% reside in Delta/Mason area  
11% reside in the Bayfield area  
9% reside in the Cable area  
7% reside in the Orienta/Port Wing area  
5% reside in the Drummond area  
3% reside in the Clover/Herbster area  
3% reside in the Bell/Cornucopia area  
3% reside in the Red Cliff /Russel area

Of the 544 respondents who said, they would use one or more local transportation services, *if it were convenient to schedule pick-up and return trips*:

- 26% reside in Washburn area
- 22% reside in the Iron River area
- 15% reside in the Delta/Mason area
- 9% reside in the Bayfield area
- 7% reside in the Cable area
- 6% reside in the Orienta/Port Wing area
- 3% reside in the Drummond area
- 3% reside in the Clover/Herbster area
- 3% reside in the Bell/Cornucopia area
- 3% reside in the Red Cliff /Russel area
- 1% reside in the Namakogan area
- 1% reside in the Barnes area

**Table #2: Preferred Service (percentage) by Residence (2C)**

For those who said they would use a local transportation service if available (923)

<u>Residence</u>	<u>Comm. Van/Bus</u>	<u>Taxi/Uber/Lyft</u>	<u>Volunteer Driver</u>	<u>Veterans Adm.</u>	<u>SMV</u>
Barnes	71%	14%	14%	0%	0%
Bayfield Area	59%	27%	10%	1%	3%
Bell/Cornucopia	68%	20%	12%	0%	0%
Cable	56%	28%	12%	3%	1%
Clover/Herbster	71%	19%	5%	5%	0%
Delta/Mason	54%	25%	14%	4%	3%
Drummond	51%	22%	20%	5%	2%
Iron River Area	52%	26%	16%	3%	3%
Namakogan	46%	46%	4%	0%	4%
Orienta/Port Wing	45%	31%	16%	6%	2%
Red Cliff/Russel	64%	16%	3%	6%	10%
Washburn Area	61%	27%	8%	3%	1%

It appears that regardless of where one resides the preferred transportation service is a Community Van or Bus service, followed by a Taxi-cab, Uber or Lyft service. The third most preferred (though well behind the first two) service would be a Volunteer Driver/Escort service.

***Preferred Days (4C) and Times (5C) by Residence***

For those who said they would use a local transportation service if available, there were no statistical differences between residence and preferred days and times. For example, residence did not matter in terms of the preference for Mondays, Wednesdays, and Fridays. Additionally, residence did not matter in terms of preference for morning and afternoon services.

***Table#3: Employment Status By Where Travel To For Errands***

<u>Employment Status</u>	<u>Ashland</u>	<u>Bayfield</u>	<u>Cable</u>	<u>Dul/Sup</u>	<u>Hayward</u>	<u>Iron River</u>	<u>Washburn</u>
Retired	31%	8%	12%	5%	7%	20%	18%
Working FT/PT	31%	11%	11%	3%	4%	17%	23%
Not Working Oth.	37%	17%	4%	0%	7%	15%	21%

***Table#4: Employment Status By Where Travel To For Medical Care***

<u>Employment Status</u>	<u>Ashland</u>	<u>Dul/Sup</u>	<u>Hayward</u>	<u>Iron River</u>	<u>Red Cliff</u>	<u>Washburn</u>
Retired	61%	18%	12%	6%	2%	2%
Working FT/PT	62%	17%	10%	6%	3%	2%
Not Working Oth.	55%	9%	11%	13%	6%	6%

***Table #5: Employment Status By Where Travel To For Other Needs***

<u>Employment Status</u>	<u>Ashland</u>	<u>Bayfield</u>	<u>Cable</u>	<u>Dul/Sup</u>	<u>Hayward</u>	<u>Iron River</u>	<u>Washburn</u>
Retired	40%	5%	5%	22%	12%	7%	9%
Working FT/PT	39%	10%	4%	23%	10%	4%	11%
Not Working Oth.	46%	10%	2%	10%	10%	8%	13%

Tables 3, 4, and 5 show that regardless of travel the reason or employment status, people are most likely to travel to Ashland for services.

**Table #6: Likelihood of Using a Local Transportation Service if Unable to Drive (UAD) by Residence**

Percentages in the table indicate the combined percentage of those who said they would be either “most” or “somewhat” likely to use a local transportation service if they were temporarily or permanently unable to drive (UAD).

<u>Residence</u>	<u>Temporarily UAD (12a)</u>	<u>Permanently UAD (1d)</u>
Barnes	75%	80%
Bayfield Area	70%	85%
Bell/Cornucopia	25%	42%
Cable	35%	77%
Clover/Herbster	25%	63%
Delta/Mason	24%	51%
Drummond	17%	64%
Iron River Area	28%	59%
Namakogan	22%	53%
Orienta/Port Wing	29%	57%
Red Cliff/Russel	83%	88%
Washburn Area	71%	88%

The likelihood of using a local transportation service varies by both residence and by time-period of inability to drive oneself. In a situation in which someone is unable to drive for a year or less, a majority of residence of Barnes, Bayfield, Red Cliff, and Washburn would likely use a local transportation service if available. In a situation in which someone was permanently unable to drive, a majority of residence in all areas of Bayfield County, except for the Bell/Cornucopia area, would likely use a local transportation service if available.

## **Key Findings from the 2018 Transportation Service Questionnaire Tri-County Transit Team (prepared by Kevin Schanning & Jacob DeBruin)**

### Purpose

The transportation survey was designed to provide information to the Tri County Transit Team for Ashland, Bayfield and Douglas Counties about transportation services, interests and capabilities, particularly in the more remote, rural portions of the three counties. Through the survey process, information was obtained from area residents regarding their interest in utilizing transportation services now and in the future as their needs and the services themselves evolve.

The following sections of key findings correspond to sections of the survey as it was originally distributed, except that demographics summaries from Section E are presented first.

### Section E: Demographics

- ✓ When asked about their employment status, 31% (10% decrease compared to 2007 survey) of respondents reported being employed full-time or part-time, 45% reported being retired and not working (8% increase compared to 2007 survey), and 20% reported being retired and working or volunteering part-time (9% increase compared to 2007 survey).
- ✓ The number of respondents who reported being a U.S. military veteran, was 19% (6% decrease compared to 2007 survey).
- ✓ Respondent's annual household annual income before taxes for 2017 varied significantly with 6% of respondents reporting a household annual income of \$10,000 or less (20% of respondents reporting a household annual income of \$19,999 or less, 11% reporting an annual income between \$30,000-39,999 (4% decrease compared to 2007 survey), and 20% reporting their income at \$75,000 or more (8% increase compared to 2007 survey). The most frequently reported income category was \$50,000 to \$74,999 (23%). This differs to the 2007 survey, with the most frequently reported income category being \$10,000 to \$19,999.

### Section A: How Respondents Get Around Locally

- ✓ The vast majority of respondents (96%) lease or own their own vehicles and have valid driver's licenses (96%).
- ✓ The cities of Ashland is the most frequently traveled to destinations to complete local errands, receive medical care, and other reasons.
- ✓ Sixty-two percent of respondents drove a personal vehicle to make local trips
- ✓ Sixty-four percent of respondents reported that gas price has not affected or changed their driving habits. Of the respondents who reported that gas prices do affect or change their driving habits, 35% made fewer trips and 32 percent combined trips.
- ✓ Most respondents would rely on friends, family members, other household members and neighbors to meet their transportation needs in the event that respondents would be temporarily unable to drive themselves to complete errands or access services.

- ✓ Only 23 percent of respondents reported being very satisfied with locally available transportation services. The majority (47%) of respondents reported being neither satisfied nor dissatisfied with these services (6% decrease compared to 2007 survey).

### Section B: Respondent's Knowledge and Use of Local Transportation Services

- ✓ For the 60% of respondents who answered the question about the one best source of information about local transportation services the most common responses were reported: the newspaper (27%), the phonebook (14%), a government service agency (13%), and word of mouth (11%).
- ✓ Respondents reported that the most important things they would need to know about local transportation services are: what services are available where they live (61% [26% decrease compared to 2007 survey]), do the services travel where I want to go (70%), the schedule of such services (57% [22% decrease compared to 2007 survey]), and how much these services would cost (39% [39% decrease compared to 2007 survey]).
- ✓ The words that best describe a respondent's community's current transportation services that were most selected include: Nonexistent (413, 17%), Accessible (290, 12%), Inconvenient (217, 8.75%), and Convenient (212, 8.55%).
- ✓ For the respondents who answer the question concerning the best way(s) to improve transportation options, common responses include: more information, more accessibility, and more convenience.

### Section C: Priorities for Local Transportation Services

- ✓ Respondents reported that they would use one or more local transportation services, if services were available (14%) or if it were convenient to schedule pick-up and return trips (14%).
- ✓ Respondents reported that, if available, they were much more likely to use a community van or public bus service (same as 2007 survey) than use any other service.
- ✓ The most important trip purposes for respondents to be able to make use of local transportation services include: medical care provider(s) (587, 53%), shopping (570, 50%), services (post office, hair care, legal, accounting, etc.) (327, 32%), and job (225, 25%).
- ✓ Respondents reported that they would most likely use a local transportation service during the week as opposed to the weekend (same for 2007 survey).
- ✓ Respondents stated they were most likely to use a local transportation service in the mornings and afternoons (same as 2007 survey).
- ✓ Most respondents reported that transportation specialists providing "one call does it all" information about services and options (485, 50%), expansion of existing services so they would be readily available (430, 46%), and marketing to promote awareness of the local transportation services that are available (367, 38%).

#### Section D: Factors that May Limit Travel

- ✓ Eighty-eight percent of respondents who answered yes or no as to whether age, health, income, or some other factor currently limits their ability to make local trips independently reported no. This is different from the total of 81% of respondents who reported that some factor such as age, health or income currently limit their ability to make local trips, with the primary causes of their limitation being disability, financial constraints, and age restrictions, in the 2007 survey.
- ✓ Sixteen percent of respondents reported that someone else, most frequently a family member, frequently takes them where they need or want to go (9% decrease compared to 2007 survey).

#### Section E: Non-demographic Questions

One final question from section E deserves special attention. When asked about how the cost of transportation services should be charged to the user, 39% of respondents said that fees should be a percentage of actual costs using a sliding scale based on the rider's income (4% decrease compared to 2007 survey).