

**Table 6  
Action Plan Summary  
Florence County  
2019 - 2023**

| <b>Action Item</b>  | <b>Responsible Party</b>   | <b>Implementation Schedule</b> | <b>Roadblocks to Implementation</b>                       |
|---|--|--------------------------------|---|
| Utilize Section 5310 Program and submit applications for capital equipment (buses and vans) as needed to replace existing fleets. | ADRC of Florence County  | 2019-2023                      | Dependent on Funding                                      |
| Continue to update the transportation service user-guide and provide more details of transportation service resources.            | ADRC of Florence County  | On-going                       | No Roadblocks   |
| Continue to assess utility of new programs and alternative funding sources for possible local applications.                       | ADRC of Florence County and Florence County  | On-going                       | May Need Full Board Approval                              |
| Better representation on the Transportation Advisory Council.   | ADRC of Florence County  | 2019-2023                      | Willing Participation from others                         |
| Improve transportation coordination and cooperation with neighboring counties.  | ADRC of Florence County, neighboring counties, and Bay-Lake Regional Planning Commission | 2019-2023                      | Time intensive coordination with few riders               |
| Continue to offer customer travel booklet.  | ADRC of Florence County  | On-going                       | No Roadblocks   |
| Improve Service Convenience.  | ADRC of Florence County  | On-going                       | Cooperation of riders                                     |
| Continue to offer the <i>Work-N-Wheels Program</i> and explore other transportation programs offered thru NEWCAP                  | ADRC of Florence County, Florence County, and NEWCAP, Inc.                               | Yearly<br>2019-2023            | No roadblocks.  |
| Explore options, if needed, for an additional transportation service provider in Florence County.                                 | Florence County  | 2019-2023                      | reliant on outside assistance/provider                    |
| Improve recruitment of volunteer drivers.   | ADRC of Florence County  | 2019-2023                      | Available staff to find quality volunteer drivers         |
| Assess the need for a larger transport vehicle.   | Florence County  | 2019-2023                      | No roadblocks   |
| Explore the need for a Specialized Medical Vehicle.   | Florence County  | 2019-2023                      | considerable effort between providers/volume/profit ratio |
| Conduct annual education as a component of a larger marketing plan for Florence County transportation services.                   | ADRC of Florence County  | Yearly<br>2019-2023            | No roadblocks   |
| Conduct a customer satisfaction survey regarding Florence County transportation services.   | ADRC of Florence County  | Yearly<br>2019-2023            | No roadblocks   |
| Develop a transportation service directory including taxi services and other transportation providers in the surrounding areas.   | ADRC of Florence County  | 2019-2023                      | No Roadblocks   |