



Mobility Management of Brown County

"Creating Independence"

Mobility Management Program of Brown County

Mobility Management of Brown County contributes to long-range planning goals of the county and our extensive network of partners, to move older adults and individuals with disabilities where they need to go at a price they can afford.



Mobility Management is **not** a service provider and the Mobility Coordinator does **not** schedule rides.

MOBILITY COORDINATOR

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THE BROWN COUNTY VOUCHER PROGRAM

The Brown County Voucher Program was created to supplement, not replace, transportation options for older adults and individuals with disabilities, and provide an opportunity to access affordable transportation when the current system won't meet their needs. The program is subsidized with contributions from Brown County and Green Bay Metro and allows qualified individuals to purchase vouchers at 50% the face-value. Qualified individuals then may use the full value of the vouchers to pay for rides with participating private-pay transportation providers, such as ADA accessible vehicles and taxi cabs.

Following months of research and data-collection, input and guidance from residents and community stake-holders, the voucher program became a viable option to meeting a critical need for Brown County's most vulnerable residents. The program offers the most cost-effective solution to closing transportation gaps in our community by effectively partnering with existing services. The program prevents duplicating or creating new services, or jeopardizing existing services. This program also addresses the challenge of service areas and hours of operations as we recognize people's needs do not end when service stops for the day.

The Voucher Program began selling vouchers in November, 2018. Vouchers are sold in denominations of 1s, 5s, 10s and 20s, available only through the Mobility Coordinator at Green Bay Metro. Vouchers expire at midnight, December 31 of the year in which it was purchased.

More information can be found at Green Bay Metro's website: <https://greenbaymetro.org> or by contacting Jennifer Hallam-Nelson, Mobility Coordinator at 920-448-3450 or voucher@greenbaywi.gov.

Announcements & Updates

- Visit Green Bay Metro website and download the Bus Tracker app on your smart phone.
- Trip planner is now available on Green Bay Metro website and is integrated in to the Bus Tracker app.
- Call 448-3450 for FREE Travel Training. Learn how to use and ride the public fixed route system.
- Curative Connections continues to provide low-cost transportation for older adults and individuals with disabilities Mon-Fri. Call 227-4272 for information or register.
- VOLUNTEER DRIVERS NEEDED, especially in rural areas of Brown County. Call Curative Connections at 920-227-4272 for information on how you can help!

Mobility Management Programs at work in Wisconsin

Projects at work in Wisconsin:

Lack of transportation is consistently identified as the number one concern of people with disabilities and older adults. Wisconsin Transportation Survey results released from Survival Coalition of Wisconsin Disability Organizations reflects need and gaps throughout the state.

Bus Tracker App

This user-friendly and free app is available to download from Metro's website to your smart phone.

On the Bus Tracker App, you can:

- Locate your bus in real-time.
- Select your route and find all the stops.
- Mark your favorite stops
- Receive alerts for detours, etc.
- Receive announcements
- View full city, interactive map with all buses. running, in real-time.
- Provide feedback, simple, quick and easy!

No smart phone? You can still use the app directly on our website from any computer.



New Trip Planner will be on Metro's website soon!

When asked where they need transportation to, 86% stated 'visit my family', 84% stated 'attend community events', 82% stated 'medical help', and 80% stated 'to get groceries'. Current transportation services limit respondents to community participation, medical care, visiting family, ability to find/keep a job, living options and ability to vote.

72% of respondents have trouble finding transportation at least 30% of the time, and 45% said they can't get where they need to go 50% of the time.

Respondents identified the top most important features of any transportation option: reliability, availability, flexibility, affordability, on-demand scheduling, geographic range, safety and accessibility.

Some of the transportation challenges identified included: not being available at times I need it; it doesn't go where I need to go; must be scheduled too far in advance and it doesn't accommodate to changes in my needs or schedule; and not having enough money to pay for rides I need.

You can view the survey in full at:

<http://www.survivalcoalitionwi.org/wp-content/uploads/2018/09/wi-transportation-survey-infographic.pdf>

Personal Story:

By Jennifer Hallam-Nelson

Few jobs are as gratifying as the Mobility Coordinator position which incorporates Travel Training.

I am able to tackle the intellectual side of research and program planning and the challenges of piecing together transportation options for Brown County residents who call upon me for help. The social and emotional side is equally satisfactory; training individuals with disabilities how to ride a bus provides me the ability to make a difference.

Watching a trainee suddenly understand a difficult trip plan, get excited about their future potential and life of independence is very personal, sentimental and exciting. I am grateful to play a small role in their lives in this way. Together we celebrate the victories, no matter the size.

As we approach the end of 2018 and holidays fall upon us, I wish to thank everyone who supports the Mobility Management Program and those who participate in the travel training program.

Nothing is impossible when a team of like-minded individuals pull together for the common good to benefit this community.

Thank you for allowing me to be a part of it. Happy Holidays!