



Transportation Call Center

Nathanael Brown – Transportation Coordinator
Health and Human Needs Committee – July 14, 2022

Transportation Call Center Overview

- Part of the Disability & Aging Services Division
- Staffed by Transportation Coordinator and Mobility Program Specialist
- Reports regularly to Specialized Transportation Commission
 - Committee is required to review grant applications
 - Includes 4 County Supervisors, Transportation Providers, and Consumers/Advocates
- Anyone can call for information: 608-242-6489
- Discuss transportation issues and goals
- Handled 12,597 calls and coordinated 184,130 rides in 2021

Transportation Call Center Funding

- s85.21 County Elderly & Disabled Transportation Assistance
- s85.20 State Urban Mass Transit Operating Assistance
- 5310 Enhanced Mobility of Seniors & Individuals with Disabilities Program
- County levy (required match for grant programs)
- Passenger donations

Contracted Organizations

- Great Lakes DryHootch
- NewBridge
- YWCA of Dane County
- Flywheel Skill Share (formerly known as Dane County TimeBank)
- RSVP of Dane County
 - Driver Services – volunteer drivers
 - Vets Helping Vets
 - Bus Buddy travel training program
- Southwestern Wisconsin Community Action Program, Inc

Referral Organizations

- Metro Transit
- Shared-Ride Taxis
- Veteran Service Office
- Job Center
- RideShare
- Cambridge Area Resource Team
- American Cancer Society Road to Recovery
- Veyo – Wisconsin Medicaid Transportation Broker

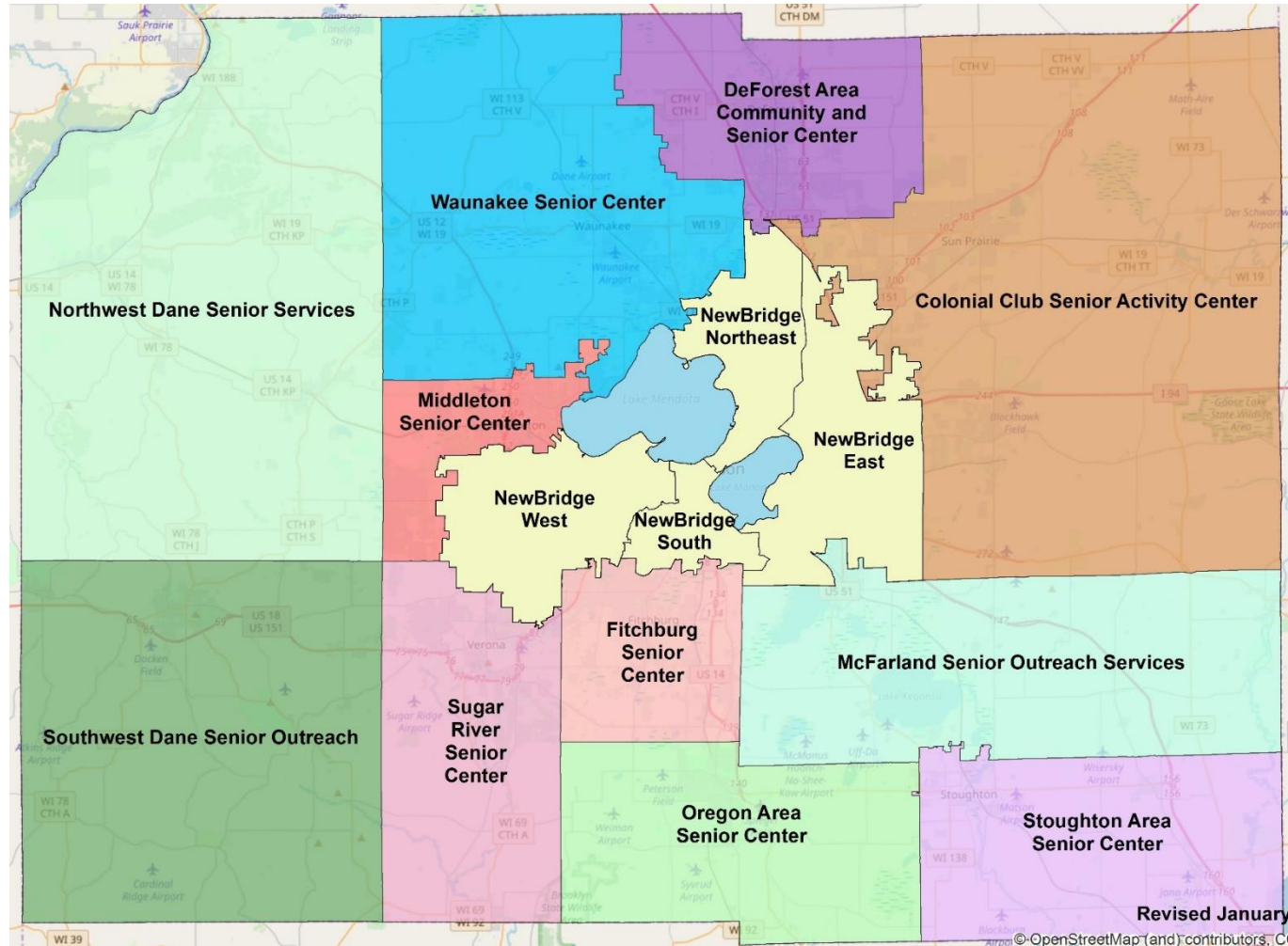
Bus Passes for Employment

- For individuals searching for work or starting new employment
- Can receive a 31-day Metro Transit bus pass
- Recipients are provided with information on Metro's reduced price bus pass programs

Dane County Group Rides

- Group Access Service & Rural Senior Group – 2 names, same service
- Adults age 60 or older and person with disabilities who live in their own home or apartment
- Rides to Senior Focal Points for lunch and to stores for groceries and general shopping
- Routed group service from door to door
- Accessible vehicles
- Assistance with curbs, stairs and bags
- Reserved through the local Senior Focal Point

Dane County Group Rides



- 1 bus serves each of the Senior Focal Point service areas each day.

Dane County Group Rides



Transit Solutions Bus Trips - Verona

-Please contact the Verona Senior Center to make a reservation – (608) 845-7471.

-Shopping riders are allowed up to six grocery bags. Our drivers will assist you with unloading your groceries.

- No fare will be collected. Donations accepted.

-Passengers must be age 60 and over who live in their own home/apartment or have a disability.



Monday	Tuesday	Wednesday	Thursday	Friday
Lunch Rides: Pick-up: 10:30am Return: 12:30pm	Lunch Rides: Pick-up: 10:30am Return: 12:30pm In-town Shopping at Festival Foods: Pick-up: 10:00am Return: 12:00pm	Lunch Rides: Pick-up: 10:30am Return: 12:30pm In-town Shopping at Millers: Pick-up: 10:00am Return: 12:00pm	Lunch Rides: Pick-up: 10:30am Return: 12:30pm Out-of-Town Shopping Rides: Pick-up: 10:00am Return: 12:00pm	Lunch Rides: Pick-up: 10:30am Return: 12:30pm Food Pantry Trip to BPNN: Drive thru only

Shuttle Rides:
Available every day between 9:30am and 2:00pm in Verona. Destinations include local stores, hair salons, and appointments. Call the Senior Center to inquire. Rides cannot interfere with other scheduled trips.

- Example of group ride schedule

Date modified: 12/01/2021

Transportation Assistance & Rural Access

- Rides for adults age 60 or older and person with disabilities who live in their own home or apartment anywhere in Dane County
- Individual door to door rides to medical appointments and a limited number of other essential services
- Accessible vehicles
- Assistance with curbs and stairs if needed
- Reserved directly through the Transportation Call Center
 - Other options are discussed and referrals may be made before a ride is booked

Ride Reservation Process

- Customer calls the Transportation Call Center at 608-242-6489 or sends an email to transportationcallcenter@countyofdane.com
- TCC staff determine for which programs caller is eligible and complete registration for new customers
- Travel need is reviewed and options are discussed
- At this point referrals may be made to partner organizations
- TCC staff contact transportation providers to reserve ride
- Ride information is confirmed with the customer
- Customer receives ride

Transportation Call Center Contacts

- 608-242-6489
- transportationcallcenter@countyofdane.com
- 2865 N Sherman Ave Madison, WI 53704
- Walk-in customers welcome!

