

2017 Dane County Department of Human Services Transportation Department

<u>Rural Senior Group Program</u> Adults age 60+ and persons with disabilities who live in their own homes or apartments outside of the Madison Metro area are eligible. Group rides to community/senior centers, nutrition sites, grocery/general shopping and social activities. Accessible vehicles are provided.	<u>Rides</u> 31,151
<u>Group Access Program</u> Adults age 60+ and persons with disabilities who live in their own homes or apartments inside the Madison Metro area are eligible. Group rides to community/senior centers, nutrition sites, grocery/general shopping and social activities. Accessible vehicles are provided.	19,796
<u>Retired Senior Volunteer Program</u> Adults age 60+ and persons with disabilities who live in their own homes or apartments are eligible. Individual rides to medical appointments and home delivered meals. Vehicles are not accessible. Drivers use their own cars.	103,775
<u>Community Access Rides</u> Individuals who live in their own homes or apartments not served by volunteer driver programs are eligible. Medical Transportation Assistance limited to non-MA billable medical trips. Older Adult Transportation Assistance and Rural Access Transportation Programs provide individual community access needs.	928
TOTAL	155,650

DCDHS Transportation Call Center

The DCDHS Transportation Center (Call Center) is a single point-of-entry for transportation information in Dane County. The Call Center is staffed by a Mobility Manager and information on all available transportation resources are provided. The Call Center provides personalized identification of transportation options based on program specific eligibility requirements. Public Transit and Human Services Transportation Programs are the most commonly used modes of transportation for elderly who do not drive a vehicle or choose not to drive.

Number of requests for information, referral or ride authorizations in 2017.	4,082
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Bus Buddy Program

Through life changes many elderly are unable to drive their own vehicles or choose not to drive. Transit training and usage is an option that allows these individuals access to the community.

The Bus Buddy (BB) Program utilizes qualified volunteers to train and accompany passengers on fixed bus route or other public transportation to familiarize them with transit usage. The BB Program also offers group transit familiarization trips to enjoyable locations. The group trips include training on using the ride guide and metro website and individual trip planning.

Number of Bus Buddy Excursions in 2017.	5
Number of Excursion participants.	124