

## **DANE COUNTY DEPARTMENT OF HUMAN SERVICES TRANSPORTATION SERVICES**

### **DANE COUNTY DEPARTMENT OF HUMAN SERVICES (DCDHS) TRANSPORTATION CALL CENTER**

Anyone may call the DCDHS Transportation Call Center (Call Center) for detailed transportation information, referrals to programs or providers, eligibility determination, ride authorization, or other services. Information on all available transportation resources is provided, including both county-funded and other programs. There is no charge for services. The Call Center is available to anyone seeking information about transportation services in Dane County. The DCDHS Transportation Call Center number is (608) 242-6489.

### **RURAL SENIOR GROUP TRIPS**

Adults aged 60 and over and persons with disabilities who live in their own homes or apartments receive rides to community/senior centers, nutrition sites, grocery/general shopping, food pantries, pharmacies, libraries and selected social activities. Medical trips are not provided. The fare for this service is \$0.50/one-way trip for nutrition, \$1.00/one-way for in-town shopping, and \$1.50/one-way for out-of-town shopping, but no one is denied service to meal sites or food pantries because of inability to pay. Vehicles are accessible; service is door-to-door; and passengers are assisted with curbs and stairs. This is a routed, group service. Service coordination is based on local centers; trip days and times are arranged by area senior service centers. Service area is all of Dane County, except for areas served by the Group Access Service.

### **GROUP ACCESS SERVICE (GAS)**

Madison/Middleton/Monona adults aged 60 and over and persons with disabilities who live in their own homes or apartments receive rides to community/senior centers, nutrition sites, grocery/general shopping, farmers' markets, food pantries, pharmacies, libraries and other selected social activities. Medical trips are not provided. The fare is \$0.50/one-way trip for nutrition and \$1.00/one-way for shopping and \$1.50/one-way for out-of-town shopping, but no one is denied service to meal sites or food pantries because of inability to pay. Vehicles are accessible; service is door-to-door; and passengers are assisted with stairs and curbs. This is a routed, group service. Routes are neighborhood-based.

### **RETIRED SENIOR VOLUNTEER PROGRAM (RSVP) DRIVER ESCORT SERVICE AND DANE COUNTY TIMEBANK (DCTB) DIALYSIS TRANSPORTATION PROGRAM**

Adults aged 60 and over (RSVP) or persons on hemodialysis (DCTB) receive rides to medical appointments. Donations are accepted but no one is denied service because of an inability to pay. The service is door-to-door, and drivers will assist passengers in getting to the correct location within the clinic or hospital. Rides are provided in the volunteers' own cars and are usually not accessible. These are individual, not routed group rides. Service is coordinated through RSVP and DCTB. Service area is all of Dane County.

### **CLIENT EMPLOYMENT TRANSPORTATION: RIDELINE (RL) AND EMPLOYMENT TRANSPORTATION ASSISTANCE (ETA)**

RL: Rural persons with disabilities receive rides to work, volunteer opportunities, education or training. Vehicles are accessible and service is door-to-door. Passengers are assisted with curbs and stairs. RL is an individualized, demand-responsive service. The service area is all of Dane County. Transportation is generally limited to a few rides per year. ETA: Low-income persons receive bus passes for employment searches. ETA is a transit-based fare-assistance program. The service area is the Metro Transit service boundaries. Bus passes are limited to one monthly pass per year. Rides for both programs are approved through the DCDHS Transportation Call Center. Funding for this program is limited.

## OLDER ADULT TRANSPORTATION ASSISTANCE (OATA) AND RURAL ACCESS FOR PERSONS WITH DISABILITIES (RU)

Adults aged 60 and over and persons with disabilities who live in their own homes or apartments receive rides to services which enhance their ability to remain independent and in their own homes. Passenger co-pay is based on ability to pay. Vehicles are accessible; service is door-to-door; and passengers are assisted with curbs and stairs. These are individualized, demand-responsive services. Rides are approved through the Transportation Call Center. Funding for these programs is limited, and only rides which are not covered by other funding or ride programs are eligible. Service area is Madison, Monona and Middleton (OATA) or outside public transit service areas (RU). All of Dane County is serviced

## VETERAN'S TRANSPORTATION

- **DryHootch Veterans Transport:** Veterans with any discharge and/or disability status receive rides to needed appointments and services. Donations are accepted but no one is denied service because of an inability to pay. The service has scheduled stops, but individuals may receive door-to-door service based on need. Vehicles are accessible. Rides are scheduled through the DryHootch of America Madison office. Service area is Dane County and surrounding communities. For information: (608) 250-2540.
- **Ride With Pride:** Veterans with VA disability status or have a needs-based VA pension receive a Metro Transit Commute Card (an annual bus pass). There is no co-pay. Service is curb-to-curb. Metro mainline buses are accessible, but this is not a paratransit pass. Service is accessed through the County Veterans Service Office. For information: (608) 266-4158.
- **Vets Helping Vets:** Veterans with any discharge and/or disability status receive rides to needed appointments and services. Donations are accepted but no one is denied service because of an inability to pay. The service is door-to-door, and drivers will assist passengers in getting to the correct location within the clinic or hospital. Rides are provided in the volunteers' own cars and are usually not accessible. These are individual, not routed group rides. Service is coordinated through RSVP. Service area is all of Dane County. (This program is not currently funded by Dane County, but listed here for clarity). For information: (608) 238-7787.

## DANE COUNTY VEHICLE LOAN/VEHICLE REPAIR PROGRAM

Eligible rural low-income workers who live or work outside of public transit service areas receive zero-interest loans and family financial planning courses. Recipients are required to ride-share where possible. This is a revolving loan fund. Loan applications are approved by DCDHS and Southwest Community Action Work-N-Wheels Program. Service area is rural Dane County.

## DIVERSITY PROGRAMMING TRANSPORTATION

Persons attending culturally-specific programming approved by the DCDHS receive group or individual rides to program sites. Passenger co-pay is based on ability to pay and no-one is denied service because of inability to pay. Accessibility is based on passenger need. Eligibility is determined by approved program providers, and transportation is arranged by the program provider. Service area is all of Dane County.

## MEDICAL TRANSPORTATION SUPPLEMENTAL PROGRAM

Persons with medical treatments which are frequent, of long duration, or distant from the patient's home, receive temporary assistance with transportation costs not covered by Medical Assistance. Passenger co-pay is based on ability to pay. Accessibility is based on passenger need. Eligibility, coordination and services are arranged through the Transportation Call Center. Funding for this program is limited. Service area is all of Dane County.

## **MOBILITY TRAINING PROGRAM**

Eligible passengers of ADA complementary paratransit or other specialized transportation services receive training to permit them to use mainline transit. Training is provided by Certified Occupational Therapy Aids. There is no fare during training, and if upon graduation, the rider migrates a sufficient number of trips from paratransit to fixed-route services, Metro Transit will provide a free commuter bus pass. Service is coordinated through the Transportation Call Center. Service area is the Metro Transit service boundaries.

## **BUS BUDDY PROGRAM**

Persons unfamiliar with Metro Transit routes, shared-ride taxi transit programs, or county-funded group ride programs are assigned a volunteer Bus Buddy for route familiarization and other support while learning to use the service. There is no fare while participating in the program. The program offers individual training and group training by offering organized excursion to places within the Metro Transit area while learning to use the bus. Service is coordinated through the Transportation Call Center. Service area is the Metro Transit service boundaries.

## **ALTERNATIVES TO INCARCERATION/JAIL SERVICES**

Persons in the Dane County Jail or Huber Center receive rides or bus tickets to employment or other activities. There is no co-pay. Rides are approved and scheduled by the facility. Service area is the Metro Transit service boundaries.

## **YWCA TRANSPORTATION SERVICES**

- **Employment Transportation:** Rides to employment for low-income persons without other transportation options. Rides are arranged and provided by the YWCA of Dane County. Vehicles are accessible and the service is door-to-door. This program serves most of Dane County, but prospective riders in rural areas must have two co-riders to a similar destination, and make a three-month commitment.
- **Safe nighttime rides** are provided to women and children at risk for sexual assault, and to second- and third-shift workers without access to safe transportation. Daytime rides to approved employment-related activities, food pantries, human service appointments, etc., are provided to eligible men and women. Rides are free, and are provided by volunteers in agency vehicles. Rides are arranged and provided by the YWCA of Dane County. The service is door-to-door, and serves most of Dane County.

## **METRO+PLUS**

Eligible passengers receive rides to destinations within the Metro Transit Service area. Eligibility is determined by Metro Transit. The passenger fare is \$3.25/one-way trip. The service is door-to-door, and vehicles are accessible. These are individual, not routed group rides. Service is coordinated through Metro Transit.