

DANE COUNTY DEPARTMENT OF HUMAN SERVICES TRANSPORTATION PROGRAMS

TRANSPORTATION CALL CENTER

The Transportation Call Center (CC) is a single point of entry for transportation information in Dane County. Information on all available transportation options is provided: public transit, Human Services transportation programs, ride-sharing and other transportation services. Services provided include identification of transportation availability; options counseling; introduction and referral to public transit and individual/group ride services; assessment, eligibility determination and ride authorization for specialized transportation; enrollment in travel training programs and follow up assistance in maintaining mobility. There is no charge for services. The CC is available to anyone seeking information about transportation services in Dane County. The Transportation Call Center number is (608) 242-6489.

RURAL SENIOR GROUP TRIPS (RSG) – RURAL DANE COUNTY

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, food pantries or grocery stores because of inability to pay. Vehicles are accessible. The 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) – URBAN DANE COUNTY

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, food pantries, pharmacies, libraries and 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, but no one is denied service to meal sites, food pantries or grocery stores because of inability to pay. Vehicles are accessible. The service is door-to-door and passengers are assisted with curbs and stairs. This is a routed, group service. Routes are neighborhood-based.

RETIRED SENIOR VOLUNTEER PROGRAM (RSVP) DRIVER ESCORT SERVICE AND DANE COUNTY TIMEBANK (DCTB)

Adults aged 60 and over (RSVP) or DCTB members 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 TRANSPORTATION ASSISTANCE – RURAL RIDELINE (RL) AND EMPLOYMENT TRANSPORTATION ASSISTANCE (ETA)

The RL program serves rural senior and persons with disabilities. Participants 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. The ETA program serves low income individuals. Participants receive bus passes for employment searches. ETA is a transit-based fare-assistance program. The service area is the Metro Transit service boundaries. Rides for both programs are approved through the Transportation Call Center. Funding for this program is limited.

OLDER ADULT TRANSPORTATION ASSISTANCE (OATA) AND RURAL ACCESS (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 all of Dane County (OATA) or outside public transit service areas (RU).

VETERAN TRANSPORTATION

- DryHootch Veterans Transport: Veterans with any discharge and/or disability status receive rides to needed appointments and services. 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 (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 Dane 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.

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 and service is coordinated 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 excursions 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.