

COVID-19 Vaccine Transportation for Dane County Older Adults, 65+



***Have you exhausted all options available
to you and still need a ride to your
COVID-19 vaccine appointment?***

NO COST FOR DANE COUNTY RESIDENTS.



***Funded by Dane County
Department of Human Services.
Coordinated by NewBridge.***

(608) 512-0000 Ext. 3 - English

(608) 512-0000 Ext. 2 - Spanish

(608) 695-2773 - Tham lus Hmoob, Nplog, Qhab
Mim (Khmer), Tibetan, Nepali



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Dane County Transportation Manager

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Transportation To Vaccination Sites

Dane County Eligible Populations

- Frontline health care personnel
- Residents/Staff in skilled nursing homes and long-term care facilities
- Police and fire personnel, correctional staff
- Adults ages 65 and over

Transportation Demand

Present Dane County Call Center unable to handle additional calls.

Create a second Dane County Call Center exclusively to dispatch vaccination transportation needs.

Partnership with NewBridge Senior Center. Staff person to open second Call Center

Partnership with private transportation providers to provide rides.

Call Center Training Tools

Call Center Guidelines
and
Ride Tracking Tool

Call Center Guidelines

Eligibility Criteria

- Elderly 65+
- Veterans
- Living independent in their own homes/apartments.
- Must have a scheduled vaccination appointment

Directions

- Customer dialog
- Vendor dialog

Vendors

- Accessible if required
- Service all of Dane County
- Sunday Through Saturday
- Drop off sites only

Rides not Available to:

- Individuals allowed to use NEMT
- Nursing Home residents
- Assisted Living Centers residents

Ride Tracking Tool

Data collection tool for each ride

Data entered into Call Center software program

Software reports: cost, total rides, etc.

[illegible]

Funding

State

Local

CRRSAA

STATE

- Transfer existing state funds among programs.
- COVID resulted in program closures: RSVP and Cultural Diversity Programs.
- COVID resulted in new programs: Vaccination Transportation, Dane County Delivers – Senior Grocery Shopping and COVID Testing Transportation.

CRRSAA

- New Funding to meet Vaccination Transportation demands.
- Greater Madison Metropolitan Planning Organization.
- 5310 competitive application.

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