IMPORTANT NOTE

The Transportation Program is **CANCELLED** when weather conditions make traveling hazardous. Local radio and television stations announce such closings. Radio stations that announce weather closings are 1430 AM WBEV, 95.3 FM WXRO, 1170 AM WMRH, 1580 AM WTTN, 1540 AM WTKM and 105 FM WTKM. Television stations that announce closings are 4, 6 and 12. Please watch and listen to local TV and radio stations during inclement weather in Dodge County to see if transportation is closed. If you are not sure if rides for Dodge County Transportation are cancelled, please call the Transportation office. The Transportation office does NOT call when rides are cancelled for hazardous weather conditions.

TRANSPORTATION RESERVATION PROCEDURE

Driver resources are limited and schedules fill up quickly, so a trip request does not guarantee that a ride will be furnished. The Transportation Department makes every effort to fulfill each trip request. When requesting a ride, all riders are required to use the following reservation procedure:

1. If you are a qualified rider, your request should be made at least five (5) business days prior to your appointment by calling the transportation office at 920-386-3832 or 800-924-6407. Please note that the sooner you put your request in, the better the chance that it will be scheduled with a driver.
2. Each time a ride is requested, the rider must provide all required information (name, address, phone number, birth date, billing information (such as Care Wisconsin, IRIS, Nursing Home, or Contribute), appointment time and duration, date, destination address, destination phone number, accessibility assistance needs and any specialized equipment or aids). A ride may be requested by phone, in person, or by email. A ride request form may be accessed at: http://www.co.dodge.wi.us/humanservices/agingtransport.html. If you prefer to use email, you may send your request to hstransp@co.dodge.wi.us.
3. The Transportation Program uses an automated telephone system which calls you and lets you know that your ride is confirmed three (3) business days prior to your appointment. Therefore, if you do not receive a phone call or message three (3) business days prior to your ride, please call the Transportation Program office to confirm your ride. You are responsible to confirm your ride.

RIDER RIGHTS

As a rider who is using transportation services, you have the following rights every time you are transported:

1. You have the right to be treated with dignity and respect at all times.
2. You have the right to know the name of the driver who will be picking you up and taking you home.
3. You have the right to know the time the driver will be there to pick you up or take you home.
4. You have the right to a safe and comfortable ride.
5. You have the right not to answer any questions from the driver you feel are too personal.
6. You have the right to know the recommended contribution for each of your trips.
7. You have the right to bring with you an attendant, support person, or guest if space is available and you have submitted the request in advance.
8. You have the right to call the transportation office with any questions or concerns.
9. You have the right to refuse to be transported by a particular driver if you feel uncomfortable with that driver.
10. You have the right to talk to the Transportation Program Supervisor in confidence about anything that has to do with the transportation services you receive at 920-386-3582.
11. Reasonable modification requests will be considered.

APPEAL PROCESS

Any person denied a ride has the right to appeal the decision by following these steps:

Step 1. Informal Internal Complaint Procedure
The person denied a ride should first informally discuss any problems with the Transportation Coordinator and/or the Program Supervisor. The discussion can be verbal over the phone, in person or written. If the rider feels the Transportation Coordinator and/or Program Supervisor's decision was not appropriate, the person may file an appeal with the Division Manager.

Step 2. Program Supervisor Review
After review, the Program Supervisor will reach a decision within ten (10) days of the date of the request for appeal.

Step 3. Division Manager Review
If the person denied a ride is not satisfied with the Program Supervisor's decision, the person denied a ride may appeal that decision to the Division Manager. The Division Manager will issue a written decision within ten (10) days.

Step 4. Any person who believes, in the course of business with a WisDOT program or service, that he or she or any specific class of persons or business entity has been subject to discrimination or retaliation prohibited by any of the federal or state Civil Rights statutes or common law principles, based upon race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) may file a complaint. A complaint must be filed no later than 180 days after:

- Date of the alleged act of discrimination.
- Date when the person(s) became aware of the alleged discrimination.
- Latest instance of prohibited conduct where there has been a continuing violation.

Complaints shall be in writing and signed by the person(s) or representative, and include the complaint's name, address, and telephone number.
Allegations of discrimination received by fax or email will be acknowledged and processed. Allegations received orally by phone or other means will be produced in writing and provided to the complainant for approval.

How to file a complaint

1. Fill out the Title VI complaint form (DT2507)
2. Email, fax, or mail the completed complaint form to:

Taqwanya Smith
Senior Title VI and ADA Coordinator
Office of Business Opportunity and Equity Compliance,
Wisconsin Department of Transportation
4822 Madison Yards Way, 5th Floor South
Madison, WI 53705
Phone: (608) 266-8129; TTY: (800) 947-3529
WI Relay 7-1-1
Fax: 608-267-3641; email: taqwana.smith@dot.wi.gov

Dodge County Human Services & Health Department

Transportation Program

Riders Rights & Responsibilities

199 County Road DF – 3rd Floor
Juneau, WI 53039
920-386-3832 or 800-924-6407
Fax: 920-386-4015
hstransp@co.dodge.wi.us
Office Hours: 8:00 am – 4:30 pm

ADRC
Aging and Disability Resource Center of Dodge County



"This program is funded in part by the Federal Transit Administration (FTA) as authorized under 49 U.S.C. Section 5310 Mobility Options of Seniors and Individuals with Disabilities Program (CFDA 20.521)."

The Transportation Program is a service provided by the Human Services & Health Department providing rides to appointments for eligible Dodge County residents. The Program operates Monday through Friday, 8:00 am - 4:30 pm with the exception of the following holidays: New Year's Day, Spring Holiday, Memorial Day, 4th of July, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas Eve, Christmas, and New Year's Eve.

The Program which is funded through a combination of state grants, county tax levy, and rider contributions, operates in partnership with you as a rider, using guidelines according to an established priority system. Program staff and volunteers have a responsibility to drive safely with courtesy and respect for the rider; ensuring that the rider is on time for their appointment.

You, as the rider and our partner in this service, also have a responsibility to the Transportation Program, the staff, and the volunteers. It is important to the Program that the rider is informed of his/her rights and responsibilities which are outlined in this document. This document may also be accessed on our website at:
http://www.co.dodge.wi.us/humanservices/agingtransport.html

Once you have reviewed your rights and responsibilities, please sign the Rider Agreement in the middle of this document and return it to your driver, to the Transportation Office, by fax (920-386-4015) or email at hstransp@co.dodge.wi.us We must have the signed Rider Agreement back in our office **within two weeks** from the time of your initial contact with our office or we will not be able to provide you with any rides. If you have any questions, please call **800-924-6407 or 920-386-3832.**

RIDER QUALIFICATIONS

Those eligible for non-emergency medical rides through Veyo, LLC are not eligible for medical rides through the Transportation Program. For eligibility, you must meet one of the following qualifications:

1. A resident of Dodge County without other means of transportation.
2. A person receiving services from Dodge County Human Services & Health Department.
3. A resident of Dodge County not otherwise qualified as defined above, who has an approved prior authorization for rides from a public or private agency.

RIDERS RESPONSIBILITIES

As a person who uses transportation services, you have the following responsibilities:

1. You are responsible for making your ride request **at least FIVE (5) BUSINESS DAYS** before you need the ride.
2. You can phone 920-386-3832 or 800-924-6407 ore email hstransp@co.dodge.wi.us between the hours of 8:00 am and 4:30 pm, Monday through Friday. If you call after business hours, you may leave a message, and we will get back to you.
3. Appointments within Dodge County should not be scheduled before 8:00 am. Appointments out of county, should not be scheduled before 9:00 am. For travel within Dodge County, appointments should be done by 4:00 pm and outside of Dodge County by 3:00 pm. Supervisory approval needed for exceptions.
4. We reserve the right to limit personal stops within the trip. If the city you are going to has a taxi service, you may be requested to use the taxi to do your stops.
5. You and those accompanying you are responsible for being ready fifteen (15) minutes before you are scheduled to be picked up. The driver will not come to the door, you will need to watch for them.
6. You are responsible for waiting fifteen (15) minutes after your scheduled pick-up time. If the driver does not arrive after waiting fifteen (15) minutes past the pick-up time, please call the Transportation Office to let them know the driver has not yet arrived.
7. If you are being picked up by a volunteer's personal vehicle, you are responsible for getting to and into the vehicle unaided unless you have made prior arrangements with the Transportation Office. If you are being picked up by a Dodge County van, the driver will help you from your appointment location to the van and secure for the ride. Van drivers will not take wheelchairs up or down steps.
8. You must put any items into and take out of the vehicle on your own. Drivers will not carry any items to your residence. Exception will be un-ambulatory persons who will be assisted by the van driver. Packages will be limited to 8 full bags.
9. You are responsible for telling the office staff if you have more than one appointment (such as stopping at the pharmacy or grocery store after a doctor appointment) for each trip at the time that you request the ride. The driver is not allowed to make unscheduled stops.
10. You are responsible for letting the Transportation Office know immediately of any change in your appointment(s), of any special transportation needs you have (such as using an electric wheelchair, a scooter, an over-sized wheelchair, a walker, a cane or assistance getting into a vehicle) when you request a ride.
11. If you are requesting a ride for a child, you are responsible to furnish and install a legally approved child safety seat. The child's car seat must be taken with you when you are dropped off at your appointment and not remain in the vehicle.
12. You are responsible for going into your appointment unaided by the driver.
13. You are responsible for wearing a seatbelt at all times. If you refuse to use the seatbelt, the driver will not transport you unless you have a doctor's excuse. If you have a doctor's statement that you cannot wear a seatbelt, you must give a copy of this statement to the Transportation Office before any rides can be scheduled. You will also be required to carry a copy of the doctor's statement with you when you are transported.
14. You may not smoke during your ride and are responsible for respecting the driver's rules about such matters as open food or beverages.
15. You are responsible for exhibiting socially acceptable behavior during each trip.
16. Profanity, violent or threatening behaviors, or any expression of affection between two riders can result in the trip being terminated and future transportation services suspended or denied.
17. You are responsible to be at the address you indicated when you made your ride request. Any changes to your pick up location must be called into the office at least 3 days prior to your ride.
18. If it is necessary for you to cancel your ride, you are responsible to notify the office prior to your ride as follows:
    a. As soon as you become aware that you will not need your ride and
    b. by 4:00 pm the business day before a morning ride, or
    c. by 9:00 am on the day of an afternoon ride.

You may leave a message on the answering the machine if necessary.
If on two or more separate occasions (within a three month period), you (1) cancel your ride without notifying the office or (2) are not at the address you indicated you needed to be picked up at, *all* of your rides may be suspended or terminated. Exceptions may be made regarding suspension or termination of rides in emergency situations at the discretion of the Transportation Program Supervisor or his/her designee.

19. You are encouraged to make a **confidential contribution** of money for each ride you take. The suggested contribution table for your trip is attached. The driver will give you this table at the beginning or end of your trip each time you travel. You are responsible for putting your contribution in the envelope the driver gives you. You can mail this envelope to the Transportation Office or you can give it to the driver. If you are not able to contribute the full suggested contribution, please contribute as much as you can. You only contribute once for each trip taken. The amount of your contribution is kept CONFIDENTIAL. You will be treated with respect and courtesy regardless of your ability to contribute for your ride.
20. You are responsible for meeting the driver in the school office if you are picked up at school. If you are returning to school, you must accompany the driver to the school office so that the driver can notify the office of your return. There are no exceptions to this rule. This is for your safety as well as that of the driver.
21. You are responsible for reporting to the Transportation Office any problems encountered on your trip such as being treated disrespectfully, if you feel the vehicle was unsafe, or the driver violated any of the traffic laws. The Transportation Program Supervisor will investigate the problem.

DENIAL OF SERIVCE

There are several reasons why service may be denied to a passenger. Those reasons include:

1. An excessive number of "no-shows"
2. Abusive behavior toward the driver or other passengers
3. Disorderly conduct caused by the influence of alcohol or drugs
4. Behavior that puts the safety of the driver or other passengers at risk.
5. Inability to safely ambulate to the vehicle, or failure to utilize the services of an aide.
6. Failure to use seat belts or other proper wheelchair restraints.
7. Medical conditions that necessitate specialized medical transport.
8. Aggressive animals at pick up site.
9. Hazardous driveways or walkways that hinder the ability to safely pick up-drop off.

Thank you for being our partner and helping us give you the best transportation service that we can.

CONSENT

At times it becomes necessary to contact outside agencies or staff regarding your ride. This could include and is not limited to:

1. Phoning the place of your appointment if you are not out on time so we can verify how much longer your appointment is going to last.
2. Phoning the trip request location to verify appointment times prior to scheduling a ride.
3. Phoning the trip request location to verify address.
4. When there is a question on your mobility, phone to verify which type of transportation you need.
5. Phoning a drop off location if you are a no show.

RIDER AGREEMENT

If you understand your responsibilities and rights, please sign this Rider Agreement and return it to your driver, the Transportation office, by fax or email, or stop in and drop it off in person. **We must have the form back in our office within two weeks or we will not be able to provide you with any rides**. If you have any questions, please call 800-924-6407 or 920-386-3832.

DODGE COUNTY
TRANSPORTATION PROGRAM
RIDER AGREEMENT

By signing this agreement I authorize Dodge County Transportation Staff to contact necessary agencies and/or staff regarding my requested trip.

I have read and agree to abide by the Riders Rights & Responsibilities of the Transportation Program of Dodge County Human Services & Health Department.

_____

Printed Name of Rider

_____

Signature of Rider Date

_____

Telephone Number of Rider

☐ I agree to receive voice messages from Dodge County Transportation at the phone number listed above. These informational messages may include but are not limited to: scheduled ride notifications. Contact the office to opt out of receiving future ride notifications.

Please return signed form to:
Dodge County Human Services
Attn: Transportation Program
199 County Road DF, Juneau, WI 53039

Fax 920-386-4015
Email hstransp@co.dodge.wi.us