

Retired and Senior Volunteer Program (RSVP) – Lorrie Hylkema

Vets Helping Vets (VHV)

Goal: Provides rides to medical appointments and limited food pantry or shopping

Eligible: Veterans of ANY age, spouses and dependent children, group homes residents, but not assisted living residents, all of Dane County.

Hours: 8am-4pm, Monday through Friday

Notice: 3 business day notice required, ***not currently operating***.

Limit: 2 medical rides/week/veteran and 1 ride/week/veteran family member; donations accepted but no rides denied because of inability to pay; door to door, volunteers' own cars, not usually accessible, volunteers assist with getting to clinics or appt site

Contact: Lorrie Hylkema, 608-238-7901(RSVP VHV) or 608-515-4114(cell) or 608-238-7787(RSVP)

RSVP Bus Buddy Program

Goal: Provide training on how to use the Madison Metro Bus System, assign volunteer to train rider, teach step by step until safe, also has a bus buddy tour program for social and learning of different bus routes to popular destinations.

Eligible: Seniors, 60 and older

Hours: 8am – 4pm, Monday through Friday

Notice: Call to make an appointment, ***not currently operating based on Dane county public health guidelines for volunteer and passenger safety ****

Limit: N/A

Contact: Jan Karst, 608-441-7891 or 608-238-7787

Ride with Pride (Veterans Service Office) – Mainline Metro Bus Service

Goal: Metro Commuter Pass. Free annual bus pass to use the Metro Transit Bus system.

Eligible: Veterans with from 0 to 100 % service connected disabilities and/or VA pensions

Serves: Madison Metro boundaries

Hours: M/W/F 8am to 12 noon, call ahead to meet VSO, name and last four of SSN

Notice: Will receive a Metric Transit commute card (annual bus pass). Not a paratransit pass.

Limit: TBD.

Contact: Veteran Service Office at 608-266-4158. Dan Connery, Darin Trautner, Bridgette Nelson, or Thomas Hay, or James Quattromani.

DryHootch – Joseph Frey

Goal: Provides group rides/routes for veterans to a wide variety of appointments.

Service: All veterans, with any disability and/or disability status, service area is Dane County. Vehicle is wheel chair accessible and rides are door to door. This service has scheduled stops. Normally 150-200 rides per month.

Hours: Tuesdays 9:30am-12:30pm and Thursdays 10-12:30 or 1pm.

Notice: N/A

Limit: Van capacity is 12, group rides or routes made up of individual rides. Pick-up generally from Rethke Terrace Apts with rides to food pantries(The River, The Goodman Center, or Truax). Some rides to VAH if need wheelchair access van.

Contact: Dryhootch of America, Madison location. Joseph Frey(driver): 608-977-4214 van; 608-467-8277 /coffee shop/meeting place; joel@dryhootch.org or 608-381-9737(Joseph's cell); Otis Winstead, executive director of transportation 414-336-6576.

Disabled American Veterans (DAV)- Larry Hill

Goal: Serves eligible veterans in Dane County

Serves: Any veteran, must be independent and ambulatory, does not serve family members, is not wheel chair accessible, no large oxygen tanks allowed(must be portable size) , VA hospital or VA clinic appts scheduled appointments only. One driver per trip per day. Masks required, covid screening, vans sanitized after appointments. Currently serving about 20 appts per month (normally 30 to 60 appts per month.

Hours: 7:30am – 1 pm, Monday through Friday

Notice: First come, first served.

Limit: One rider per vehicle.

Contact: Hook or David 608-280-7019 or lhilDAV@charter.net (Larry Hill), 608-469-9118.

VA Transportation Services(VA travel) – Carl Oppert

Goal: Serves eligible veterans across all of WI and NW Illinois, primary focus Madison.

Serves: Veterans with either a VA pension, service connected disability rating of 30% or more, or income below federal poverty level. Ridership average 700 per month(normally 1600).

Hours: 7:30am – 4pm office hours (24/7 service Monday through Friday)

Notice: 10 days advance notice ride service preferred, wheel chair and stretcher accessible, not an on demand service, rider may need to wait an hour after appt due to shared service, vans disinfected daily with UV light, maximum of 4 psgrs, masks required, covid screens done before rides.

Contact: Carl Oppert or Justin: 608-256-1901, ext 11919 or carl.oppert@va.gov.

WI Department of Veteran Affairs (WDVA)- Veterans Outreach and Recovery Program (VORP)

Goal: Connects veterans to community services, provides light case management and support, with a special focus on treatment and recovery(11 statewide regional coordinators)

Hours: 8am-4pm

Limit: Only able to refer to transportation resources or provide with bus pass or gas cards occasionally. Post Covid-19 pandemic precautions, able to take to medical appts.

Contact: Adayta Axelson, Outreach and Recovery Regional Coordinator Region 9(Dane and Jefferson County), 608-215-6897 or Adayta.axelson@dva.wi.gov

Southwest Coalition Action Program (Work 'N Wheels Program) and Lift Program.

Goal: Work N Wheels offers interest free loans to purchase or repair a vehicle to get to work and financial family planning courses utilizing county levy monies and grants. Lift program takes people to essential appts for those who live outside Madison/Dane County transportation resource catchment areas. Lift program is based in Dodgeville but is not limited to medical appts (weddings, funerals, and shopping are also eligible). Work N Wheels has an up-front administrative fee of \$250 and \$500 down payment to dealership for used car(about \$6000). Work N Wheels becomes lien holder.

Eligible: Working individuals with no transportation or limited transportation. Work N Wheels started in 2001, offering about 65 loans per year. Lift started in 2010, offering about 1200 rides per month (normally 2500 rides per month) utilizing about 35-40 volunteers and 8 paid drivers.

Serves: Eligible rural Dane County low-income workers who live or work outside of public transit service areas; recipients are required to ride share where possible, use masks, and vans are sanitized after each use. Work N Wheels covers 40 counties.

Hours: SWCAP hours are 8am to 4:30 pm.

Notice: Complete application approved by SWCAP Work-N-Wheels Program

Limit: Income based eligibility/recipients are required to ride-share where possible for Lift program.

Contact: Jeff Segebrecht 608-935-2326, ext 220(use first so can access income guidelines for Work N Wheels) or Christine Ziegler 608-935-2326, ext 221(Lift program) or (Jeff's cell is 608-341-9278) or j.segebrecht@swcap.org.

YWCA Job Ride – Accessible Rides

Goal: Transportation to areas inaccessible to non-peak public transportation, includes nights, weekends, and holidays.

Eligible: Working individuals without other transportation options.

Serves: Most of Dane County. Prospective riders in rural areas must have two co-riders to a similar destination and make a three month commitment. Free if at or below 200% of Federal Poverty level or \$25,520 per year or about \$13 per hour for full time job). Subsidized rate of \$8 per trip in Madison or \$12 per trip if outside Madison in Dane County(those not eligible for free rate). Partners with Guaranteed ride home, from work, if emergency, with taxi vouchers. Service is door to door. Safe nighttime rides are provided for women and children at risk for sexual assault and to second and third shift workers without access to safe transportation.

Hours: 24 hours per day, every day of the year. Transit ride line number is 608-316-6888. Rides are arranged and provided by YWCA of Dane County. All rides must be pre-scheduled.

Notice: Complete application, waiting list at times.

Limit: Income based fare structure (200% at or below federal poverty level for free rides or subsidized rates for above 200% federal poverty limit)

Contact: Ashley Moncrief at 608-257-1436, option 3 (director of employment services and transit) or amoncrief@ywcamadison.org or Vanessa McDowell at vmcdowell@ywcamadison.org(executive director)

YWCA- Other Transportation Services

- Goal: Community agencies contracted group rides for 4 to 14 passengers; Specialized transportation for seniors and those with disabilities-individual opportunities; and Sexual assault prevention rides – anyone with history of sexual assault or domestic violence who needs a safe ride at night home from school or work(not currently operating during covid-19 pandemic)*****
- Hours: Community groups – TBD; Specialized transportation – TBD; Sexual Assault prevention services – not currently operating, normally 9pm-1am, 365 days per year, call for ride 7-8 pm night of ride needed, crisis calls prioritized(first call, first served, if not crisis call).
- Notice: Community groups and Specialized transportation – discuss with transit director Ashley.
- Limit: Fees TBD for a Community groups and Specialized transportation; free rides for Sexual Assault prevention services. Serves Madison and town of Madison.
- Contact: Ashley Moncrief at 608-257-1436, option 3 or amoncrief@YWCAmadison.org for Specialized Transportation and Community Agency group transportation resources and scheduling. Call Sexual Assault Prevention Services line 608-316-6888, once services resume post covid-19 pandemic
- Precautions*****

TimeBank – Drivers use their own vehicles

Goal: Transportation Assistance. Trading and sharing service hours.

Eligible: All ages. Young children may require an attending adult.

Serves: Dane County residents, focus has been primarily on helping those riders needing dialysis and getting more drivers for essential rides. Currently have 5 rides being provided.

Hours: 8am – 4:30pm

Notice: Plan ride as early as possible

Limit: Riders and passengers get connected to each other, which can be very hard when one passes away.

Contact: Ryan Eykholt at 608-663-0400 or ryan@danecountytimebank.org

Alternatives to Incarceration/Jail Services

Goal: Transportation for people in the Dane County jail or the Huber Center who need rides or bus tickets to employment or other activities.

Service: Service area is the Metro Transit service boundaries

Limit: No co-pay, bus tickets and bus passes used for job searches.

Contact: Rides are approved and scheduled by the facility

Dane County Transportation Department -Jane Betzig, Manager

Dane County Transportation Call Center (CC)

Goal: Transportation Resource Center, finding solutions to transportation needs- single point of entry for transportation information in Dane County. Information on public transit, Human Services transportation programs, ride-sharing, and other transportation services.

Eligible: All ages, not eligible if reside in nursing home or assisted living centers

Serves: Dane County and some out of county rides; Services 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 transport, enrollment in travel training programs, and follow-up assistance in maintaining mobility.

Hours: 9 am to 4 pm

Notice: Call to set up a ride. Or email at transportationcallcenter@countyofdane.com

Limit: Based on funding

Contact: 608-242-6489

Group Access Service (GAS) – Accessible rides

Goal: Group rides to nutrition sites, food pantries, shopping and events(**no group rides or special events with Covid-19 pandemic**)

Eligible: People 60 and older and those with disabilities who live independently in own home or apt; no medical rides

Serves: Madison, Middleton, and Monona areas; door to door and passengers are assisted with curbs and stairs. It is a routed, group service, generally organized through the focal points such as senior centers. Routes are by neighborhoods.

Limit: Age 60 and older and those with disabilities who live independently in own home; fares are \$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. No one is denied service to meal sites, food pantries, or grocery shopping if unable to pay. MADISON/MIDDLETON/MONONA AREAS ONLY.

Contact: Transportation provider directly or Transportation Call Center at 608-242-6489

Rural Senior Group (RSG) Accessible rides

Goal: Group rides to nutrition sites, food pantries, shopping, and events(**no group or special event rides during COVID**).

Eligible: People 60 and older and those with disabilities who live independently in their own home or apt

Serves: Rural communities in Dane County outside of Madison, Middleton, and Monona

Rides to community/senior centers, nutrition sites, grocery/general shopping, food pantries, pharmacies, libraries, and selected social activities. Vehicles are accessible, door to door, and passengers are assisted with curbs and stairs. This is a routed, group service. No family care insurers.

Hours: Community based schedule- trip days and times are arranged by area senior service centers/focal points.

Notice: Day ahead of service

Limit: Age 60 and older and those with disabilities who live independently in own home or apt; fare 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. No one is denied service because of inability to pay.

Contact: Community focal points (senior centers) or Transportation Call Center at 608-242-6489. Rural focus only.

Rural Rideline(RL) and Employment Transportation Assistance(ETA)

Goal: Providing rides to work, volunteer opportunities, and education or training

Eligible: Rural seniors and persons with disabilities. Passengers are assisted with curbs and stairs.

Vehicles are accessible and service is door to door. RL is an individual, demand responsive service. ETA participants receive a bus pass for employment searches. ETA is a transit based, fare assistance program. The service area for RL is all of Dane County and the service area for ETA is the Metro Transit boundaries

Limits: RL transportation limited to a few rides per year. ETA serves low income individuals

Limited funding for both programs is approved through the Transportation Call Center (CC)

Contact: The Transportation Call Center at 608-242-6489.

Older Adult Transportation Assistance(OATA) and Rural Access(RU)

- Goal: Provide rides to seniors and persons with disabilities to services not covered by other funding or ride programs. Goal is help seniors and those with disabilities remain independent and in their own homes.
- Eligible: Adults over age 60 and persons with disabilities who live in their own home or apartment and live in rural areas in Dane County. For people who are ambulatory and non-ambulatory.
- Service: Vehicles are accessible, service is door to door, and passengers are assisted with curbs and stairs. Services are individual and demand responsive.
- Limitations: Funding is limited, only available for rides not covered by other funding or other ride programs
- Contact: The Transportation Call Center at 608-242-6489 for funding approval.

Medical Transportation Supplemental Program(eg. MTM)

- Goal: Persons with medical treatments which are frequent, of long duration, or distant from a person's home, receive temporary assistance with transportation costs not covered by Medical Assistance. *MTM is the county's non-emergency medical transportation vendor for 2021*.
- Service: Service area is all of Dane County. Accessibility based on passenger need. Only public health can contact the call center for asymptomatic COVID test rides to the Alliant Energy Center. Focus on seniors over 60, those with disabilities, and those who live in rural areas.
- Limit: Passenger co-pay based on ability to pay. Funding is limited.
- Contact: Transportation Call Center at 608-242-6489 for eligibility and service.

Mobility Training Program

Goal: Provide training to eligible passengers ready to work on being able to access the Metro Transit service from a paratransit or other specialized transportation service. A development program.

Service: ****Not in operation during Covid-19 pandemic****. Certified Occupational Therapy Aids provide training, no fare during training. If upon graduation a rider is able to successfully access a number of trips from paratransit to fixed-route services, Metro Transit will provide a free commuter bus pass.

Contact: Transportation Call Center at 608-242-6489 for approval and service.

Diversity Programming Transportation

Goal: Provide transportation to culturally specific programming through DCDHS.

Serves: ****Not in operation during Covid-19 pandemic****. Eligibility determined by program providers and transportation is arranged by the program provider. Service area is all of Dane County. Can be group or individual rides.

Limit: Accessibility based on passenger need. Co-pay based on ability to pay – no one denied service because of inability to pay.

Contact: DCDHS program provider or complete application for transportation through DCDHS website or at www.danecountyhumanservices.org

Metro Transit- Paratransit

- Goal:** Provides comparable public metro transit service to individuals with disabilities unable to use Metro's fixed-route bus service. The paratransit service area hours, and days of service, closely match fixed-route schedules in this shared-ride service. ADA required service as a form of public transit.
- Serves:** Individuals with a disability that prevents use of accessible fixed-route bus service. Eligibility determined through in-person assessment and based on functional ability. Term of eligibility varies by individual. Eligibility screens done via Zoom during pandemic.
- Hours:** 6:15 am-6pm Monday through Friday; 8am-4:30pm weekends and holidays for Reservations. Service runs 5:30 am to midnight Weekdays, 6am to midnight Weekends, and 6am to 9:30pm on holidays. Fixed routes 24/7.
- Notice:** Reservations required up to 7 days in advance but no later than the day before the requested ride. No same day reservations. No limit to number of trips and no waiting lists. No show limits in place- ride suspension possible if miss 2 or more rides or late cancel rides. No restrictions on reason for use of service(ie. shopping, dining, haircut). During pandemic, limited to 1 or 2 passengers with driver, maybe up to 3 if attendant needed. Normally is a shared ride service.
- Contact:** 608-266-4466; 24/7 cancellation line: 608-267-1107.
- Website: www.mymetrobus.com. Program Manager – Nancy Senn, nsenn@cityofmadison.com