Dodge County Transportation Program

Riders Rights & Responsibilities

Human Services & Health Department

The Transportation Program is a service provided by the Human Services & Health Department. The Transportation Program provides rides to appointments for eligible individuals within and outside of Dodge County. The Transportation Program operates Monday through Friday each week, from 8:00 a.m. through 4:30 p.m. 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. Provided drivers may begin or end their day during the hours of operation.

The program operates in partnership with you as a rider; using guidelines according to an established priority system. The money used to pay for transportation services is a combination of state grants, county tax levy, and rider donations. The Transportation 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 Transportation Program that the rider is informed of his/her rights as well as his/her responsibilities when utilizing transportation services. In order for you to fully understand what they are, we have outlined your rights and responsibilities in this document. Please read this carefully. This document may be accessed on our website at:

http://www.co.dodge.wi.us/humanservices/agingtransport.html

It is provided in PDF format and the signature page is provided in Word format. You may save postage by emailing the Rider Agreement signature page to the Transportation Program at:

hstransp@co.dodge.wi.us.

If you understand your rights and responsibilities, please sign the Rider Agreement at the end of this document and return it to your driver, to the Transportation Office, by fax or email, or stop in and drop it off in person. 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.**

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.

Together in partnership, we can strive to give the best possible transportation services that our resources allow.

RIDER QUALIFICATIONS

In order to be eligible for transportation services, you must not be eligible for non-emergency medical rides through MTM Inc. and 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 agency, private agency or nursing home.

PRIORITY OF QUALIFIED RIDERS

To meet the demand for transportation services, the Department has established the following priority system based on State requirements. Priority for transportation is given in the following numbered order:

First Priority Group - Elderly (65 & over) and Disabled

1. Medical Activities
2. Nutritional Activities
3. Work Related Activities
4. Education/Training Activities
5. Shopping/Personal Business/Legal

Second Priority Group – Human Services and Health Department clients

6. Medical Activities
7. Nutritional Activities
8. Child Welfare Court Ordered Rides
9. Work Related Activities
10. Education/Training Activities
11. Shopping/Personal Business/Legal

Third Priority Group – General Public

12. Medical Activities
13. With Supervisory Approval, Social Rides for: Elderly, Disabled, Human Services and Health Department clients, and General Public

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 three (3) 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 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 Donate), 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, 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.

RIDERS 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, upon request, to know the name of the driver who will be picking you up and taking you home.
3. You have the right, upon request, 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 each time.
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 what the recommended donation 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 920-386-3583.

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 Clerk and/or the Program Manager. The discussion can be verbal over the phone, in person or written. If the rider feels the Transportation Clerk and/or Program Manager's decision was not appropriate, the person may file an appeal with the Program Supervisor.

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 home delivered meal 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, sex, age or disability, may file a complaint. A complaint must be filed no later than 180 days after:

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

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:

Demetri Fisher
WisDOT Title VI Program Officer Office of Business Opportunity and Equity Compliance
Hill Farms State Transportation Building, Room 451
P.O. Box 7965
Madison, WI 53707-7965
Fax: (608) 267-3641
demetri.fisher@dot.wi.gov

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 **THREE (3) BUSINESS DAYS** before you need the ride.
2. You can phone (920) 386-3832 or (800) 924-6407 between the hours of 8:00 a.m. and 4:30 p.m., 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 a.m.. Appointments out of county, should not be scheduled before 9:00 a.m.. For travel within Dodge County, appointments should be done by 4:00 p.m. and outside of Dodge County by 3:00 p.m. 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.
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 immediately know 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 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 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 donation** of money for each ride you take. The suggested donation 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 donation 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 donation, please contribute as much as you can. You only donate once for each trip taken. The amount of your donation is kept CONFIDENTIAL. You will be treated with respect and courtesy regardless of your ability to donate 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.

NOTES:

Consent

At times it becomes necessary to contact outside agencies or staff regarding your ride. This could include but 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. Phone a drop off location should you be a no show.

RIDER AGREEMENT

If you understand your rights and responsibilities, please sign the Rider Agreement in the insert of this pamphlet and return it to your driver, to the Transportation Office, by fax or email, or stop in and drop it off in person. We must have this signed sheet 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.

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

199 County Road DF - 3rd floor
Juneau, WI 53039

920-386-3832
OR
800-924-6407

FAX: 920-386-4015
hsagingunit@co.dodge.wi.us

Office Hours: 8:00 AM – 4:30 PM

ADRC
Aging & Disability Resource Center of Dodge County