



# TRANSPORTATION PROGRAM

## RIDERS RIGHTS and RESPONSIBILITIES

## DODGE COUNTY TRANSPORTATION PROGRAM

### RIDERS RIGHTS & RESPONSIBILITIES

The Transportation Program is a service provided by the Human Services & Health Department. Days of Operation: 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, Good Friday, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas Eve, Christmas, and New Years Eve.

The program operates in partnership with you as a rider, with certain guidelines, according to the 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 provide safe rides, make sure the person is on time for their appointment, plus be respectful and courteous to the rider receiving the service.

You, as the rider and our partner in this service, also have a responsibility to the program, the staff, and the volunteers. It is important to the Department that the rider knows his/her rights as well as his/her responsibilities for 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. Once you have read and understand your role, please sign the last page and **return only the last page** to the Transportation Office within seven (7) working days in the return envelope provided. The rest is yours to keep as a copy of our agreement. If you do not return this in seven (7) working days, your transportation may be cancelled until it is sent back to us. 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 to see if transportation is closed. If you are not sure if rides for Dodge County Transportation are cancelled, please call Transportation.**

Now, together in partnership, we can work to give the best possible transportation services that our resources allow.

#### **RIDER QUALIFICATIONS**

In order to be eligible for transportation services, 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 the Human Services & Health Department.
- 3) A resident of Dodge County, not otherwise qualified as defined above, who has a prior authorization for rides from a public or private agency.

**PRIORITY OF QUALIFIED RIDERS**

To meet the demand for transportation services, the Department has established the following priority system based on the State requirements.

Priority for transportation is given in the following order:

**First Priority:**

Medical Activities for:  
★ Elderly  
★ Disabled

**Second Priority:**

Nutritional Activities for:  
★ Elderly  
★ Disabled

**Third Priority:**

Work Related Activities for:  
★ Elderly  
★ Disabled

**Fourth Priority:**

Education/Training Activities for:  
★ Elderly  
★ Disabled

**Fifth Priority:**

Shopping/Personal  
Business/Legal for:  
★ Elderly  
★ Disabled

**Sixth Priority:**

Medical Activities for:  
★ Human Services and Health  
Department clients

**Seventh Priority:**

Nutritional Activities for:  
★ Human Services and Health  
Department clients

**Eighth Priority:**

Work Related Activities for:  
★ Human Services and Health  
Department clients

**Ninth Priority:**

Educational/Training  
Activities for:  
★ Human Services and Health  
Department clients

**Tenth Priority:**

Shopping/Personal Business/Legal for:  
★ Human Services and Health  
Department clients

**Eleventh Priority:**

Medical Activities for:  
★ General Public

**TRANSPORTATION RESERVATION PROCEDURE**

All riders are required to use the following reservation procedure when requesting any ride:

- 1) If you are a current Human Services & Health Department client, transportation requests should be made with your worker. If you are not a current Human Services & Health Department client, all transportation requests **MUST** be made through the transportation office at (920) 386-3832, (920) 386-3580, or (800) 924-6407.
- 2) The rider must provide all the necessary information (name, address, phone, birth date, billing information (such as Medical Assistance), time, date, and destination address and phone) each time a ride is requested.
- 3) The transportation office has a telephone system which will call you and let you know that you have a confirmation for a ride over the next few days. If you do not receive a phone call three (3) business days prior to your ride, please call the Transportation Program office 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 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.

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- 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 your suggested donation for each of your trips.
- 7) You have the right to bring a companion on the ride, provided space is available, and you have requested that this companion go along when you make the request.
- 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.

**RIDERS RESPONSIBILITIES**

As a person who uses transportation services, you have the following responsibilities each time you are transported:

- 1) You are responsible for making reservations at least **THREE BUSINESS DAYS** before you need the ride.
- 2) You must make your reservations between the hours of 8:00 a.m. and 4:30 p.m., Monday through Friday, by calling **(800) 924-6407 or (920) 386-3832**.
- 3) You, and those accompanying you, are responsible for being ready ten (10) minutes before you are scheduled to be picked up.
- 4) 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.
- 5) You are responsible for going to the car to meet the driver unless you have made other arrangements with the Transportation Office.
- 6) You are responsible for telling the office staff if you have more than one appointment for each trip when you request the ride.
- 7) You are responsible for letting the Transportation Office know of any change in your appointment(s) as soon as possible.
- 8) You are responsible for letting the Transportation Office know of any special transportation needs you have (such as using an electric wheelchair, over size wheelchair, walker, cane or other assistance getting into a vehicle) when you make a reservation.
- 9) You are responsible for going into your appointment unaided or with little assistance by the driver.
- 10) 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.
- 11) You are responsible for respecting the driver's rules while you are in their car about such matters as smoking in their vehicles, open food or beverages, etc.

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- 12) You are responsible for exhibiting socially acceptable behavior during each trip. 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.
- 13) If it is necessary for you to cancel your ride, CANCEL it as soon as possible. If you cancel your ride too late for the driver to be notified on two or more separate occasions (within a three month period), transportation services may be suspended or terminated. If cancellations are made before or after regular office hours, a message can be left on the answering machine. If after two cancellations when you have not made a reasonable effort to cancel your ride before a driver is sent or you are not at the assigned pick-up point, *all* of your rides can be suspended for at least one month or longer. When services are started again, and if you continue to cancel rides or be a "no show" (not being at your pick-up point), your transportation services may be terminated. Exceptions may be made regarding suspension of rides in emergency situations at the discretion of the Transportation Supervisor or his/her designee.
- 14) You are responsible for helping to offset the cost of your ride. You will be asked to make a **confidential donation** of money for each ride you take unless it is a medical ride covered by Medical Assistance. This will be based on the suggested donation table for the round trip miles you travel for your trip. The driver will give you this table at the beginning or end of your trip. If you are not able to contribute the full suggested donation, please contribute as much as you can. The amount of your donations is kept CONFIDENTIAL. You will be treated with respect and courtesy regardless of your ability to donate for your ride.
- 15) 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. You only donate once for each trip taken.
- 16) 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.
- 17) You are responsible for reporting to the Transportation Office any problems you have 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 and contact you.

If you understand your rights and responsibilities, please sign the Rider Agreement below. You can give this sheet to the driver, drop it off at the Transportation Office, or mail it to us at the address on the bottom of the sheet. We must have this signed sheet back in our office within one week of receiving this letter. If we do not, we will not be able to schedule any more rides for you until we do have it.

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

**DODGE COUNTY HUMAN SERVICES & HEALTH DEPARTMENT**

**RIDER AGREEMENT**

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

\_\_\_\_\_  
Signature of Rider

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Guardian (if under 18)

\_\_\_\_\_  
Date

**Return ONLY This Page To:**

***Dodge County Human Services & Health Department  
Attn: Transportation Program  
127 East Oak Street, 2<sup>nd</sup> Floor  
Juneau, WI 53039***