



TRANSPORTATION PROGRAM

RIDERS RIGHTS and RESPONSIBILITIES

DODGE COUNTY HUMAN SERVICES AND HEALTH DEPARTMENT
TRANSPORTATION PROGRAM
127 E. Oak Street, Juneau, WI 53039
(800) 924-6407 or (920) 386-3832

RIDERS RIGHTS & RESPONSIBILITIES

The Transportation Program is a service provided by the Human Services & Health Department. The Transportation Program provides rides to appointments to eligible individuals within and outside of Dodge County provided drivers may begin or end their day during the hours 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, Spring Holiday, Memorial Day, 4th 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 drive safely with courtesy and respect for the rider and ensure 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 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. 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 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 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.

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 not be eligible for non-emergency medical rides through LogistiCare 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.

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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 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

Although rides are not guaranteed 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.
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:

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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 upon request.
3. You have the right to know the time the driver will be there to pick you up or take you home upon request.
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 an attendant, support person or guest on the ride, provided space is available, and you have requested in advance that the attendant or guest 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 920-386-3583.

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 must make your reservations between the hours of 8:00 a.m. and 4:30 p.m., Monday through Friday, by calling **(920) 386-3832 or (800) 924-6407**.
3. You and those accompanying you are responsible for being ready fifteen (15) 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 getting to and into the vehicle unaided unless you have made prior arrangements with the Transportation Office.
6. 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.
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, a scooter, an

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over-sized wheelchair, a walker, a cane or assistance getting into a vehicle) when you request a ride.

9. If you are requesting a ride for a child, you are responsible to furnish and install a legally approved child safety seat.
10. You are responsible for going into your appointment unaided by the driver.
11. 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.
12. You may not smoke during your ride and are responsible for respecting the driver's rules about such matters as open food or beverages.
13. You are responsible for exhibiting socially acceptable behavior during each trip.
14. 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.
15. 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. See 15 below for ride suspension information.
16. 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 rideYou 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 per 15 a, b, or c, 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.

17. 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. The amount of your donation is kept CONFIDENTIAL. You only donate once for each trip taken. You will be treated with respect and courtesy regardless of your ability to donate for your ride.
18. 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

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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.

19. 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.

If you understand your rights and responsibilities, please sign the Rider Agreement below 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.

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, 2nd Floor
Juneau, WI 53039***

***Or Fax to 920-386-4015
Or email to hstransp@co.dodge.wi.us***

***Phone 920-386-3832 or 800-924-6407
Website: <http://www.co.dodge.wi.us/humanservices/agingtransport.html>;***