

# Quick Reference: Transportation Provider Options in Dane County for People with Developmental Disabilities



ISSUE DATE: April 2019

## **Prepared by the Transportation Independence Project**

The Transportation Independence Project (TIP) is funded in part by Dane County Department of Human Services, and the Federal Transit Administration (FTA) as authorized under 49 U.S.C. Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program. Funds are made available by the Madison Area Transportation Planning Board (MPO), in cooperation with the Wisconsin Department of Transportation (WisDOT) and Metro Transit.

## Foreword:

Although this is not an exhaustive list of transportation provider options in Dane County for people with disabilities, it is a pretty good start!

The purpose of this quick reference tool is to increase informed decision-making in people with disabilities as they arrange for their transportation needs. The tool may be used independently, with the help of a caregiver, or with a team who supports the individual.

This is the first of several tools the Transportation Independence Project (TIP) will make available. In the future, we hope to also produce a transportation planning guide and training curriculum, self-assessment tools, a plan for early and ongoing transit education, and Navigation assistance when customized transit solutions are needed. Stay tuned!

### Here's how to get an additional copy of this booklet:

**Online** for easy and paper-free reference or to download:

<http://danecountyhumanservices.org/dd/a/trans.aspx>

**Printed** copies are available at: ADRC of Dane County,  
2865 N. Sherman Avenue, Madison, WI 53704

**Electronic version (PDF)** may be emailed to you by contacting the Dane County Transportation Call Center. See contact below.

## Dane County Transportation Call Center

The **Dane County Transportation Call Center** is a Dane County and regional resource center, operated by Mobility Managers, that provides personalized assistance with your transportation needs. The Call Center provides information on all transportation options.

**Telephone:** (608) 242-6489

**Email:** [TransportationCallCenter@CountyofDane.com](mailto:TransportationCallCenter@CountyofDane.com)

**Hours of operation:** Monday – Friday from 9:00 am – 4:30 pm



**Note:** The contents of this booklet are not an endorsement of the providers listed by the Transportation Independence Project. **Please confirm with the listed providers if they accept Medicaid for payment, e.g. through Family Care or IRIS. Some may not.** Information provided in this booklet is subject to change and may not include every option. Transportation providers are encouraged to contact the Dane County Transportation Call Center at (608) 242-6489 with corrections and additions.

## TABLE OF CONTENTS

### Steps to Arranging Your Transportation

Describe Your Transportation Need	3
Determine Your Level of Service Needs	3
Find a Potential Transportation Provider	4

### Transportation Provider Options in Dane County 5

Provider profiles include contact information and service descriptions.

### Optional Tools to Plan and Arrange Your Ride 20

#### Passenger Profile 21

It is important to record and keep personal contacts current so that you can reach the people you need to for support or if there is an emergency. You may decide to offer some or all of your personal information to your transportation provider to be kept on file. Remember that if there are changes, you will need to update your transportation provider as well.

#### Personal Transportation Worksheet 23

Use this worksheet to help you prepare to communicate with a potential provider about: your trip details, to request pricing, to check availability and the provider's ability to meet your service need.

#### Scheduled Rides Log 24

Use this form to keep track of your confirmed rides.

### User Feedback Survey

Use this survey to give us feedback on the contents of this booklet. 26

## Steps to Arranging Your Transportation

For each trip you need to arrange, consider each of the following steps.

### Describe Your Transportation Need

INSTRUCTIONS: Begin to think about what is needed for you to get where you need to go reliably and safely. Consider also your health, safety and accessibility concerns. Your choice of a mode of transportation may depend on:

What is the purpose of the trip? \_\_\_\_\_

Where do you need to go? \_\_\_\_\_ Number of miles for one-way trip? \_\_\_\_\_

When do you need to be there- date and time? \_\_\_\_\_

How often do you need this ride? \_\_\_\_\_ When do you need to return? \_\_\_\_\_

What helps you wait safely for your ride to arrive? \_\_\_\_\_

What helps you travel safely? \_\_\_\_\_

What helps you arrive safely at your destination? \_\_\_\_\_

What is your budget? Cost of the ride: \$ \_\_\_\_\_ Cost of the support: \$ \_\_\_\_\_ Total cost of ride: \$ \_\_\_\_\_

How will you pay for the ride? \_\_\_\_\_ Do funds need to be authorized? \_\_\_\_\_

Have you explored volunteers or hiring a driver?  No  Yes If yes, with whom? \_\_\_\_\_

What else does the driver need to know about you so that you have a good experience? \_\_\_\_\_

### Determine Your Level of Service Needs

INSTRUCTIONS: Review the Level of Service definitions below.  Check all that apply to your personal needs.

- Accessible Vehicle** Driver assists to load passenger and their wheelchair or mobility device onto the vehicle.
- Stop-to-stop fixed-route** Passenger waits at set stops for pre-scheduled vehicles to arrive and depart.
- Curb-to-curb** Driver picks-up passenger at curb where ride originates and drops-off at curb of destination.
- Door-to-door** Driver assists passenger from first door where ride originates to vehicle and from vehicle to first door at destination.
- Door-thru-door** Driver goes into the building where ride originates and at the destination to assist passenger.
- Leave attended** Driver assures that the passenger is met by a responsible party at the destination.
- Driver Attended/Escort** Driver provides additional assistance in the community by remaining with the passenger at the destination, either to complete round trip or until a responsible party arrives at the destination.
- Personal Attendant** A family member or hired staff who rides along to assist the individual they support.
- Individualized** Passenger has needs that require additional level of service or support; such as direct service route (no stops), a solo ride (no other passengers), no pets on board (due to allergies), driver waits curbside for round trip, same driver for return pick-up, turn radio down/off, or other accommodations.

## Find a Potential Transportation Provider

<b>Providers by Level of Service</b>		Accessible Vehicle	Stop-to-stop	Curb-to-curb	Door-to-door	Door-thru-door	Leave Attended	Driver Attend/Escort	Attendant Allowed	Can Individualize
<b>INSTRUCTIONS:</b>										
<input checked="" type="checkbox"/> Check the box in the far-left column for each provider that might be a possible option for you.										
<b>COMMUNITY RESOURCES</b>										
	Dane County TimeBank Transportation Project			X	X				X	X
<b>PUBLIC TRANSIT</b>										
	Edgerton Public Transit	X	X	X	X				X	
	Metro Fixed Route Bus	X	X						X	
	Metro Paratransit (*Leave Attended for Legacy clients only)	X		X	X		*		X	
	Monona Transit/Express	X	X	X	X				X	
	Monona Transit/Lift	X	X	X	X				X	
	Sauk Prairie Shared-Ride	X	X	X	X				X	
	Stoughton Public Transit	X		X					X	
	Sun Prairie Public Transit	X		X					X	
<b>SPECIALIZED TRANSPORTATION</b>										
	Abby Van Inc.	X		X	X	X	X		X	X
	Badger Bus Lines	X		X	X					X
	Badger Cab Company Inc.			X	X		X		X	
	Capitol Express	X			X	X	X		X	X
	CarePool, Inc.		X	X	X	X	X	X	X	X
	Care Van Service Inc.	X			X	X	X		X	X
	Green Cab Madison Inc.			X	X		X		X	X
	Home 2 Care Transportation	X	X	X	X	X	X	X	X	X
	Mad City Mobility	X		X	X	X	X		X	X
	Madison Taxi			X	X					X
	Quality Transit LLC	X	X	X	X	X	X		X	X
	Transit Solutions Inc.	X	X	X	X	X	X	X	X	X
	Union Cab of Madison Cooperative	X		X	X		X		X	X
	Van Go Taxi	X			X	X	X		X	X
	We Care Transportation	X		X	X	X	X	X	X	X
	YWCA Job Ride			X			X			X
	Xpress Transit	X		X	X	X	X	X	X	X
<b>NON-EMERGENCY MEDICAL TRANSPORTATION (Medicaid card service)</b>										
	NEMT - Broker service with multiple contractors	X		X					X	

## Transportation Provider Options in Dane County (alphabetical)

<p><b>Abby Vans Inc.</b></p> <p><b>Service Requests:</b> telephone (800) 236-8438 (answered 24/7) or TTY (800) 947-3529 or fax (715) 743-7545</p> <p><b>Reservations:</b> one business day advance-notice, same day service as available</p> <p><b>Website:</b> <a href="http://www.abbyvans.com">www.abbyvans.com</a></p> <p><b>Address:</b> 1115 W. 4th Street, Neillsville, WI 54456</p> <p><b>Service Description:</b> group ride, shared taxi, on flexible route, no set route</p> <p><b>Passenger Eligibility:</b> must have program authorization or private pay</p> <p><b>Accessible Vehicles:</b> yes</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> curb-to-curb</li> <li><input checked="" type="checkbox"/> door-to-door</li> <li><input checked="" type="checkbox"/> door-thru-door</li> <li><input checked="" type="checkbox"/> leave-attended</li> <li><input checked="" type="checkbox"/> individualized (e.g., direct service, solo ride)</li> </ul> <p><b>Passenger Accommodations:</b></p> <ul style="list-style-type: none"> <li>▪ no charge for passenger's attendant to ride along</li> <li>▪ driver can be scheduled to wait curb side</li> </ul> <p><b>Service Area:</b> all of Dane County</p> <p><b>Hours of Service:</b> 6 am – 6 pm / 7 days a week Holidays and after hours if driver is available (additional fees apply)</p> <p><b>Fare Structure:</b> Call for current private pay, special event rates, or contract prices.</p>
<p><b>Badger Bus Lines</b></p> <p><b>Service Requests:</b> (608) 310-4444 or online form available at <a href="http://www.badgerbus.com">www.badgerbus.com</a></p> <p><b>Reservations:</b> 24 hour advance-notice</p> <p><b>Website:</b> <a href="http://www.badgerbus.com">www.badgerbus.com</a></p> <p><b>Address:</b> 5501 Femrite Drive, Madison, WI 53718</p> <p><b>Service Description:</b> group ride, shared taxi, no set route</p> <p><b>Passenger Eligibility:</b> no criteria</p> <p><b>Accessible Vehicles:</b> yes</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> curb-to-curb</li> <li><input checked="" type="checkbox"/> door-to-door</li> <li><input checked="" type="checkbox"/> individualized (e.g., direct service, solo ride)</li> </ul> <p><b>Service Area:</b> Madison, Monona, Verona, McFarland</p> <p><b>Hours of Service:</b> 6 am – 5 pm / 7 days a week</p> <p><b>Fare Structure:</b> Call for current pricing.</p>

<p><b>Badger Cab Company Inc.</b></p> <p><b>Service Requests:</b> telephone (608) 256-5566 or email <a href="mailto:service@badgercab.com">service@badgercab.com</a></p> <p><b>Reservations:</b> demand response, 2 hours advance-notice</p> <p><b>Website:</b> <a href="http://www.badgercab.com">www.badgercab.com</a></p> <p><b>Address:</b> 700 Cottage Grove Rd., Madison, WI 53716</p> <p><b>Service Description:</b> shared taxi, no set route</p> <p><b>Passenger Eligibility:</b> must be ambulatory</p> <p><b>Accessible Vehicles:</b> no</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> curb-to-curb</li> <li><input checked="" type="checkbox"/> door-to-door</li> <li><input checked="" type="checkbox"/> leave attended</li> </ul> <p><b>Passenger Accommodations:</b></p> <ul style="list-style-type: none"> <li>▪ no charge for passenger’s attendant to ride along</li> </ul> <p><b>Service Area:</b> all of Dane County</p> <p><b>Hours of Service:</b> 24 hours / 7 days a week</p> <p><b>Fare Structure:</b> Call for current pricing.</p>
---	--

<p><b>CarePool, Inc.</b></p> <p><b>Service requests:</b> for initial inquiries email <a href="mailto:madisonpartners@carepool.us">madisonpartners@carepool.us</a>, confirmed via email until you receive a log-in for software platform</p> <p><b>Reservations:</b> pre-book rides</p> <p><b>Website:</b> <a href="http://www.carepool.us">www.carepool.us</a></p> <p><b>Address:</b> 821 E. Washington #200, Madison, WI</p> <p><b>Service Description:</b> independent drivers and Badger Bus are contracted to provide pre-booked rides</p> <p><b>Passenger Eligibility:</b> no criteria</p> <p><b>Accessible Vehicles:</b> yes, by summer 2019</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> curb-to-curb</li> <li><input checked="" type="checkbox"/> door-to-door</li> <li><input checked="" type="checkbox"/> door-thru-door</li> <li><input checked="" type="checkbox"/> leave-attended</li> <li><input checked="" type="checkbox"/> driver will attend/escort</li> <li><input checked="" type="checkbox"/> individualized (e.g., direct service, solo ride)</li> </ul> <p><b>Passenger Accommodations:</b></p> <ul style="list-style-type: none"> <li>▪ no charge for passenger’s attendant to ride along</li> <li>▪ driver can be scheduled to wait curbside</li> </ul> <p><b>Service Area:</b> all of Dane County, plus other counties: Waukesha, Rock, LaCrosse, Eau Claire</p> <p><b>Hours of Service:</b> 5 am – 11 pm weekdays</p> <p><b>Fare Structure:</b> Request by email.</p>
--	---

<p><b>Care Van Service Inc.</b></p> <p><b>Service requests:</b> telephone (608) 437-8989 or fax (608) 437-8985 or email <a href="mailto:carevanservice@charter.net">carevanservice@charter.net</a></p> <p><b>Reservations:</b> 1-2 days advance-notice</p> <p><b>Address:</b> PO Box 52, Mt Horeb, WI 53572</p> <p><b>Service Description:</b> regular route</p> <p><b>Passenger Eligibility:</b> specialize in seniors and adults with disability</p> <p><b>Accessible Vehicles:</b> yes</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> door-to-door</li> <li><input checked="" type="checkbox"/> door-thru-door</li> <li><input checked="" type="checkbox"/> leave-attended</li> <li><input checked="" type="checkbox"/> individualized (e.g., direct service, solo ride)</li> </ul> <p><b>Passenger Accommodations:</b></p> <ul style="list-style-type: none"> <li>▪ driver attends at all times (included in round trip)</li> <li>▪ no charge for passenger’s attendant to ride along</li> <li>▪ often have a driver assistant for group-rides</li> </ul> <p><b>Service Area:</b> Black Earth area and Mt. Horeb area</p> <p><b>Hours of Service:</b> 9 am – 5 pm weekdays</p> <p><b>Fare Structure:</b> Call for current pricing.</p>
---	--

<p><b>Dane County TimeBank Transportation Project</b></p> <p><b>Service Requests:</b> telephone (608) 663-0400 or email <a href="mailto:transportation@danecountytimebank.org">transportation@danecountytimebank.org</a></p> <p><b>Reservations:</b> The more advance notice we receive, the more likely it is that we can match a driver.</p> <p><b>Website:</b> <a href="http://www.danecountytimebank.org/projects/transportation">www.danecountytimebank.org/projects/transportation</a></p> <p><b>Address:</b> Dane County TimeBank, 1202 Williamson St., #107, Madison, WI 53703</p> <p><b>Service Description:</b> Pools of drivers who help other TimeBank members with rides</p> <p><b>Passenger Eligibility:</b> TimeBank members</p> <p><b>Accessible Vehicle:</b> no</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> curb-to-curb</li> <li><input checked="" type="checkbox"/> door-to-door</li> <li><input checked="" type="checkbox"/> individualized (e.g., direct service, solo ride)</li> </ul> <p><b>Passenger Accommodations:</b></p> <ul style="list-style-type: none"> <li>▪ no charge for passenger’s attendant to ride along</li> </ul> <p><b>Service Area:</b> all of Dane County, not always able to find drivers matches for rides outside Madison</p> <p><b>Hours of Service:</b> No set hours</p> <p><b>Fare Structure:</b> No charge</p> <p><b>Note:</b> Riders who are not current TimeBank members must be pre-approved by Dane County Transportation Services by calling (608) 242-6489. TimeBank members may call the service request line directly to arrange rides.</p>
--	--



<p><b>Edgerton Public Transit</b> (provided by Brown Cab)</p> <p><b>Service requests:</b> telephone (608) 884-9847</p> <p><b>Reservations:</b> demand response</p> <p><b>Website:</b> <a href="http://www.cityofedgerton.com/local-transportation">www.cityofedgerton.com/local-transportation</a> or <a href="http://www.browncab.net">www.browncab.net</a></p> <p><b>Address:</b> Brown Cab, PO Box 66, Fort Atkinson, WI 53538</p> <p><b>Service Description:</b> shared-ride taxi, no set route</p> <p><b>Passenger Eligibility:</b> no criteria</p> <p><b>Accessible Vehicles:</b> yes</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> curb-to-curb</li> <li><input checked="" type="checkbox"/> door-to-door (upon request)</li> </ul> <p><b>Passenger Accommodations:</b></p> <ul style="list-style-type: none"> <li>▪ no charge for passenger's attendant to ride along</li> </ul> <p><b>Service Area:</b> within one mile of city limits</p> <p><b>Hours of Service:</b> M - F 7:15 am – 5:15 pm, Sat 9:00 am – 1:00 pm No service Sundays and these holidays: New Year Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day</p> <p><b>Fare Structure:</b> Call for current pricing.</p>
---	---

<p><b>Green Cab Madison Inc.</b></p> <p><b>Service requests:</b> telephone (608) 255-1234, online at <a href="http://www.greencabmadison.com">www.greencabmadison.com</a> or download Green Cab mobile app for Android and iOS</p> <p><b>Reservations:</b> demand response, scheduled rides</p> <p><b>Website:</b> <a href="http://www.greencabmadison.com">www.greencabmadison.com</a></p> <p><b>Address:</b> 1621 Beld St., Madison, WI 53715</p> <p><b>Service Description:</b> shared or direct ride taxi, no set route</p> <p><b>Passenger Eligibility:</b> no criteria, must be ambulatory</p> <p><b>Accessible Vehicles:</b> n</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> curb-to-curb</li> <li><input checked="" type="checkbox"/> door-to-door</li> <li><input checked="" type="checkbox"/> leave attended</li> <li><input checked="" type="checkbox"/> individualized (e.g., direct service, solo ride, round trips, multiple stops, deliveries)</li> </ul> <p><b>Passenger Accommodations:</b></p> <ul style="list-style-type: none"> <li>▪ driver can be scheduled to wait curb side</li> <li>▪ no charge for passenger's attendant to ride along</li> </ul> <p><b>Service Area:</b> all of Dane County</p> <p><b>Hours of Service:</b> 24 hours / 7 days a week</p> <p><b>Fare Structure:</b> Posted on website and quoted before you ride.</p>
---	--

<p><b>Home 2 Care Transportation</b></p> <p><b>Service requests:</b> telephone (608) 999-0083 or fax (608) 234-5530 or Email: <a href="mailto:contact@home2carewi.com">contact@home2carewi.com</a></p> <p><b>Reservations:</b> 1 business day advance-notice, same day service available</p> <p><b>Website:</b> <a href="http://www.home2carewi.com">www.home2carewi.com</a></p> <p><b>Address:</b> 2935 S. Fish Hatchery Rd. #167, WI 53711</p> <p><b>Service Description:</b> limited van service, broader service with passenger vehicle</p> <p><b>Passenger Eligibility:</b> none</p> <p><b>Accessible Vehicles:</b> yes</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> curb-to-curb</li> <li><input checked="" type="checkbox"/> door-to-door</li> <li><input checked="" type="checkbox"/> door-thru-door</li> <li><input checked="" type="checkbox"/> leave-attended</li> <li><input checked="" type="checkbox"/> individualized (e.g., direct service, solo ride)</li> </ul> <p><b>Passenger Accommodations:</b></p> <ul style="list-style-type: none"> <li>▪ driver may escort if requested</li> <li>▪ driver can be scheduled to wait curb side</li> <li>▪ can ensure same driver at pick-up</li> <li>▪ no charge for passenger's attendant to ride along</li> </ul> <p><b>Service Area:</b> All of Dane County and surrounding communities</p> <p><b>Hours of Service:</b> 24 hours / 7 days a week</p> <p><b>Fare Structure:</b> Posted on website.</p>
--	---

<p><b>Mad City Mobility</b></p> <p><b>Service Requests:</b> telephone (608) 841-1300 or fax (608) 841-1301 or email <a href="mailto:contact@madcitymobility.com">contact@madcitymobility.com</a></p> <p><b>Reservations:</b> prefer 2 days advance-notice, demand response as available</p> <p><b>Website:</b> <a href="http://www.madcitymobility.com">www.madcitymobility.com</a></p> <p><b>Address:</b> 1619 Middleton St, Middleton, WI 53562</p> <p><b>Service Description:</b> group ride and coordinated rides (e.g., car/van pool), no set route</p> <p><b>Passenger Eligibility:</b> no criteria</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> curb-to-curb</li> <li><input checked="" type="checkbox"/> door-to-door</li> <li><input checked="" type="checkbox"/> door-thru-door</li> <li><input checked="" type="checkbox"/> leave-attended</li> <li><input checked="" type="checkbox"/> individualized (e.g., direct service, solo ride)</li> </ul> <p><b>Passenger Accommodations:</b></p> <ul style="list-style-type: none"> <li>▪ no charge for passenger's attendant to ride along</li> <li>▪ driver can be scheduled to wait curbside</li> <li>▪ can guarantee same driver for return pick up</li> </ul> <p><b>Service Area:</b> all of Dane County</p> <p><b>Hours of Service:</b> 24 hours / 7 days a week</p> <p><b>Accessible Vehicles:</b> yes</p> <p><b>Fare Structure:</b> Call for current pricing.</p>
---	---

<p><b>Madison Taxi</b></p> <p><b>Service Requests:</b> telephone (608) 255-8294 or email <a href="mailto:madtaxi.reservations@gmail.com">madtaxi.reservations@gmail.com</a> or online fillable form or mobile app: Mad Taxi!</p> <p><b>Reservations:</b> demand-response in 15-30 minutes on average</p> <p><b>Website:</b></p> <p><b>Address:</b> 1403 Gilson Street, Madison, WI 53715</p> <p><b>Service Description:</b> no set route</p> <p><b>Passenger Eligibility:</b> no criteria</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> curb-to-curb</li> <li><input checked="" type="checkbox"/> door-to-door</li> <li><input checked="" type="checkbox"/> individualized (e.g., direct service, solo ride)</li> </ul> <p><b>Passenger Accommodations:</b></p> <ul style="list-style-type: none"> <li>▪ no charge for passenger's attendant to ride along</li> </ul> <p><b>Service Area:</b> all of Dane County</p> <p><b>Hours of Service:</b> 24 hours / 7 days a week</p> <p><b>Accessible Vehicles:</b> no</p> <p><b>Fare Structure:</b> Posted on website.</p>
---	---

<p><b>Madison Metro Fixed-Route Bus</b></p> <p><b>Service requests:</b> Call (608) 266-4466 for assistance with ticket purchase and planning your bus route or use the Metro website.</p> <p><b>Customer service hours:</b> weekdays 6:15 am – 6 pm, weekends/holidays 8 am – 4:30 pm</p> <p><b>Reservations:</b> No reservation required</p> <p><b>Website:</b> <a href="http://www.mymetrobus.com">www.mymetrobus.com</a></p> <p><b>Mailing Address:</b> 1245 E Washington Ave, Suite 201, Madison, WI 53703</p> <p><b>Service Description:</b> public transportation, for How to Ride information visit: <a href="https://www.cityofmadison.com/metro/how-to-ride">https://www.cityofmadison.com/metro/how-to-ride</a></p> <p><b>Passenger Eligibility:</b> no criteria</p> <p><b>Accessible Vehicles:</b> yes</p> <p><b>Level of Service:</b> <u>X</u> stop-to-stop on fixed route, printed Ride Guides are available on all buses or on-line at: <a href="https://www.cityofmadison.com/metro/how-to-ride/ride-guide">https://www.cityofmadison.com/metro/how-to-ride/ride-guide</a></p> <p><b>Track Buses:</b> Use Metro's bus tracking features or download available apps at: <a href="https://www.cityofmadison.com/metro/how-to-ride/rider-tools">https://www.cityofmadison.com/metro/how-to-ride/rider-tools</a></p>
---

**Passenger Accommodations:** To review accessibility services visit:

<https://www.cityofmadison.com/metro/how-to-ride/accessible-services>

**Service Area:** Printed maps are available on all buses or on-line at:

<https://www.cityofmadison.com/metro/routes-schedules>

**Hours of Service:** Daily service is available. For fixed-route bus departures visit:

<https://www.cityofmadison.com/metro/routes-schedules/full-service-chart>

**Fare Structure:** \$2 general / \$1 senior/disabled discounted fare (for reduced fare visit:

<https://www.cityofmadison.com/metro/fares/senior-disabled-fare-eligibility> )

Present pass, ticket or exact fare when boarding the bus.

Extensive information about fares and their purchase can be found at:

<https://www.cityofmadison.com/metro/fares>

## Madison Metro Paratransit (provided by various contractors)

**Service requests:** Call (608) 266-4466 to check if your destination is within the Metro service area or use the Metro website to check an address.

**Customer service hours:** weekdays 6:15 am – 6 pm, weekends/holidays 8 am – 4:30 pm

**Reservations:** Rides can be scheduled up to 7 days in advance. Next-day ride requests must be placed no later than 4:30 pm the day before you wish to ride. Same day ride requests are not allowed. Be ready for your ride during the pick-up window which is a 20-minute timeframe of expected driver arrival. If the driver has not arrived within the pick-up window, you may call Metro to report a late ride.

**Scheduling & Confirming Rides: (608) 266-4666**                      **24/7 Cancellation Line: (608) 267-1107**

**Website:** [www.mymetrobus.com](http://www.mymetrobus.com)

**Mailing Address:** 1245 E Washington Ave, Suite 201, Madison, WI 53703

**Service Description:** Metro Paratransit is a share-ride service for individuals with disabilities who cannot use Metro's regular bus service due to a disability. It is a service required of public transit agencies under provisions of the Americans with Disabilities Act. For a service overview visit:

<https://www.cityofmadison.com/metro/paratransit>

**Passenger Eligibility:** Individuals with a disability may apply for eligibility by completing an application and participating in an in-person assessment. Eligibility is based on functional ability to use an accessible bus including getting to/from a bus, boarding and disembarking from a bus, and navigating the bus system. Information about eligibility and an application can be found at:

<https://www.cityofmadison.com/metro/paratransit/paratransit-eligibility>

**Service Area:** Paratransit service area closely matches fixed-route bus service. Information can be found at: <https://www.cityofmadison.com/metro/paratransit/service-hours-area/>

**Level of Service:**  curb-to-curb  door-to-door  leave attended (*legacy clients only*)

**Passenger Accommodations:** No charge for passenger's Personal Care Attendant

**Hours of Service:** Weekdays 5:30 am – midnight / Weekends 7 am – 11:30 pm / Holidays 7 am – 7 pm / Christmas Eve service ends early 6 pm / New Year's Eve service ends late 3 am on New Year's Day / All service on holidays requires a reservation including "standing ride" service subscribers. Service hours and fares are subject to change.

**Accessible Vehicles:** yes

**Fare Structure:** Individual fare \$3.25 cash, ticket, employee/student unlimited pass. Buy on-line at: <https://www.cityofmadison.com/epayment/metro/busPass/index.cfm> Agency fare tickets, \$135.00 for a 4-ticket booklet, bought through agencies such as Family Care or IRIS.

## Monona Transit/Express (First Student- contractor)

**Customer service hours:** weekdays 6:30 am – 4:30 pm

**Reservations:** No reservation is needed for fixed route stops.

**Website:** <https://mymonona.com/245/Monona-Express>

**Mailing Address:** City of Monona, 5211 Schluter Road, Monona, WI 53716

**Service Description:** Monona-based morning and afternoon commuter service to and from Madison. There are no stops made between the Monona city-limits and the downtown Madison area, keeping the trip quick and convenient.

**Passenger Eligibility:** no criteria

**Service Area:** All service stops are posted on the website. Service stops do not have signage, watch for a Monona Transit bus to arrive. To view the exact route, as well as where buses are currently located, go to <https://monona.transloc.com/m/>

**Level of Service:** Fixed route stop-to-stop. Call (608) 423-4118 with questions regarding the route.

**Passenger accommodations:** No charge for passenger's attendant.

**Hours of Service:** Weekdays there are four A.M. routes beginning at 5:50 am – 8:58 am and four P.M. routes beginning at 3:20 pm – 6:47 pm. No weekends or these holidays: New Year's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving, and Christmas Day.

**Accessible Vehicles:** yes

**Fare Structure:** Convenience passes (20 rides) are available for purchase on the bus and at Monona City Hall. Express can accept transfers from Madison Metro; however, Madison Metro does not accept

transfers from Monona Express. We cannot guarantee the driver can make change/rider should be prepared with exact amount.

Individual fare \$3.00 per ride, convenience packets of 20 tickets \$2.25 per ride, senior/disabled/student rider \$1.50 ride, transfer rider \$0.50 per ride

**Service requests:** Call (608) 423-4118 to check if your destination is within the service area (3/4 mile of the fixed route). Customer service hours: weekdays 6:30 am – 4:30 pm

**Reservations:** No reservation is needed for fixed route stops. To request service that deviates from the fixed route, call (608) 423-4118 to make a reservation at least 24 hours in advance. Reservations are subject to availability. Rides can be scheduled up to 5 weekdays in advance. Frail elderly may also request use of Retired & Senior Volunteer Program (RSVP) by calling (608) 238-7787.

**Website:** <https://mymonona.com/245/Monona-Express>

## Monona Transit/Lift (First Student - contractor)

**Reservations:** fixed route stop-to-stop (call for deviations from the route (608) 423-4118)

**Mailing Address:** City of Monona, 5211 Schluter Road, Monona, WI 53716

**Service Description:** Monona-based morning and afternoon commuter service to and from Madison. There are no stops made between the Monona city-limits and the downtown Madison area, keeping the trip quick and convenient.

**Passenger Eligibility:** no criteria, driver asks the passenger if disabled/senior if in question to determine reduced fare

**Service Area:** pick-up or drop-off within 3/4 mile of Monona service boundary. All service stops are posted on the website. Service stops do not have signage, watch for a Monona Transit bus to arrive. To view the exact route, as well as where buses are currently located, go to <https://monona.transloc.com/m/>

**Level of Service:** fixed route stop-to-stop (call for deviations from the route (608) 423-4118), although this is not advertised we do at times assist riders from their door.

**Passenger accommodations:** No charge for passenger's attendant.

**Hours of Service:** Weekdays from 8:30 a.m. to 3:30 p.m. No weekends or these holidays: New Year's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving, and Christmas Day.

**Accessible Vehicles:** yes

**Fare Structure:** Convenience passes (20 rides) are available for purchase on the bus and at Monona City Hall. Note: Monona Lift accepts transfers from Madison Metro; however, Madison Metro does not accept transfers from Monona Lift. We cannot guarantee the driver can make change/rider should be prepared with exact amount. Individual fare \$3.00 per ride, convenience packets of 20 tickets \$2.25 per ride, senior/disabled/student rider \$1.50 ride, transfer rider \$0.50 per ride

<p><b>Non-Emergency Medical Transportation</b> (Broker service with multiple contractors)</p> <p><b>Service Requests:</b> telephone (866) 907-1493</p> <p><b>Reservations:</b> advanced reservation</p> <p><b>Website:</b> <a href="http://www.dhs.wisconsin.gov/nemt/index.htm">www.dhs.wisconsin.gov/nemt/index.htm</a></p> <p><b>Service Description:</b> A statewide service broker schedules rides to authorized medical appointments with various contracting transportation providers.</p> <p><b>Passenger Eligibility:</b> must be a Medicaid (MA) recipient and provide a Forward Health card</p> <p><b>Accessible Vehicles:</b> yes</p>	<p><b>Level of Service:</b></p> <p><input checked="" type="checkbox"/> curb-to-curb</p> <p><b>Service Area:</b> all of Dane County and the State of Wisconsin</p> <p><b>Hours of Service:</b> varies depending on your appointment time and contractor availability</p> <p><b>Fare Structure:</b> Cost of ride to approved medical appointment is billed directly to MA.</p>
<p><b>Quality Transit, LLC</b></p> <p><b>Service requests:</b> telephone (608) 335-0332 or fax (608) 298-7660</p> <p><b>Reservations:</b> demand response</p> <p><b>Address:</b> 2801 International Lane, Rm 108, Madison, WI 53704</p> <p><b>Service Description:</b> group ride and coordinated rides (e.g., car/van pool) on regular route, flexible route and no set route</p> <p><b>Passenger Eligibility:</b> by referral</p> <p><b>Accessible Vehicles:</b> yes</p>	<p><b>Level of Service:</b></p> <p><input checked="" type="checkbox"/> stop-to-stop fixed-route</p> <p><input checked="" type="checkbox"/> curb-to-curb</p> <p><input checked="" type="checkbox"/> door-to-door</p> <p><input checked="" type="checkbox"/> door-thru-door</p> <p><input checked="" type="checkbox"/> leave attended</p> <p><input checked="" type="checkbox"/> individualized (e.g., direct service, solo ride)</p> <p><b>Passenger Accommodations:</b></p> <ul style="list-style-type: none"> <li>▪ no charge for passenger's attendant to ride along</li> <li>▪ driver can be scheduled to wait curbside</li> <li>▪ can guarantee same driver for return pick-up, if available</li> </ul> <p><b>Service Area:</b> all of Dane County</p> <p><b>Hours of Service:</b> 24 hours / 7 days a week</p> <p><b>Fare Structure:</b> Call for current pricing.</p>

<p><b>Sauk Prairie Shared-Ride</b> (provided by Brown Cab)</p> <p><b>Service requests:</b> telephone (608) 644-9616</p> <p><b>Reservations:</b> demand response</p> <p><b>Website:</b> <a href="http://www.prairiedusac.net">www.prairiedusac.net</a> (click on 'Departments and Services' then click on 'Transportation') or <a href="http://www.browncab.net/">www.browncab.net/</a></p> <p><b>Address:</b> 200 Hemlock Street #1, Sauk City, WI 53585</p> <p><b>Service Description:</b> shared-ride taxi</p> <p><b>Passenger Eligibility:</b> no criteria</p> <p><b>Accessible Vehicles:</b> yes</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> curb-to-curb</li> <li><input checked="" type="checkbox"/> door-to-door (upon request)</li> </ul> <p><b>Passenger Accommodations:</b></p> <ul style="list-style-type: none"> <li>▪ no charge for passenger's attendant to ride along</li> </ul> <p><b>Service Area:</b> Sauk Prairie plus one-mile</p> <p><b>Hours of Service:</b> M - F 6:00 am – 6:00 pm, Sat 9:00 am – 1:00 pm No service Sundays and these holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day</p> <p><b>Fare Structure:</b> Call for current pricing.</p> <p>(NOTE: for discounted fare the rider must purchase taxi tickets ahead of time through Villages of Prairie du Sac, Sauk City, and Brown Cab, Inc.)</p>
<p><b>Stoughton Public Transit</b> (provided by Running Inc.)</p> <p><b>Service requests:</b> telephone (608) 873-7233</p> <p><b>Reservations:</b> demand response, 24 hour advance-notice required for wheelchair accessible vehicle</p> <p><b>Website:</b> <a href="http://www.runninginc.net/Stoughton-transit">www.runninginc.net/Stoughton-transit</a></p> <p><b>Address:</b> 318 W. Decker St. Viroqua, WI 54639</p> <p><b>Service Description:</b> shared taxi, no set route</p> <p><b>Passenger Eligibility:</b> no criteria</p> <p><b>Accessible Vehicles:</b> yes</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> curb-to-curb</li> </ul> <p><b>Passenger Accommodations:</b></p> <ul style="list-style-type: none"> <li>▪ no charge for personal attendant to ride along <u>if passenger uses a wheelchair</u></li> </ul> <p><b>Service Area:</b> Stoughton (check website for service area radius outside city limits)</p> <p><b>Hours of Service:</b> M-TH 6 am - 6 pm, F-Sa 6 am – 7 pm, Su 8 am – 4 pm No service on New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Christmas Day</p> <p><b>Fare Structure:</b> Posted on website or call for current pricing.</p>



<p><b>Sun Prairie Public Transit</b> (provided by Running Inc.)</p> <p><b>Service Requests:</b> telephone (608) 837-5550</p> <p><b>Reservations:</b> demand response, 24 hour advance-notice required for wheelchair accessible vehicle</p> <p><b>Website:</b> <a href="http://www.cityofsunprairie.com/496/shared-ride-taxi-service">www.cityofsunprairie.com/496/shared-ride-taxi-service</a> or <a href="http://www.runninginc.net">www.runninginc.net</a></p> <p><b>Address:</b> Running Inc., 318 W. Decker St., Viroqua, WI 54639</p> <p><b>Service Description:</b> shared-ride taxi, no set route</p> <p><b>Passenger Eligibility:</b> no criteria</p> <p><b>Accessible Vehicle:</b> yes</p> <p>*Income eligible Sun Prairie residents who qualify will receive reduced fare rates and be given an identification card that must be presented to the taxi driver each time they use the taxi. The reduced fare is paid directly to the driver.</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> curb-to-curb</li> </ul> <p><b>Passenger Accommodations:</b></p> <ul style="list-style-type: none"> <li>▪ no charge for passenger’s attendant to ride along</li> </ul> <p><b>Service Area:</b> City of Sun Prairie and within a 3 mile radius, plus trips to East Town Mall 9am - 2 pm and 4 pm - 6:30 pm weekdays, summer hrs. vary</p> <p><b>Hours of Service:</b> M-Th 6 am - 11 pm, F-Sa 6 am – 2:45 am, Su 6 am – 8 pm, 8 am – noon on Christmas, Thanksgiving and Easter No service on New Year’s Day, Memorial Day, Fourth of July, Labor Day</p> <p><b>Fare Structure:</b> Posted on website or call for current pricing. To apply for the reduced fare program*, pick up an application at Sun Prairie City Hall, 300 E. Main St., Sun Prairie, WI 53590 or call 608-825-1173 for more information.</p>
--	--

<p><b>Transit Solutions, Inc.</b></p> <p><b>Service requests:</b> telephone (608) 294-8747 or fax (608) 288-8934 or email <a href="mailto:jlmortenson@hotmail.com">jlmortenson@hotmail.com</a></p> <p><b>Reservations:</b> 24 hour advance-notice, demand response as available</p> <p><b>Address:</b> 173 E. Badger Rd., Madison WI 53713</p> <p><b>Service Description:</b> group ride, shared taxi, coordinated rides (e.g., car/van pool), regular route, flexible route, no set route</p> <p><b>Passenger Eligibility:</b> no criteria</p> <p><b>Accessible Vehicles:</b> yes</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> stop-to-stop fixed route</li> <li><input checked="" type="checkbox"/> curb-to-curb</li> <li><input checked="" type="checkbox"/> door-to-door</li> <li><input checked="" type="checkbox"/> door-thru-door</li> <li><input checked="" type="checkbox"/> leave-attended</li> <li><input checked="" type="checkbox"/> driver will attend/escort</li> <li><input checked="" type="checkbox"/> individualized (e.g., direct service, solo ride)</li> </ul> <p><b>Passenger Accommodations:</b></p> <ul style="list-style-type: none"> <li>▪ no charge for passenger’s attendant to ride along</li> <li>▪ driver can be scheduled to wait curbside</li> <li>▪ can guarantee same driver for return pick-up</li> </ul> <p><b>Service Area:</b> all of Dane County</p> <p><b>Hours of Service:</b> M - F 6 am – 6 pm</p> <p><b>Fare Structure:</b> Call for current pricing.</p>
--	--

<p><b>Union Cab of Madison Cooperative</b></p> <p><b>Service requests:</b> call (608) 242-2000 or fax (608) 242-2009 or online website requests</p> <p><b>Mobile app:</b> Union Cab of Madison</p> <p><b>Reservations:</b> demand response, 1-hour advance-notice for accessible vehicles, as available</p> <p><b>Website:</b> <a href="http://www.unioncab.com">www.unioncab.com</a></p> <p><b>Address:</b> P.O. Box 8305, Madison WI 53708-8305</p> <p><b>Service Description:</b> no set route</p> <p><b>Passenger Eligibility:</b> no criteria</p> <p><b>Accessible Vehicles:</b> yes</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> curb-to-curb</li> <li><input checked="" type="checkbox"/> door-to-door (upon request)</li> <li><input checked="" type="checkbox"/> leave attended, if requested when ride is set-up</li> <li><input checked="" type="checkbox"/> individualized rides (e.g., direct service, solo ride)</li> </ul> <p><b>Passenger Accommodation:</b></p> <ul style="list-style-type: none"> <li>▪ no charge for passenger’s attendant to ride along</li> </ul> <p><b>Service Area:</b> all of Dane County</p> <p><b>Hours of Service:</b> 24 hours / 7 days a week</p> <p><b>Fare Structure:</b> Posted on website.</p>
---	---

<p><b>Van Go Taxi</b></p> <p><b>Service requests:</b> telephone (608) 849-7070 or fax (608) 849-7079</p> <p><b>Reservations:</b> 24 hour advance-notice</p> <p><b>Website:</b> <a href="http://www.vangotaxi.com">www.vangotaxi.com</a></p> <p><b>Address:</b> P.O. Box 454, Waunakee, WI 53597</p> <p><b>Service Description:</b> shared taxi, no set route</p> <p><b>Passenger Eligibility:</b> no criteria</p> <p><b>Accessible Vehicles:</b> yes</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> door-to-door</li> <li><input checked="" type="checkbox"/> door-thru-door</li> <li><input checked="" type="checkbox"/> leave-attended</li> <li><input checked="" type="checkbox"/> individualized (e.g., direct service, solo ride)</li> </ul> <p><b>Passenger Accommodations:</b></p> <ul style="list-style-type: none"> <li>▪ no charge for passenger’s attendant to ride along</li> <li>▪ driver can be scheduled to wait curbside</li> </ul> <p><b>Service Area:</b> all of Dane County</p> <p><b>Hours of Service:</b> Holidays by appointment. M - F 4 am – 9 pm, Sa 4 am – 6 pm</p> <p><b>Fare Structure:</b> Call for current pricing.</p>
--	--

<p><b>We Care Transportation</b></p> <p><b>Service requests:</b> telephone (608) 838-8589 or fax (608) 838-2295</p> <p><b>Reservations:</b> 24 hour advance notice for reserved rides, demand response usually within 30 minutes</p> <p><b>Address:</b> 2889 Hwy MN Unit 1, Stoughton WI 53589</p> <p><b>Service Description:</b> group ride, shared taxi, and coordinated rides (e.g., car/van pool) on regular route, flexible route or no set route</p> <p><b>Passenger Eligibility:</b> no criteria</p> <p><b>Accessible Vehicles:</b> yes</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> curb-to-curb</li> <li><input checked="" type="checkbox"/> door-to-door</li> <li><input checked="" type="checkbox"/> door-thru-door</li> <li><input checked="" type="checkbox"/> leave-attended</li> <li><input checked="" type="checkbox"/> driver will attend</li> <li><input checked="" type="checkbox"/> individualized (e.g., direct service, solo ride)</li> </ul> <p><b>Passenger Accommodations:</b></p> <ul style="list-style-type: none"> <li>▪ no charge for passenger’s attendant to ride along</li> <li>▪ driver can be scheduled to wait curb side</li> </ul> <p><b>Service Area:</b> all of Dane County</p> <p><b>Hours of Service:</b> No holidays. M - F 5:30 am – 4 pm, Sa 5:30 am – 2 pm</p> <p><b>Fare Structure:</b> call for current pricing, subsidized fare if eligible</p>
<p><b>Xpress Transit, Inc.</b></p> <p><b>Service requests:</b> telephone (608) 698-7455 or fax (608) 720-1132 or email: <a href="mailto:ott77@icloud.com">ott77@icloud.com</a></p> <p><b>Reservations:</b> 24 hour advance-notice</p> <p><b>Address:</b> 437 S. Yellowstone Dr., Ste. 106, Madison WI 53719</p> <p><b>Service Description:</b> group ride, coordinated rides (e.g., car/van pool), regular route, flexible route, no set route</p> <p><b>Passenger Eligibility:</b> no criteria</p> <p><b>Accessible Vehicles:</b> yes</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> curb-to-curb</li> <li><input checked="" type="checkbox"/> door-to-door</li> <li><input checked="" type="checkbox"/> door-thru-door</li> <li><input checked="" type="checkbox"/> leave-attended</li> <li><input checked="" type="checkbox"/> driver will attend/escort</li> <li><input checked="" type="checkbox"/> individualized (e.g., direct service, solo ride)</li> </ul> <p><b>Passenger Accommodations:</b></p> <ul style="list-style-type: none"> <li>▪ no charge for passenger’s attendant to ride along</li> <li>▪ driver can be scheduled to wait curb side</li> </ul> <p><b>Service Area:</b> all of Dane County</p> <p><b>Hours of Service:</b> M - F 5 am – 10 pm, Sat 6 am – 4 pm</p> <p><b>Fare Structure:</b> Call for current pricing.</p>

<p><b>YWCA Job Ride</b></p> <p><b>Service requests:</b> telephone (608) 316-6888</p> <p><b>Reservations:</b> 2 weeks advance-notice required for new riders, 2-day advance-notice for current riders</p> <p><b>Website:</b> <a href="http://www.ywcamadison.org/ywtransit">www.ywcamadison.org/ywtransit</a></p> <p><b>Address:</b> 2040 Park Street, Madison WI 53713</p> <p><b>Service Description:</b> group ride and coordinated rides (e.g., car/van pool) on regular route</p> <p><b>Passenger Eligibility:</b> must be ambulatory</p> <p><b>Accessible Vehicles:</b> no</p>	<p><b>Level of Service:</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> curb-to-curb</li> <li><input checked="" type="checkbox"/> leave-attended</li> <li><input checked="" type="checkbox"/> individualized (e.g., direct service, solo ride)</li> </ul> <p><b>Service Area:</b> all of Dane County</p> <p><b>Hours of Service:</b> 24 hours / 7 days a week</p> <p><b>Fare Structure:</b> call for current pricing, subsidized fare if eligible</p>
--	--

## If you are having trouble finding a provider for your trip, you may contact the Dane County Transportation Call Center.



The **Dane County Transportation Call Center** is a Dane County and regional resource center, operated by Mobility Managers, that provides personalized assistance with your transportation needs. The Call Center provides information on all transportation options.

**Telephone:** (608) 242-6489

**Email:** [TransportationCallCenter@CountyofDane.com](mailto:TransportationCallCenter@CountyofDane.com)

**Hours of operation:** Monday – Friday from 9:00 am – 4:30 pm

## Optional Tools to Plan and Arrange Your Ride

Here are a few tools to get you started in planning and arranging your rides.

### 1) Passenger Profile

It is important to record and keep personal contacts current so that you can reach the people you need to for support or if there is an emergency. You may decide to offer some or all of your personal information to your transportation provider to be kept on file. Remember that if there are changes, you will need to update your transportation provider as well.

**Helpful Pointer:** It is recommended that you keep a printed copy of your **Passenger Profile** with you as you travel. Many Problems have been avoided because passengers, drivers and support people were able to quickly communicate to resolve a situation.

### 2) Personal Transportation Worksheet

By printing a copy and completing the **Personal Transportation Worksheet**, you will put the details for each trip in one place. You might keep a copy as a record of which rides can be met by a provider, and those that cannot. Having a record might make it easier to arrange rides in the future.

You may find the worksheet helpful as you plan to communicate with a potential provider. Refer back to the chart on page 4 for a list of ‘Providers by Level of Service’ for potential options you may be interested in exploring further. To locate the contact information for each provider, see the alphabetical list of ‘Transportation Provider Options in Dane County’ that starts on page 5. Each provider profile states the best way to request information or make a reservation.

You may also use the worksheet to record notes from your conversation with a provider. The provider may ask for payment ahead of time or an authorization number if the ride fare is billed. You might be asked to provide your MA identification number, so have that handy.

Once your ride request has been approved and you have a way to pay for the ride, you can make your ride reservation. Usually, a simple phone call or email to the provider to confirm the start date is sufficient.

### 3) Scheduled Ride Log

Once your ride is confirmed, you might find it helpful to record the details of the trip. Use this form to keep track of your confirmed rides.

**Passenger Profile for:** \_\_\_\_\_

**Notice to Provider: This confidential information is provided by the passenger below to assist in serving their individual needs. This information may be shared with assigned drivers.  Yes  No**

Completed/Updated on: \_\_\_\_\_ How often will this provide be updated? \_\_\_\_\_

Who will keep this current and communicate changes?

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

**PASSENGER NAME:** \_\_\_\_\_ Birthdate: \_\_\_\_\_

Home Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Primary Phone: \_\_\_\_\_ Secondary Phone: \_\_\_\_\_

Primary language: \_\_\_\_\_ Do you need a translator when you travel?  Yes  No

**AUTHORITY TO ARRANGE RIDES**

Check all of the contacts below who are authorized to schedule, change or cancel ride reservations.

Check here if passenger is authorized to schedule, change or cancel ride reservations.

**IN CASE OF EMERGENCY** If medical attention is needed, first call 9-1-1.

**Preferred hospital:** \_\_\_\_\_

Phone: \_\_\_\_\_ Address: \_\_\_\_\_

**Physician:** \_\_\_\_\_

Phone: \_\_\_\_\_ Policy #: \_\_\_\_\_

**Emergency Contact:** \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone 1: \_\_\_\_\_ Phone 2: \_\_\_\_\_

**Emergency Contact:** \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone 1: \_\_\_\_\_ Phone 2: \_\_\_\_\_

**SUPPORT TEAM CONTACTS**

Family / Guardian Contact: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

MCO or IRIS Contact: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Vocational/ Day Support Agency Contact: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Residential/Home Care Agency Contact: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Other: (broker, sibling, trained police officer) \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**PERSONAL SUPPORTS for:**

What helps you wait safely for your ride? \_\_\_\_\_

What helps you travel safely? \_\_\_\_\_

What helps you arrive safely at your destination? \_\_\_\_\_

**The following Support Plans are attached:**

- Transportation Support     Seizure Plan     Emergency Response  
 other \_\_\_\_\_

ATTACH  
 PHOTO OF PASSENGER  
 (OPTIONAL)

**LEVEL OF SERVICE****Check all Levels of Service and Accommodations you may need for various modes of transit.**

- Accessible Vehicle** Driver assists to load passenger and their mobility device onto the vehicle.
- Stop-to-stop fixed-route** Passenger waits at set stops for pre-scheduled vehicles to arrive and depart.
- Curb-to-curb** Driver picks-up passenger at curb where ride originates and drops-off at curb of destination.
- Door-to-door** Driver assists passenger from first door where ride originates to vehicle and from vehicle to first door at destination.
- Door-thru-door** Driver goes into the building where ride originates and at the destination to assist passenger.
- Leave attended** Driver assures that the passenger is met by a responsible party at the destination.  
 Reason for Attendant: \_\_\_\_\_ If hired Attendant, through which agency: \_\_\_\_\_  
 Name of Attendant for this ride: \_\_\_\_\_ Phone 1: \_\_\_\_\_ Phone 2: \_\_\_\_\_
- Driver Attend/Escort** Driver provides additional assistance in the community by remaining with the passenger at the destination, either to complete round trip or until a responsible party arrives at the destination.  
 Reason for Attendant: \_\_\_\_\_ If hired Attendant, through which agency: \_\_\_\_\_  
 Name of Attendant for this ride: \_\_\_\_\_ Phone 1: \_\_\_\_\_ Phone 2: \_\_\_\_\_
- Personal Attendant** A family member or hired staff who rides along to assist the individual they support.  
 Reason for Attendant: \_\_\_\_\_ If hired Attendant, through which agency: \_\_\_\_\_  
 Name of Attendant for this ride: \_\_\_\_\_ Phone 1: \_\_\_\_\_ Phone 2: \_\_\_\_\_
- Individualized** Passenger has needs that require additional level of service or support; such as direct service route (no stops), a solo ride (no other passengers), no pets on board (due to allergies), driver waits curbside for round trip, same driver for return pick-up, turn radio down/off, or other accommodations.

**ACCOMMODATIONS:**  Direct route     Solo ride     Driver waits curbside     Other: \_\_\_\_\_

## Personal Transportation Request Worksheet

Date of contact: \_\_\_\_\_

Passenger's Name: \_\_\_\_\_ Customer Status:  New  Existing

Type of Request:  Inquire about service  Get pricing  Check availability  Make a reservation

Person making request: \_\_\_\_\_ Relationship to passenger: \_\_\_\_\_

Transportation Provider: \_\_\_\_\_ Contact info: \_\_\_\_\_

Are you Metro Paratransit eligible?  No  Yes If yes, what level of service? \_\_\_\_\_

Note: If you are Medicaid eligible and need a ride to a medical appointment, call NEMT at (866) 831-4130.

What Medicaid/Medicare program do you currently participate in? (check all that apply)

Family Care  Family Care Partnership  IRIS

If you are requesting a ride from a Dane County Transportation Center program, please explain: \_\_\_\_\_

Trip Purpose: \_\_\_\_\_ Estimated first service date: \_\_\_\_\_

Day of the week:  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday

Need to arrive by: \_\_\_\_\_ Frequency:  Single ride request  Recurring ride request, total rides: \_\_\_\_\_

From (origination)- Address: \_\_\_\_\_ Pick-up time \_\_\_\_\_ am/pm

To (destination)- Address: \_\_\_\_\_ Drop-off time \_\_\_\_\_ am/pm

Mode: \_\_\_\_\_ Trip mileage: \_\_\_\_\_ Reimbursement per mile \$ \_\_\_\_\_  n/a  One-way  Round Trip

### What Level(s) of Service are you requesting:

- accessible vehicle/bus
- reduced bus fare
- curb-to-curb
- door-to-door
- door-THRU-door
- leave attended (with designated responsible party)
- ride with personal attendant
- solo ride  direct ride (no other pick-ups)

### Individual accommodation(s) needed:

- storage for mobility device
- assist to lock/unlock building doors
- pet allergies
- extended wait time at curb
- assist on elevator/stairway
- carrying bags
- same driver for return pick-up
- other \_\_\_\_\_

### Driver must be trained on these support plans:

Transportation Support  Seizure Plan  Emergency Response  other \_\_\_\_\_

Form of payment:  cash  credit/debit  billing  MA program  other: \_\_\_\_\_

Program auth # \_\_\_\_\_ by which funder? \_\_\_\_\_  Pending  Not authorized

Notes: \_\_\_\_\_



## Scheduled Ride Log

**TRIP#** \_\_\_\_\_ **PURPOSE:** \_\_\_\_\_ Effective dates: START \_\_\_\_\_ END \_\_\_\_\_

**Day of the week:**  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday

**Need to arrive by:** \_\_\_\_\_ am/pm **Frequency of ride:**  Single ride request  Recurring ride

**From (origination)- Address:** \_\_\_\_\_ **Pick-up time** \_\_\_\_\_ am/pm

**To (destination)- Address:** \_\_\_\_\_ **Drop-off time** \_\_\_\_\_ am/pm

**Mode:** \_\_\_\_\_ **Trip mileage:** \_\_\_\_\_ Reimbursement per mile \$ \_\_\_\_\_  n/a  One-way  Round Trip

**Level of Service:**  curb-to-curb  door-to-door  door-thru-door  leave attended  other: \_\_\_\_\_

**Support Person:** \_\_\_\_\_ **Agency:** \_\_\_\_\_ **Cell:** \_\_\_\_\_

**Transport Provider:** \_\_\_\_\_ **To cancel ride call:** \_\_\_\_\_

**Driver's name:** \_\_\_\_\_ **Description of the vehicle:** \_\_\_\_\_

**Instructions for the driver:** \_\_\_\_\_

**Pick-up window:** Be ready \_\_\_ minutes before scheduled pick-up. For this provider, driver is late if \_\_\_ minutes past pick-up time. **Who to call if the driver is late:** Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

**Emergency contact if ride doesn't show:** \_\_\_\_\_ Phone: \_\_\_\_\_

**Form of payment:**  cash  credit/debit  billing  MA auth # \_\_\_\_\_  other: \_\_\_\_\_

**TRIP#** \_\_\_\_\_ **PURPOSE:** \_\_\_\_\_ Effective dates: START \_\_\_\_\_ END \_\_\_\_\_

**Day of the week:**  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday

**Need to arrive by:** \_\_\_\_\_ am/pm **Frequency of ride:**  Single ride request  Recurring ride

**From (origination)- Address:** \_\_\_\_\_ **Pick-up time** \_\_\_\_\_ am/pm

**To (destination)- Address:** \_\_\_\_\_ **Drop-off time** \_\_\_\_\_ am/pm

**Mode:** \_\_\_\_\_ **Trip mileage:** \_\_\_\_\_ Reimbursement per mile \$ \_\_\_\_\_  n/a  One-way  Round Trip

**Level of Service:**  curb-to-curb  door-to-door  door-thru-door  leave attended  other: \_\_\_\_\_

**Support Person:** \_\_\_\_\_ **Agency:** \_\_\_\_\_ **Cell:** \_\_\_\_\_

**Transport Provider:** \_\_\_\_\_ **To cancel ride call:** \_\_\_\_\_

**Driver's name:** \_\_\_\_\_ **Description of the vehicle:** \_\_\_\_\_

**Instructions for the driver:** \_\_\_\_\_

**Pick-up window:** Be ready \_\_\_ minutes before scheduled pick-up. For this provider, driver is late if \_\_\_ minutes past pick-up time. **Who to call if the driver is late:** Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

**Emergency contact if ride doesn't show:** \_\_\_\_\_ Phone: \_\_\_\_\_

**Form of payment:**  cash  credit/debit  billing  MA auth # \_\_\_\_\_  other: \_\_\_\_\_

## NOTES

## User Feedback Survey - Quick Reference: Transportation Providers

Which category best describes you?  passenger  parent/guardian  caregiver  human services  educator

How did you access this booklet?  printed copy  used website link  PDF electronic file  other \_\_\_\_\_

Did any of these agencies assist you in using this booklet?  IRIS Consultant  Family Care Manager

ADRC  Dane County Transportation Call Center  High school 18-21 program  other: \_\_\_\_\_

Did the Dane County Transportation Call Center assist you with your transportation needs?  Yes  No

**After reviewing the booklet, please check the information you found helpful.**

### Steps to Arranging Your Transportation

Page 3 titled 'Describe Your Transportation Need'  helpful  didn't use

Page 3 titled 'Determine Your Level of Service'  helpful  didn't use

Page 4 titled 'Find a Potential Provider' chart  helpful  didn't use

### Transportation Provider Options in Dane County (Pages 5-19)

Contact information for service requests  helpful  didn't use

Service Description  helpful  didn't use

Passenger Eligibility  helpful  didn't use

Availability of Accessible Vehicle  helpful  didn't use

Level of Service provided  helpful  didn't use

Passenger Accommodations  helpful  didn't use

Service Area  helpful  didn't use

Hours of Service  helpful  didn't use

Fare Structure  helpful  didn't use

### Optional Tools to Plan and Arrange Your Ride

Page 20 Instructions page  helpful  didn't use

Page 21 titled 'Personal Transportation Worksheet'  helpful  didn't use

Page 22 titled 'Passenger Contacts'  helpful  didn't use

Page 22 titled 'Passenger Profile'  helpful  didn't use

Page 23 titled 'Scheduled Rides Log'  helpful  didn't use

**Please give us feedback about the information provided in this booklet.**

What information is missing? \_\_\_\_\_

What information is inaccurate? \_\_\_\_\_

After using this booklet, do you still have trouble finding a ride?  Yes  No

**Thank you for completing this survey!**

Please mail survey to: Attn: TIP, Dane County Transportation Call Center, 1202 Northport Drive, Madison WI 53704

You may also print a copy, complete the survey, scan and email to: [TransportationCallCenter@CountyofDane.com](mailto:TransportationCallCenter@CountyofDane.com)