



**Transportation to COVID-19  
Vaccination Sites  
Office Hours  
March 1, 2021**



**COVID-19 Vaccine  
Transportation  
for Dane County  
Older Adults, 65+**



***Have you exhausted all options available  
to you and still need a ride to your  
COVID-19 vaccine appointment?***

**NO COST FOR DANE COUNTY RESIDENTS.**



*Funded by Dane County  
Department of Human Services.  
Coordinated by NewBridge.*

**(608) 512-0000 Ext. 3 - English**

**(608) 512-0000 Ext. 2 - Spanish**

**(608) 695-2773 -** Tham lus Hmoob, Nplog, Qhab  
Mim (Khmer), Tibetan, Nepali



***Jane Betzig, C.M.M.***

***Dane County Transportation Manager***

***1202 Northport Drive, Madison, WI 53704 608-320-6639***

# Transportation To Vaccination Sites

## Dane County Eligible Populations

- Frontline health care personnel
- Residents/Staff in skilled nursing homes and long-term care facilities
- Police and fire personnel, correctional staff
- Adults ages 65 and over

# Transportation Demand

Present Dane County Call Center unable to handle additional calls.

Create a second Dane County Call Center exclusively to dispatch vaccination transportation needs.

Partnership with NewBridge Senior Center. Staff person to open second Call Center

Partnership with private transportation providers to provide rides.

# Call Center Staff Tools

Call Center Guidelines  
and  
Ride Tracking Tool

# Call Center Guidelines

## Eligibility Criteria

- Elderly 65+
- Veterans
- Living independent in their own homes/apartments.
- Must have a scheduled vaccination appointment

## Vendors

- Accessible if required
- Service all of Dane County
- Sunday Through Saturday
- Drop off sites only

## Rides not Available to:

- Individuals allowed to use NEMT
- Nursing Home residents
- Assisted Living Centers residents

## Directions

- Customer dialog
- Vendor dialog

# Ride Tracking Tool

Data collection tool for each ride

Data entered into Call Center software program

Software reports: cost, total rides, etc.

| Transportation for Vaccination Appointments: age 65+                |           |                           |         |                |          |                         |         |           |           |               |                   |              |                       |
|---|-----------|---------------------------|---------|----------------|----------|-------------------------|---------|-----------|-----------|---------------|-------------------|--------------|-----------------------|
| (submit weekly form by COB Fridays to betzig.jane@countyofdane.com) |           |                           |         |                |          |                         |         |           |           |               |                   |              |                       |
| First Name  | Last Name | Home Address Pickup Point | City    | Phone Number   | DOB      | Appointment Destination | City    | Appt Date | Appt Time | W/C or Walker | Vendor Name       | Pick-up Time | Comments              |
| Jane  | Doe       | 1212 Lightpost Dr         | Madison | (608) 242-1234 | 1/1/1940 | 2880 University Ave     | Madison | 3/14/21   | 11:15 AM  | power w/c     | Transit Solutions | 10:30 AM     |                       |
| Sally   | Doe       | 1213 Lightpost Dr         | Madison | (608) 242-1234 | 1/1/1960 | 2880 University Ave     | Madison | 3/14/21   | 11:15 AM  | N/A           | Transit Solutions | 10:30 AM     | caregiver of Jane Doe |
|   |           |                           |         |                |          |                         |         |           |           |               |                   |              |                       |
|   |           |                           |         |                |          |                         |         |           |           |               |                   |              |                       |
|   |           |                           |         |                |          |                         |         |           |           |               |                   |              |                       |
|   |           |                           |         |                |          |                         |         |           |           |               |                   |              |                       |
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|   |           |                           |         |                |          |                         |         |           |           |               |                   |              |                       |
|   |           |                           |         |                |          |                         |         |           |           |               |                   |              |                       |
|   |           |                           |         |                |          |                         |         |           |           |               |                   |              |                       |
|   |           |                           |         |                |          |                         |         |           |           |               |                   |              |                       |
|   |           |                           |         |                |          |                         |         |           |           |               |                   |              |                       |
|   |           |                           |         |                |          |                         |         |           |           |               |                   |              |                       |
|   |           |                           |         |                |          |                         |         |           |           |               |                   |              |                       |
|   |           |                           |         |                |          |                         |         |           |           |               |                   |              |                       |
|   |           |                           |         |                |          |                         |         |           |           |               |                   |              |                       |

# Funding

**State**

**Local**

**CRRSAA**

## **STATE**

- Transfer existing state funds among programs.
- COVID resulted in program closures: RSVP and Cultural Diversity Programs.
- COVID resulted in new programs: Vaccination Transportation, Dane County Delivers – Senior Grocery Shopping and COVID Testing Transportation.

## **CRRSAA**

- New Funding to meet Vaccination Transportation demands.
- Greater Madison Metropolitan Planning Organization.
- 5310 competitive application.



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# Additional Resources

- National Aging & Disability Transportation Center [COVID-19 Resources page](#)
- FTA CRRSAA Vaccination Trip FAQ [page](#)
  - See answer CE 18
- National Center for Mobility Management
- Mobilizing Transportation and Public Health Partners to Increase COVID-19 Vaccination [webinar recordings and examples](#) of public health and transportation working towards supporting vaccination efforts.
- [Transportation and Health Communications Guidebook](#)

# nadtcc

NATIONAL AGING AND DISABILITY  
TRANSPORTATION CENTER

[www.nadtcc.org](http://www.nadtcc.org)

Toll-free # 866.983.3222

