

# Door-Tran

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Dear Prospective Rider,

The County-Wide Volunteer Transportation Program's goal is to meet transportation needs that are not met using the Half-Price Travel Voucher Program, Door 2 Door Rides or public transit connector services provided by the Senior Resource Center and the Sunshine House Inc. This program is operated via volunteer drivers who will transport with personal, non-wheelchair accessible vehicles. Transportation extends to Door, Kewaunee and Brown Counties. Riders are charged a fare based on miles traveled and sliding fees based on household income levels.

If you are a veteran please notify us as an additional program may be available to you.

Enclosed is the application packet for the County-Wide Volunteer Transportation Program you have interest in.

Prior to receiving services, the following must be received by Door-Tran:

- Review, complete and return the Rider Application and Consent for Release of Confidential Information forms,
- Sign the Agreement/Disclaimer sheet acknowledging your review and receipt of the Rider Policies & Waiver Booklet. Please keep the booklet for your reference,
- Copies of any household income that was received in the last three months. Income is used to verify your rider mileage fee based on our sliding fee scale.

Please call Door-Tran staff with any questions or to schedule a ride at 920/743-9999. Please let us know if you or someone you know may be interested in being a Volunteer Driver. Door-Tran provides mileage, cell & meal reimbursements for volunteers.

Thank you,

A handwritten signature in black ink that reads "Kim Gilson".

Kim Gilson  
Volunteer Program Coordinator

Enclosure

**COUNTY-WIDE VOLUNTEER TRANSPORTATION PROGRAM  
RIDER APPLICATION**

LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ APT. \_\_\_\_\_

CITY: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

MAILING ADDRESS IF DIFFERENT: \_\_\_\_\_

HOME PHONE: (\_\_\_\_) \_\_\_\_\_ CELL PHONE: (\_\_\_\_) \_\_\_\_\_

EMAIL: \_\_\_\_\_ MALE: \_\_\_ FEMALE: \_\_\_ OTHER \_\_\_\_\_

DATE OF BIRTH \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (REQUIRED)

**Household/Family Income:** *List all household family members even if \$0 earnings.*

Family Member Name	Relationship	Income Source	Income per Month	Disability (Y/N)	Veteran (Y/N)

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**EMERGENCY CONTACT:**

NAME: \_\_\_\_\_ RELATIONSHIP: \_\_\_\_\_

HOME PHONE: (\_\_\_\_) \_\_\_\_\_ BUSINESS/CELL PHONE: (\_\_\_\_) \_\_\_\_\_

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**DEMOGRAPHIC INFORMATION:**

Our funding sources require we ask the following information. Answering these questions will in NO WAY affect your eligibility for the Volunteer Transportation Program. Thank You.

**Ethnicity:**

- |                                      |                                |
|--------------------------------------|--------------------------------|
| Asian, Pacific Islander _____        | White _____                    |
| Black/African American _____         | Multi-Racial (2 or more) _____ |
| Hispanic or Latino _____             | Other _____                    |
| American Indian/Alaskan Native _____ |                                |

I certify this form has been completed to the best of my knowledge with complete and accurate information. I understand any false statements or omissions of facts relevant to my eligibility for service will be considered fraud, and that I may be prosecuted under applicable U.S. Codes for this fraud. Furthermore, I understand that service is contingent upon availability of funds, volunteer drivers and wheelchair accessible vehicle are not guaranteed.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Return this form to:** Door-Tran, 1009 Egg Harbor Road, PO Box 181, Sturgeon Bay, WI 54235-0181  
Please call 920/743-9999 or toll-free 877/330-6333 with any questions or for more information.

**Door-Tran**  
**CONSENT FOR RELEASE OF CONFIDENTIAL INFORMATION**  
Universal Release for All Programs

I, \_\_\_\_\_, authorize the verbal, written and electronic exchange of file information among the following agencies: Door-Tran staff and volunteers, City of Sturgeon Bay to include all departments, County of Door to include all departments, Forward Service Corporation, Wisconsin Department of Transportation, Wisconsin NEMT State Broker, Door 2 Door Rides/Abby Vans, Sunshine Resources, Veterans Administration Clinic Staff, Department of Corrections Probation and Parole Wisconsin, Automobile Insurance Agent, United Way of Door County, Inc., and funding partners as applicable. Based on program(s) being used, release may also authorize communication with private taxi providers, fuel station vendors, vehicle purchase or repair vendors to include private party sellers, and agencies who contribute funding on your behalf and any medical providers we will be asked to provide transportation to. (The information collected will be limited to appointment date, time, length and whether you will need someone to care for you upon release)

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If applicable, I hereby authorize the release of my employment search and any employment-related information from past &/or present employer(s) to Door-Tran. I authorize my past/present employer(s) to allow Door-Tran representatives to review my employee records in regard to, but not limited to, employment dates, wages, benefits, and reasons for leaving. Such information may be used for the purpose of verifying income, if needed, or fulfilling the vehicle loan program requirements with Door-Tran. Exceptions to this release are as follows:

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I understand that my records are protected under the Family Rights of Privacy Act, Federal and specific state confidentiality laws and regulations; and cannot be disclosed without my written consent unless otherwise provided for in the regulations. I also understand that I may revoke this consent at any time except to the extent that action has been taken in reliance on it and that; in any event, this consent expires automatically as listed below.

This release expires one (1) year from the date of my exit from the program.

I understand that I have the right to inspect and receive a copy of the information provided by this release. I further acknowledge that the information to be released was fully explained to me and this consent is given of my own free will. I hereby release said agencies from all liability of any kind for issuing this information.

***A photocopy of this consent is as valid as the original.***

\_\_\_\_\_  
*Signature of Client*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Signature of Spouse/Secondary applicant*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Witness (Door-Tran Representative)*

\_\_\_\_\_  
*Parent or Guardian (if client is under the age of 18)*

**AGREEMENT/DISCLAIMER**

As a rider in the Volunteer Transportation Program, I hold harmless Door-Tran and United Way of Door County, Inc., its authorized agents, volunteers, and employees from all claims, actions, costs, damages or expenses of any nature whatsoever arising out of or resulting from any delays, tardiness, failure to make an appropriate or scheduled pick up, absence of vehicle or termination of the program. I also agree to release Door-Tran, United Way of Door County, Inc. and the volunteer from liability claims and demands for personal injury; for loss, theft, or damage to personal property; loss of income; consequential damages resulting from delays, tardiness or absence of a vehicle on particular days; and, for termination of the program.

I have received a copy of the Rider Policies and Waiver Booklet. I have read and understand these policies and will abide by them. I have retained a copy.

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

\_\_\_\_\_  
Date

# Door-Tran

## County-Wide Volunteer Transportation Program

### Rider Policies

The County-Wide Volunteer Transportation Program is designed to provide transportation to Door County residents who have no other means of transportation available. This Program may only be an option for people unable to afford a taxi using our half-price travel vouchers nor has access to Door 2 Door Rides, the Senior Resource Center bus or Sunshine House Inc. Program approval is completed by Door-Tran staff.

This Program will only be used for non-emergency travel. Vehicles are privately owned and do not contain the necessary medical equipment or trained personnel to cover emergency situations. Due to personal vehicle use, wheelchair access cannot be guaranteed. Parents/ guardians with children who need a car seat must provide them. In addition, transport for service animals may not be available.

To Get Started: All riders must review, complete and submit the Rider Policies and Waiver, Rider Application and Release of Information forms and verify household income for three months prior to enrollment before being provided a ride.

Fares: Riders will be invoiced monthly based on (1) miles they are riding in a volunteer vehicle (loaded miles) plus (2) on a sliding fee based on household income. If a rider does not wish to disclose their income they will be charged at the \$.40 per mile fee. All forms of income will be verified for a three month period at time of program registration by Door-Tran staff and reviewed annually thereafter. A household is defined by anyone living alone or with persons who are blood or marriage related. The mileage scale is as follows:

<i>Federal Poverty Level</i>	<i>Mileage Charge</i>
201% & Above	\$0.40
151% - 200%	\$0.30
101%-150%	\$0.20
100% & Below	\$0.10

*Under extenuating circumstances, riders may have the fee waived or reduced. Determination made on a case-by-case basis by Door-Tran.*

*(Complete Fare Waiver/Decrease Request Form)*

Drivers are not allowed to accept tips. Payment is required within 30 days of invoice date to ensure future service. Riders that do NOT cancel at least two hours prior to pick-up will be charged a "no show" fee of \$5.00 unless an acceptable cause is presented to Door-Tran. Mileage charge is based on 1 primary household rider. Any additional household members who ride along will be charged an additional fee of 50% of the mileage charge, not to exceed \$5.00. The number of additional household members riding may be limited based on space availability. Personal checks and money

orders will be accepted, however if the check or money order is returned for any reason there will be a \$25 charge and checks may no longer be accepted.

Schedule a Ride: Riders are encouraged to call 48 business hours or more in advance to request a ride. Rides are scheduled based on Volunteer Driver availability and are not guaranteed. Any special needs or requests need to be made at the time of scheduling.

Trip Schedule: The County –Wide Volunteer Transportation Program is available Monday through Friday for trips that are scheduled to start no earlier than 6:30am and are planned to end by 5pm. When possible, trips should be made within Door-Tran’s business hours of 8am to 4pm. Transport is limited to Door, Kewaunee, and Brown Counties. All service will be dependent on the availability of a Volunteer Driver.

Pick Up/Wait Time: Riders should be at the designated meeting place at least 15 minutes prior to their scheduled departure time. Riders are expected to wait for all other riders to have completed their appointments before returning. The vehicle will begin the return trip when all riders are loaded.

DENIAL OF RIDE: Transportation may be denied for a six month period to anyone who is a “no show” three times within a six-month period. A “no show” occurs when a two hour minimum cancellation notice is not given or when a rider does not appear at the pick-up location. Other reasons for denial may be as follows, but not limited to:

- Vehicle is full or volunteer driver is not available,
- Passenger is disruptive, abusive or under the influence,
- Inclement weather and/or snow/ice are not properly removed in the area of travel,
- Unsafe situation for the driver or rider (based on driver discretion),
- Outstanding invoices on Passenger’s behalf,
- Passenger refuses to follow vehicle rules such as no smoking eating, and/or drinking, refuses to wear seatbelt; doesn’t maintain a clean/safe environment.

*It is impossible to list all situations, Door-Tran reserves the right to take appropriate action on a case-by-case basis should a situation of questionable conduct occur.*

DRIVER ASSISTANCE: Drivers may assist riders from the door of the vehicle to the outer door of their destination. Drivers may not enter homes or transfer/carry any rider.

PROGRAM CONTACT:

Door-Tran  
1009 Egg Harbor Road PO Box 181  
Sturgeon Bay, WI 542350181  
Email: [volunteer@door-tran.org](mailto:volunteer@door-tran.org)  
(920)743-9999 or (877)330-6333  
Relay users dial: 7-1-1