

Rock County Specialized Transit Badger Bounce Back Plan

Rock County Specialized Transit began scaling back transportation services in mid-March in response to the COVID Crisis. At that time, we limited our allowed trips to those who were receiving dialysis and serious medical appointments. Many rides were eliminated from the passenger's side due to the fact that places of business closed, eliminating the need to take people to work and most clinics stopped all "un-necessary" appointments.

In an effort to conform to rules and regulations put in place by the FTA, we will again be altering our policies:

A: Yes, transit providers may post such signs but they are not required to do so. Transit agencies should make decisions about health precautions and how best to implement them in collaboration with local health officials. These are local decisions.

We will begin accepting all paratransit ride requests immediately. We will also continue to transport dialysis patients and all medical appointments. We will request that all riders wear a mask while on our vans. If they do not have one, we will provide one to them. All drivers are required to wear a mask and carry sanitizing cleaner and a bottle of hand sanitizer on board at all times. After each person exits the van, the driver must spray all commonly touched surfaces with sanitizing spray.

Beginning on Thursday, May 21, as time and space permits, we will begin accepting requests for transportation as we did prior to mid-March.

For safety going forward, we will make every effort to transport only 4 people on a van at one time. If a client is concerned that this is not sufficient, we urge them to take their own precautions, whether it be face masks, face shields, or finding other transportation.

We recognize that when ridership returns to its former level, it may be difficult, if not impossible, to only have 4 people on a bus at once. Doing this could cause issues and confusions in that we would need more vans and drivers than we actually have. We may not be able to schedule all rides that are requested, due to the above limitations. Therefore, we will be accepting requests for reservations in the following order:

1. Paratransit clients
2. Dialysis clients
3. Medical appointments
4. Other requests

We reserve the right to alter our daily practices as necessary in an effort to keep everyone as safe as possible.

