

2911 Tower Ave, Suite 9 Superior, Wisconsin 54880 Serving Ashland, Bayfield,

715-392-9118 V/TTY · 800-924-1220 V/TTY Burnett, Douglas, Iron, Price,

www.northcountryil.org Sawyer and Washburn Counties

# Transportation Voucher Program

# Eligibility Criteria and Policy Guidelines

indiGO is committed to empowering people with disabilities. To meet that commitment, indiGO operates a transportation voucher program for people of any age with disabilities residing in rural Ashland, Bayfield, Burnett, Douglas, Iron, Price, Sawyer and Washburn counties and the City of Superior. In keeping with our commitment to consumer choice, decisions about where, when and for what purpose to travel will be made by consumers.

# I. BACKGROUND

indiGO has received funding from the Federal Transit Administration (FTA) as authorized under 49 U.S.C. § 5310 (CFDA 20.521) to provide funding for a transportation voucher program for people of any age with disabilities and people aged 65 or older living in rural areas in the eight Counties in Northwest Wisconsin served by indiGO.

# II. PURPOSE

The purpose of this grant is to promote increased access to transportation for **PEOPLE WITH DISABILITIES or PEOPLE OVER THE AGE OF 65**. The Transportation Voucher Program provides viable and affordable transportation for persons with disabilities living in the eight counties in Northwest Wisconsin served by indiGO by reimbursing drivers who provide rides for program participants. Participants are expected to work with the program to operate within their monthly mileage allocations to ensure funding availability through the calendar year.

# III. SUSTAINABILITY

Participation in the program is limited to no more than three years. During that time **participants are required to work with the transportation coordinator or other indiGO staff to find and access all available transportation resources and to develop an alternative transportation plan so that they may continue to travel to needed destinations after the close of their participation in the voucher program.** Participation is limited to no more than three years from the start of your program. Due to the individual nature of transportation barriers faced by people with disabilities in the indiGO service area, indiGO reserves the right to make special allowances on a case-by-case basis for situations which may require altering any of the above policies in order to facilitate transportation.

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# IV. ELIGIBILITY

Participants must have a disability or be 65 or older with barriers to transportation and reside within the eight counties in Northwest Wisconsin served by indiGO and **within geographic areas in which public transportation or paratransit services are not available or, if available**, do not adequately meet the needs of the consumers due to hours or days of operation, limited service area or other service limitation. Participants’ income must fall below 200% of the federally-established poverty guideline.

**2022 Income Guidelines**

|  |  |  |
| --- | --- | --- |
| **Persons in Family or Household** | Monthly | Annual |
| 1 | $2,265 | $27,180 |
| 2 | $3,052 | $36,620 |
| 3 | $3,838 | $46,060 |
| 4 | $4,625 | $55,500 |

# ELIGIBLE TRIP PURPOSES

The intent of this program is to assist consumers to overcome transportation barriers **but is not meant to replace other programs or funding for which the consumer may be eligible**. **Individuals who are eligible for medical transportation through Medicaid, Inclusa or other medical transportation services such as those provided by nursing homes will not be permitted to make medical trips using the voucher program.** With those exceptions, trip purposes eligible for funding under the Transportation Voucher Program include but are not limited to MEDICAL, SOCIAL/RELIGIOUS, and EDUCATION, SHOPPING and WORK.

**VI. TYPES OF PROVIDERS**

The choice of providers is determined by the individual consumer. indiGO Vouchers MAY NOT be used to pay for transportation utilizing existing public transit programs. Ineligible transit programs in the indiGO service area include: DTA and STRIDE, BART and Namekagon Transit.

**VII. PAYMENTS**

Transportation vouchers work like checks. In order for drivers to get paid, YOU MUST record the information requested in the spaces provided on your voucher:

* the date, (only one date per voucher)
* the name of the driver,
* the number of miles driven,
* the purpose of the trip and
* the number of one-way trips

Be sure to also sign your name before you give it to your driver or send it in for payment. We also ask you to record your estimated driver hours and to print your name below your signature.

**Service animals and/or personal care attendants shall always be permitted to accompany riders who require their services on trips funded through the indiGO Transportation Voucher Program.**