Decision Support – Answer these Questions to Determine the Service that is Right for You

Would transportation services help you in staying at home?

- No: Re-evaluate needs at follow-up health appointment
  - Yes: Transportation services would help

- Unsure: Talk to your care team; for example your case manager, social worker, and/or family member
  - Yes: Answer these questions to determine your specific needs
  - No: Re-evaluate needs at follow-up health appointment

1. Service Type: What service do you want?
   - Non-emergent Transport
   - Non-medical Transport
   - Wheelchair Cab
   - Other Transportation Service

2. Frequency: How often do you need this service?
   - Metro Paratransit
   - Call service providers to determine eligibility and arrange service
   - Call Aging and Disability Resource Center
   - Call 211

3. Budget: What can you afford to spend?
   - Identify options that meet your needs
   - Look at options by location
   - See TRANSPORTATION Resource List

4. Eligibility: What are you eligible for?

Receive TRANSPORTATION Services that meet your needs

Do you need additional help?

This document was created as part of the Dane County Community Coalition project and should be treated as privileged information
For life threatening emergencies call 911

What is Transportation? Getting around town, going where you want or need to go is still possible even though you may not be able to drive anymore. For many people, they need to find other ways to get to and from activities and appointments. This guide lists several agencies who may be able to help you find the right service.

You or your loved one may benefit from Non-Emergency Transportation services if:

1. If you do not drive anymore
2. If you are going to an appointment in a new area
3. If you do not have a family member or friend who is able to take you

Helpful tips for Non-Emergency Transportation

- Some agencies offer same-day service. It is best if you call 24 hours in advance or sooner to set up transportation.
- Be sure to check with the agency on costs for their services.

Types of Transportation Services:

- Non-Emergency Medical Transport: Non-emergency medical transportation is a public transportation or shared ride service. Rides can be on public transportation (city bus or taxi), a special medical vehicle, or other type of vehicle, depending on your needs.
- Taxi Service/Non-Medical Rides: Take you to appointments or wherever you need to go.
- Paratransit: Provides transportation to people with disabilities who are not able to use public transportation. Paratransit usually provides door-to-door service for people who call to reserve a ride.
- Wheelchair Cab: For people who need a wheelchair lift to get to and from their activity or appointment.
**Home Care Services:** Transportation can be provided to medical appointments, grocery shopping, hair appointments, the pharmacy or just about anywhere you want to go.

**Resources:** Services listed may change. Please call the agency directly for the best information about their services.

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<thead>
<tr>
<th>Name</th>
<th>Description of Services</th>
<th>Contact information</th>
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<tbody>
<tr>
<td>Aging and Disability Resource Center</td>
<td>The ADRC of Dane County provides information about resources and support on all aspects of life related to aging or living with a disability. They are a one-stop shop for older adults, people with disabilities and their families.</td>
<td>2865 N Sherman Ave, Madison, WI 53704 Phone: (608) 240-7400 <a href="mailto:ADRC@countyofdane.com">ADRC@countyofdane.com</a></td>
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<tr>
<td>Local Senior Center/Aging Coalition</td>
<td>Serving several geographic areas, these agencies provide the entry points through which older persons—and their families—access a wide array of programs and services. Staff will help you decide which service is best for you.</td>
<td>See the attached “Dane County Senior Focal Points and Senior Centers” sheet.</td>
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<tr>
<td>2-1-1 Wisconsin</td>
<td>2-1-1 is a simple, free, confidential referral and information resource that links people from all communities and ages to the services they need.</td>
<td>Phone: 211 or (877) 947-2211 24 hours a day, seven days a week Website: 211wisconsin.org</td>
</tr>
<tr>
<td>Where is Care</td>
<td>An online community of free and subsidized health and social services.</td>
<td>Website: <a href="https://whereiscare.org/">https://whereiscare.org/</a></td>
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</table>
**Home Care Services**

Home Care Services have employees that can be hired to drive you to your appointments, accompany you in wheelchair vans and/or to stay with you at appointments if necessary.

Prices vary and minimum hours may apply.

Talk with someone at your closest senior center about who to contact.

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**Non-Emergency Medical / Wheelchair Transportation**

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</table>
| **Dane County Transportation** | Individual and group transportation for seniors and persons with disabilities. Also provides services to qualifying low-income families or persons with unusual medical transportation expenses. | 1202 Northport Drive, Madison, WI 53704  
See website for phone numbers  
Website: [https://danecountyhumanservices.org/Transport](https://danecountyhumanservices.org/Transport) |
| **Metro Paratransit** | Public transportation for persons with disabilities who cannot use the public transit system due to their disability.  
**Eligibility Criteria**  
1. Unable to ride without assistance  
2. Able to ride fixed-route with assistance of wheelchair lift  
3. Unable to access fixed-route stops | Address: 1245 E. Washington Ave.  
Phone: (608) 266-4466  
M-F 5:30 a.m. -11:30 p.m.  
Sat 7:00 a.m. -11:30 p.m.  
Sun 7:00 a.m. -10:30 p.m.  
Service hours are subject to change  
Email: [mymetrobus@cityofmadison.com](mailto:mymetrobus@cityofmadison.com)  
<table>
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<tr>
<th>Service</th>
<th>Non-Emergency Medical Transport</th>
<th>Address</th>
<th>Phone</th>
<th>Website</th>
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<tbody>
<tr>
<td><strong>MTM</strong></td>
<td></td>
<td>5117 W Terrace Drive, Madison, WI 53718</td>
<td>(866) 907-1493</td>
<td><a href="mailto:dmezera@mtm-inc.net">dmezera@mtm-inc.net</a>; <a href="http://www.mtm-inc.net/">http://www.mtm-inc.net/</a></td>
</tr>
<tr>
<td><strong>Eligibility Criteria</strong></td>
<td>Residence: WI</td>
<td></td>
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<tr>
<td><strong>Paratech Ambulance Service</strong></td>
<td>Non-Emergency Medical Transport</td>
<td>2901 Perry Street Madison, WI 53713</td>
<td>(608) 270-1111</td>
<td><a href="http://www.paratechambulance.com">www.paratechambulance.com</a></td>
</tr>
<tr>
<td><strong>Eligibility</strong></td>
<td>Call for details</td>
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<td><strong>Ryan Brothers Ambulance</strong></td>
<td>Non-Emergency Medical Transport for hospital discharges, acute medical situations, and critical</td>
<td>922 S Park St, Madison, WI 53715</td>
<td>(608) 257-9591</td>
<td><a href="http://www.ryanbros.net">www.ryanbros.net</a></td>
</tr>
<tr>
<td><strong>Ambulance</strong></td>
<td>care hospital to hospital transports.</td>
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<td>Eligibility: Call for details</td>
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<td><strong>Veterans Transportation</strong></td>
<td>Transportation to Madison’s VA Hospital for a scheduled medical appointment. Ambulatory and</td>
<td>Wm. S. Middleton Memorial Veterans Hospital</td>
<td>(608) 256-1901 x11919</td>
<td><a href="https://www.madison.va.gov/patients/Patient_T">https://www.madison.va.gov/patients/Patient_T</a></td>
</tr>
<tr>
<td><strong>Service</strong></td>
<td>wheelchair capable transportation.</td>
<td></td>
<td></td>
<td>ravel_Veterans_Transportation_Service.asp</td>
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<td>Eligibility: Call for details</td>
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## Transportation

### Taxi Service

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| **RSVP** (Retired and Senior Volunteer Program) | Driver services to medical appointments, home-delivered meals, bus buddy coordinators, and vets helping vets. No wheelchair ramp. | 517 Segoe Rd #300, Madison, WI 53705  
(608) 238-7787  
Call for hours of operation  
Website: [http://www.rsvpdane.org/](http://www.rsvpdane.org/) |

**Eligibility Criteria**
1. Over 60 years of age  
2. Reside in Dane County  
3. Live in your own home, condo or apartment  
4. Not in a wheelchair  
5. Not on Medicaid (i.e. BadgerCare, Medical Assistance)

| Uber / Lyft                  | No wheelchair ramp.                                                        | Available 24 hours a day, 7 days a week  
Websites:  
[www.uber.com/cities/madison/](http://www.uber.com/cities/madison/)  