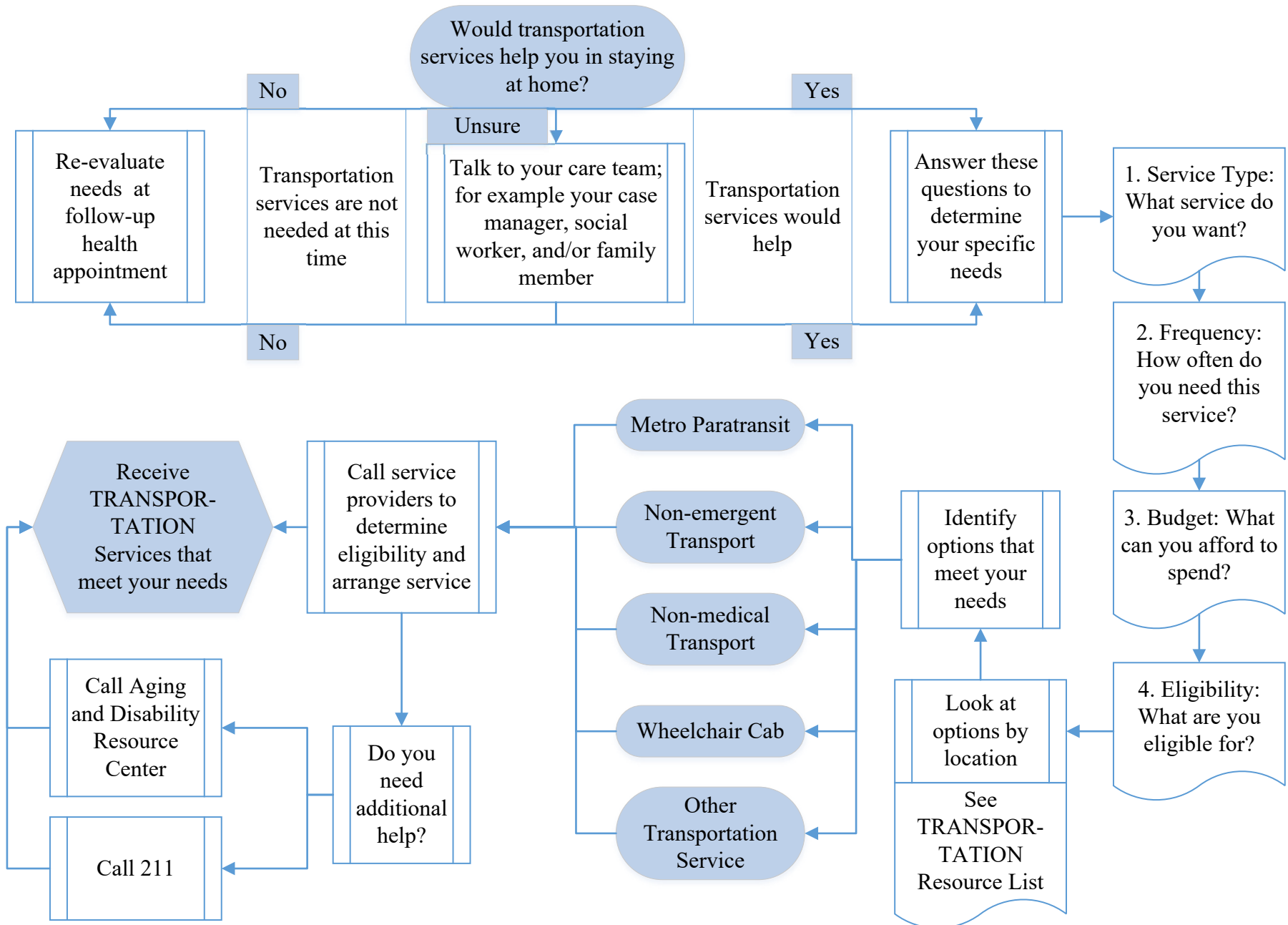


TRANSPORTATION

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





DANE COUNTY

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Resource Guide for Non-Emergency Transportation

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.



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- **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.

Name	Description of Services	Contact information
Aging and Disability Resource Center (ADRC)	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.	2865 N Sherman Ave, Madison, WI 53704 Phone: (608) 240-7400 ADRC@countyofdane.com
Local Senior Center/Aging Coalition	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.	See the attached “Dane County Senior Focal Points and Senior Centers” sheet.
2-1-1 Wisconsin	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.	Phone: 211 or (877) 947-2211 24 hours a day, seven days a week Website: 211wisconsin.org
Where is Care (HealthConnect.link)	An online community of free and subsidized health and social services.	Website: https://whereiscare.org/



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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

Name	Description of Services	Contact information
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/Transportation/
Metro Paratransit	Public transportation for persons with disabilities who cannot use the public transit system due to their disability. <u>Eligibility Criteria</u> 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 Website: http://www.cityofmadison.com/metro/paratransit/



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<p>MTM</p>	<p>Non-Emergency Medical Transport</p> <p><u>Eligibility Criteria</u> Residence: WI Other: Medicaid and BadgerCare Plus</p>	<p>5117 W Terrace Drive, Madison, WI 53718 (866) 907-1493 Available 24 hours a day, 7 days a week Email: dmezera@mtm-inc.net Website: http://www.mtm-inc.net/</p>
<p>Paratech Ambulance Service</p>	<p>Non-Emergency Medical Transport</p> <p>Eligibility: Call for details</p>	<p>2901 Perry Street Madison, WI 53713 Phone: (608) 270-1111 Available 24 hours a day, 7 days a week Website: www.paratechambulance.com</p>
<p>Ryan Brothers Ambulance</p>	<p>Non-Emergency Medical Transport for hospital discharges, acute medical situations, and critical care hospital to hospital transports.</p> <p>Eligibility: Call for details</p>	<p>Address: 922 S Park St, Madison, WI 53715 Phone: (608) 257-9591 Available 24 hours a day, 7 days a week Website: www.ryanbros.net</p>
<p>Veterans Transportation Service</p>	<p>Transportation to Madison’s VA Hospital for a scheduled medical appointment. Ambulatory and wheelchair capable transportation.</p> <p>Eligibility: Call for details</p>	<p>Wm. S. Middleton Memorial Veterans Hospital 2500 Overlook Terrace, Madison, WI 53705 (608) 256-1901 x11919 Website: https://www.madison.va.gov/patients/Patient_Travel_Veterans_Transportation_Service.asp</p>
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Taxi Service

Name	Description of Services	Contact information
<p>RSVP (Retired and Senior Volunteer Program)</p>	<p>Driver services to medical appointments, home-delivered meals, bus buddy coordinators, and vets helping vets. No wheelchair ramp.</p> <p><u>Eligibility Criteria</u></p> <ol style="list-style-type: none"> 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) 	<p>517 Segoe Rd #300, Madison, WI 53705 (608) 238-7787 Call for hours of operation Website: http://www.rsvpdane.org/</p>
<p>Uber / Lyft</p>	<p>No wheelchair ramp.</p>	<p>Available 24 hours a day, 7 days a week Websites: www.uber.com/cities/madison/ www.lyft.com/cities/madison-wi</p>