

## **TRANSPORTATION PROGRAM**

Monroe County Senior Services provides transportation for elderly and disabled citizens of Monroe County. Those under 60 can ride the minibus when room is available with those 60 and over being first priority. Both our mini-bus service and volunteer driver transport can take you door-to-door. For more information, call (608) 269-8690. Office hours are Monday through Friday, 8:00am – 4:30pm.

### **Fees: (Contact Transportation Coordinator for details)**

Mini-bus: \$ 6.00 In County 1<sup>st</sup> and 3<sup>rd</sup> Thursdays  
\$10.00 Out of County (Tuesday and Thursdays)

Volunteer Driver and On-Demand Bus: Fees based on mileage.

Payments are required for trips not covered by Western Wisconsin Cares, a nursing home or alternative payee designated before trip occurs. For current co-payment information, call Senior Services. Partial or full reduction of co-payments can be granted for financial hardship. Ask for the transportation coordinator for details.

### **Have the Following Information Available When Calling:**

Name, date of birth, source of payment, pick-up address and phone number (where you can be reached), appointment date and time, doctor's name and clinic, approximate length of appointment.

### **Program Guidelines:**

All trips MUST be scheduled through the Transportation Coordinator.

Be ready for your driver prior to the scheduled time.

**Requests for transportation require a 72-hour advance notice. In case of emergency, local ambulance service must be called.**

**Cancellations require advance notice. Fees may apply for insufficient notice of cancellation.**

Failure to be at the pick-up point at the proper time could result in revoked usage.

Dispatcher must be notified of additional riders at the time the ride is scheduled.

Your **MUST** wear your seat belt. Children under 4 **MUST** have safety seat provided by the adult rider.

Children under 16 **MUST** be accompanied by an adult unless prior arrangements have been made with the coordinator.

All drivers and property **MUST** be respected by those using the program.

**REMEMBER:**

If you have to make an **unexpected emergency appointment** over the weekend for Monday, please schedule the appointment later in the day to allow the coordinator enough time to arrange transportation for you.

After arriving home from your appointment, the driver will wait until you have entered your residence. **(Let the driver know if you would appreciate this service.)**