



Transportation Information

There are many ways to get around to the appointments and errands you have, and a few things to think about as you plan your trip. Most of these providers will accept cash for services, and some may accept payment by credit or debit card, so be sure to call the provider to check ahead of time. You will be seeing the words “ambulatory and Wheelchair accessible” to describe who can ride. Ambulatory means the person can walk by themselves or with a walker or cane, to get to the vehicle. Wheelchair accessible, means a vehicle can take someone who is seated in a wheelchair for the ride.

ADRC's Mobility Manager

The Mobility Manager helps people understand their transportation options and can help with:

- One on one, or group travel training
- Route planning
- Care-A-Van applications
- Complaints or concerns
- Advocacy for Non-emergency Medical Transportation

If you'd like to connect with the Mobility Manager, you can contact the ADRC, Monday-Friday 8:00am-5:00pm, 262-605-6646.

Where are you going?

If you need a medical ride, and have private insurance, you may want to call your company to see if your ride is covered with your policy. If you have Family Care, Partnership or IRIS, call your care manager or consultant to see if your ride will be covered. Anyone with Medicaid (a Forward Health card, or BadgerCare), will need to call MTM, Inc.'s Reservation line: 1-866-907-1493, and provide complete details about your medical appointment, including things like doctor's name, address, phone number, etc. If you have Medicaid and someone can drive you, they may be able to be reimbursed for their trip.

If you need a ride for any other reason like to the store, or medical appointments that are not covered by any insurance or program, then here are some other ways to ride there:

Airport Transportation

- Go Riteway Airport Shuttle **1-800-236-5450** www.goriteway.com
- Wisconsin Coach Lines **262-542-8861** www.wisconsincoach.com

ANT Transportation

262-764-3441

Private, Non-Emergency Ambulatory and Wheelchair Transportation company offering door to door transportation to medical appointments, urgent care, hospital discharge, airport, work, errands, etc. in Southeast Wisconsin and Northern Illinois, Call for details and to arrange a ride. Contracted with MCO's, call for details. Private pay rate: \$14.50 for first 5 miles; \$1.50 every additional mile; \$25.00 for WC handling fee each way.

Care A Van

262-658-9093 or 262-818-1273

www.kenosha.org/departments/transportation/paratransit.html

Care-A-Van is Kenosha Area Transit's Para-Transit Service, operated by Kenosha Achievement Center, Inc. The service is available for eligible riders with a condition or disability that prevents them from using Kenosha Area Transit fixed-route buses. Reservations are required at least a day in advance. To ride, an application and eligibility approval is needed. The applications are available online,

https://thekac.com/wpcontent/uploads/2018/06/KAT_PARATRANSIT_APPLICATION.pdf

All questions must be answered, and applications must be signed by either the applicant (or Legal representative) and a medical physician. Incomplete applications will be returned. If you need assistance in completing the form, or have any questions about ADA service and eligibility, please feel free to contact Kenosha Area Transit office at: 262-653-4290

- Kenosha area only, east of I-94, *may be combined with Western Kenosha Transit for rides from the city of Kenosha to Western Kenosha County routes. Call the Mobility Manager at the ADRC for assistance, 262-605-6615.
- Wheelchair accessible and ambulatory transportation service.
- Service Hours: Monday-Friday, 5:55a.m.-7:30p, extended hours to Midnight available, M-F., Saturday, 8:00a.m.-6:00p.m., Sunday service will also run 8 a.m.-6 p.m. Scheduled rides must be made at least one day in advance.
- \$4.00 each way (\$2 for each additional stop) \$1 one way to senior nutrition site. \$40 punch cards available (10 rides + one free ride)
- Guests may join you, guest fares \$4.00 each way.
- Will transport for any reason.

****New option: Now offering rides to Kenosha County residents that have medical appointments outside of the county borders.** Can now offer accessible transportation to Racine, Walworth, and Milwaukee.

This pilot program is primarily focused on providing medical rides to those that have no other alternatives when seeking medical care outside of Kenosha County. If a consumer has Medicaid or is enrolled in a long-term care program, will assist them in accessing that benefit for travel outside of Kenosha.

The cost of the trip is \$15 one way/\$30 round trip. This is not a Care-A-Van ride - it is a separate offering through KAC. call the Care-a-Van number to set up the ride (262-658-9093).

Greyhound Bus Line

1-800-231-2222

www.greyhound.com

Special accommodations are available for individuals with a disability or older adults requiring additional assistance or wheelchair accessible buses, call for rates and details.

Kenosha Area Transit (City Bus)

262-653-4287

www.kenosha.org/departments/transportation/index.html

- Wheelchair accessible and ambulatory transportation service.
- Service available Monday - Friday, 4:55a.m. - 7:30p.m., with limited service until 12:30am for routes #2, #4, #5 and #31.
- Saturday 9:00a.m.-4:00p.m.
- No Sunday service. *No service on observed day of major holidays, call for details.
- \$2.00 one-way; \$1.00 for adults age 65 and older or adults with a disability with Medicare card or Transit ID. Saturday Super Transfer: unlimited rides Saturdays, \$3.50.
- Monthly passes available, call for details. Elderly Disabled Applications available on the website.
- Exact fare required.

Ktown Transportation

262-764-0377

Private transportation company offering personal door to door transportation anywhere you would like to travel.

- Wheelchair and ambulatory transportation service.
- Available Monday-Friday, 6:00a.m.-6:00p.m. by appointment; Saturday, 6:00am-4:00 pm.*later trips by request. Closed Sundays and holidays except for Dialysis/Chemo treatments.
- Call for rates.
- 2-3 day Advanced noticed required.
- Will travel anywhere.

LJH Ambulance

262-658-4422

Medical transportation provider.

- Stretcher transport only.

Medix

262-763-8438

Medical transportation provider.

- Wheelchair accessible and ambulatory transportation service.
- Available Monday-Friday, 6:00a.m.-5:00p.m. May be available weekends or holidays.
- Cost varies, call for details.

Tootl Transport

414-376-2222

<http://ridetootl.com/milwaukee>

- Offers non-emergency transit for seniors and people with disabilities, in wheelchair accessible vehicles 24 hours a day, 365 days a year. Offers also long distance and out-of-state transports upon request. Wheelchair accessible transportation provider for Southeastern Wisconsin.

Ride Share-Transportation options:

- **Uber Ride Sharing Company**

www.uber.com/

Uber Ride Sharing Company is now offering transportation service in the Kenosha area. Base fare is \$2.00, plus \$1.50/mile and .20 per minute. Riders need a smart phone app to access the services and reserve rides/ pay for rides, through App Store or Google Play store. See website for additional information. *Now hiring drivers, applicants undergo a national criminal background check. Apply online.

- **Lyft**

www.lyft.com/

Lyft matches drivers with passengers who request rides through our smartphone app, and passengers pay automatically through the app.

- **GoGoGrandparent**

1-855-464-6872

www.gogograndparent.com

GoGoGrandparent allows older adults to access and use Uber and Lyft transportation services without needing a smartphone or cellphone. Complete registration online at www.gogograndparent.com/registration , or call the main phone number to register over the phone.

Taxis **The following is a list of current taxicab companies licensed in the City of Kenosha only:

- M&M Choice Taxi **705-0116**
- Keno Cab **654-3511**
- Journey Cab Co **697-4990**

Train

- Metra Passenger Services **312-322-6777** www.metrarail.com
- RTA Reduced Fare Permit **312-913-3110**
- CTA Customer Service **1-888-968-7282** www.transitchicago.com

Transtar Medical Transport

1-800-972-8080

Medical transportation provider.

- Wheelchair accessible and ambulatory transportation service
- Available 7 days a week, 7:00am-5:00pm, by appointment.
- Rates vary; call for details. Accepts all major credit cards.
- Serving all of Southeastern Wisconsin. *Transport must begin or end in Milwaukee County. Call for complete details.
- Can provide stretcher transportation also and can often accommodate same day service.

Volunteer Transport Service

262-842-7433

Kenosha Area Family and Aging Services

- Not wheelchair accessible.
- Provides ambulatory transportation service.
- Available Monday-Friday, 8:00a.m.-4:30p.m. by appointment.
- Two business days, advance notice needed.
- Fares vary, call for details. One-way fares available.
- Attendants ride free.

Western Kenosha County Transit

1-888-203-3498

www.kenoshacounty.org/transit

- **** Fixed Route Suspended- transit needs can be met with Door to Door Services.**
- Public wheelchair accessible bus service.
- Call for routes and times.
- Fixed route: \$2 one-way trip, \$20 monthly pass.
- Monday-Friday 5:55am-6:30 pm; Saturday/Sunday 9:00am-4:00pm.
- Door-to-door service is available by calling ahead. Requests must be at least one day in advance. \$5 one way trip. Reduced fare \$3 one way is available for adults age 65 and older or adults with a disability with Medicare card or Transit ID. Reduced fare applications are online or available by calling 262-605-6646.
- Monthly passes available. Call 1-888-203-3498 for details.
- Exact change required.

Scheduling Tips for a smoother ride

1. Schedule and confirm your ride as soon as you know you need one.
2. Know your appointment time, date, and address of end point when calling.
3. Schedule your appointment no less than 2 work days ahead. Scheduling as soon as you know you need a ride will help you get the ride at the time you need one. Inform them if someone will be riding with you and any equipment you may need to bring, such as cane, wheelchair, etc.
4. Know your transportation provider's rules. For example: Wait times, fares/charges, no show/cancellation rules, or additional riders.

Initial Ride to your destination

1. Be ready when the driver arrives.
2. Wait near the door.
3. Have exact change if a payment is required at the time of your ride.

Return Ride back to your home

1. Know the name and phone number of your transportation provider.
2. Call when you are finished with all appointments (physician's exam, lab work, x-ray, shopping, movie, etc.)
3. Inform the dispatcher where you will be waiting and wait in that spot.

*Disclaimer: This information is believed to be accurate as of the date of the last update. The Aging & Disability Resource Center (ADRC) may not be held responsible for using this information in a way it was not meant to be used. The ADRC does not recommend or screen the business or services, and is not responsible for any business policies. Please use your judgement when calling for services, getting estimates, checking references and licenses. For professional license information, you can contact the Wisconsin Department of Regulation and Licensing by phone: 608-266-2112, or access their website:

online.drl.wi.gov/LicenseLookup/LicenseLookup.aspx

You can also contact the Better Business Bureau by phone: 1-800-273-1002 or access their website:

www.wisconsin.bbb.org/