



Transportation Information

There are many different 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, in order 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

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, 4:55a.m.-12:30a.m., Saturday, 9:00a.m.-4:00p.m., by appointment only. Scheduled rides must be made at least one day in advance.
- \$4.00 each way (\$2 for each additional stop) \$1 one way to nutrition site.
- Will transport for any reason.

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, 48-hour advance notice required.

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.
- Call for rates.
- Advanced noticed required.
- Will travel anywhere.

LJH Ambulance

262-658-4422

Medical transportation provider.

- Stretcher transport only.

Medix

262-656-7820 or 1-800-781-1077

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.

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 taxi cab 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 7days a week, 7:00am-5:00pm, by appointment.
- Rates vary; call for details.
- 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.
- Accepts all major credit cards.

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.

www.kenoshacounty.org/transit

- Public wheelchair accessible bus service.
- Call for routes and times.
- \$2 one-way trip, \$20 monthly pass.
- Door-to-door service is available by calling ahead. Requests must be at least one day in advance. \$5 one way trip. Reduced fare 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/