

Scheduling Requests:

To request a ride, please call the Transportation Office at **920-674-8104**. Requests for transportation should be made at least **2 days in advance** of the appointment. Emergencies will be scheduled with less notice if drivers are available. Voicemail is available 24-hours a day for you to leave a message to request a ride, whether you are requesting a ride or calling to cancel one.

Cancellations & "No Shows":

Passengers are required to cancel their scheduled trip at least one (1) hour prior to their pick up time. If a passenger fails to cancel their trip one hour prior to the pickup time and the vehicle arrives for pick-up, they will be charged the one way fare to cover the cost of the vehicle driving to their pick up location.

Contact the Jefferson County ADRC Transportation Coordinator at **920-674-8104** to cancel a ride. Normal office hours are Monday through Friday, 7:00 a.m. to 4:30p.m. If canceling outside normal business hours, call and leave a message.

Service may be suspended if an individual consistently [five (5) or more times within one (1) calendar year, or, three (3) or more times within one (1) calendar month] misses scheduled appointments. Passengers will be notified of suspension in writing.

Waiting Time:

In the event a driver arrives to pick up a passenger and the passenger is not present or is not prepared to travel within five (5) minutes, the driver may leave and go on to the next scheduled appointment.

Passengers should expect to be picked up from five (5) minutes before to fifteen (15) minutes after the scheduled pick-up time. In the event it becomes obvious that the actual pick-up time will occur outside of this "window", the passenger shall be contacted and a revised pick-up time arranged.

Return Trips:

Passengers are to notify the dispatcher, by calling the Jefferson County ADRC office at **920-674-8104**, when they are ready to return home. The dispatcher will notify the driver that the passenger is ready. Some passengers have a set pick-up time, which is noted on the schedule.

Type in your web browser:

<https://bit.ly/33Llg2g>

or use the QR Code below to visit our website.



**1541 Annex Road
Jefferson, WI 53549
Phone: 920-674-8104**

Driver / Escort & Veteran's Van



Transportation Services

Driver / Escort Program

The ADRC of Jefferson County provides non-emergency medical transportation to persons 60+ and persons with disabilities when they have no other means of transportation.

FARES:

- A \$ 2.50 co-pay is requested per one way trip in county transportation.
- A \$ 12.50 co-pay is requested per one way trip out of county transportation.
- Those unable to pay the fares may apply for a co-payment waiver.

To request a Driver, please call:

920-674-8104.

Operation Hours: Weekdays, 7- 4:30 pm

Out-of-County trips: Yes

Accessible Vehicle: Yes



This program is funded in part by the Federal Transit Administration (FTA) as authorized under 49 U.S.C. Section 5310 Mobility Options of Seniors and Individuals with Disabilities Program (CFDA 20.521).

Veteran's Van



The Veteran's Administration has provided Jefferson County with a van to take vets to medical appointments at the VA Medical Center in Madison. Service is available Monday-Friday and rides are scheduled on a first-come, first-served basis.

FARES:

- Rides are free of charge to Veterans.

To request a Driver, please call:

920-674-8104.

Hours of Operation:

Weekdays, 7:00 am – 3:00 pm

Out-of-County trips: Yes

Accessible Vehicle: No

**In Case of Emergency
Call 911**

Volunteer Opportunities

Volunteer drivers are always needed to transport passengers to medical & agency appointments. Drivers receive mileage compensation and are eligible for trip per diems. To inquire about becoming a Volunteer Driver, please call:

920-674-8104



NON-DISCRIMINATION NOTICE

All services, routes and accommodations provided by Jefferson County ADRC are offered without regard to race, color, or national origin, in accordance, with Title VI of the Civil Rights Act of 1964. If you feel you have been discriminated against on the basis of race, color, or national origin in the services offered by Jefferson County ADRC, you have the right to submit a complaint to the Jefferson County ADRC management and/or Federal Transit Administration. For more information, call Jefferson County ADRC at 920-674-8139.