



The ADRC of Vilas County provides a Volunteer Transportation Program for any citizen of Vilas County. The program is supported by federal, state, and local tax dollars. Medical and nutritional transportation have been prioritized as its primary mission.

VOLUNTEER TRANSPORTATION PASSENGER POLICIES

To receive transportation services, one must reside in Vilas County, be 18 years of age or accompanied by a guardian, and be registered with the ADRC of Vilas County Transportation Program.

1. Hours of operation/scheduling are Monday through Friday 8:00 a.m. – 4:00 p.m. To schedule a ride call (715) 479-3625 during the above hours. When the ADRC of Vilas County is closed, there will be no service.
2. Requests for transportation require at least 2 business days' advance notice.
3. Riders need to be able to transfer into and out of the driver's vehicle safely with no more than a basic hand or arm assist. If extra assistance is required, e.g. lifting or incontinence issues, passengers must bring an attendant with them.
4. Riders must wear a seat belt in accordance with State of Wisconsin laws or have a written medical excuse on file with the ADRC stating the medical reason a seat belt should not be used. Riders not in compliance will not be transported.
5. Riders are asked to limit totes/bags to the amount they can reasonably handle. The volunteer drivers do not carry bags for the riders.
6. Riders are asked to limit the time for errands (non-medical rides) to a maximum of 3 ½ hours. Errands should be done locally. Out of the area errands are provided only once a month. If Northwoods Transit Connections is available in the rider's area, they will be referred to NTC for these rides as the ADRC needs to prioritize medical transportation.
7. Riders are required to give notice as soon as possible the day of a scheduled ride for cancellation of service. A message may be left outside of regular office hours.
8. Riders must treat volunteers and staff in a respectful and courteous manner. The property of the volunteer drivers must be respected by those using the program. Please respect the rules that each volunteer driver may have for their vehicle. There is NO smoking in the volunteer driver's vehicle.
9. General public passengers must pay the total cost of the trip to the ADRC **prior** to the trip based on mileage as calculated on an internet mapping site (e.g. Google Maps, Mapquest) using the fastest route.
10. Passengers who are 60 years or older or persons with a disability are asked for a donation for the trip based on the mileage reimbursement paid to the driver.

NOTE: If you have Medical Assistance, Medicaid, Forward Health or Badger Care, please call Medical Transportation Management, Inc. (MTM) at (866) 907-1493 for medical transportation.

The ADRC of Vilas County reserves the right to refuse service to any individuals not in compliance with the above policies and procedures.

The rides requested are not guaranteed, as we provide rides through volunteers alone. There may not be a volunteer available on the date/time requested.