



Balsam Lake Office

Polk Co. Govt. Center, 100 Polk Co. Plaza #60, Balsam Lake, WI 54810

Phone: 715-485-8449 Fax: 715-485-8460

Siren Office

Burnett Co. Govt. Center, 7410 Co. Road K #180, Siren, WI 54872

Phone: 715-349-2100 Fax: 715-349-8644

ELDERLY AND DISABLED TRANSPORTATION PROGRAM POLICY PARTICIPANTS ADRC of Northwest Wisconsin 2019

POLICY

Elderly and disabled individuals are eligible to receive non-emergency transportation to and from medical and social appointments from the volunteer driver program of the ADRC.

PROCEDURE

1. Upon initial request, individuals are required to complete a demographic information form. This form includes basic information about the individual. The ADRC uses this information to enter the individual into a dispatch program. The demographic form also includes financial information. The financial information is gathered to help determine if the individual is able to pay the co-payment for trips. Financial disclosure is optional but please note non-disclosure will result in individual being charged for the full co-payment each month.
2. Once an individual is entered and approved in dispatch program, they are eligible to make ride requests.
3. Individuals can call the ADRC Transportation Reservation Line at 715-485-8592 or 877-485-2372 at least two business days prior to the medical appointment. **Please do not call the driver directly to set up the trip.** If calling after hours or if the dispatcher does not answer, please leave a message with your name, date, time and location of the appointment. A confirmation call will be given to notify individuals of receipt of the requested ride.
4. Once the ride has been assigned to a driver, the ADRC will call to inform you a driver has been assigned. The driver will also call 24-48 hours prior to the trip to make final travel arrangements. If the ADRC is unable to find a driver for the trip, notification will occur within 24 hours prior to the trip.
5. For ride cancellations within business hours (M-F 8:30-4:30) please call the office at 877-485-2372 or 715-485-8592 to cancel the ride. For cancellations after business hours, please call the driver directly and notify the office on the next business day. Please use discretion when contacting drivers and only contact in the case of last minute cancellation or if additional information needs to be given to them about the trip. All other communication should be routed through the office. **Please note failure to notify the office during business hours or driver of 3 canceled rides will result in a 3 month suspension from the transportation program. You will be notified by letter each time you have failed to cancel a ride. Once there are 3 failures to cancel rides, a suspension notified will be sent by mail to notify of the suspension and the dates of suspension.**
6. The ADRC invoices passengers monthly for trips.
7. Full payment of the co-payment is due by the 15th of the following month in which the invoice is received. Failure to make payment will result in a hold on future rides until payment is received.
8. If passengers are unable to pay the co-payment in full, please call the office to discuss payment options.



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GENERAL RULES

1. Passengers do not pay drivers directly. Drivers are not to accept donations or gratuities from passengers. Donations above the copayment amount are accepted and appreciated. Donations can be sent directly to the office.
2. The driver will return the passenger to the pick-up point if the passenger uses profane language or otherwise abuses the drivers in any manner. The driver will report the incident to the office.
3. All passengers must wear safety belts. Wisconsin Department of Transportation Administrative Rule (315) exempts person who, because of a physical or medical condition, cannot use safety belts. A written statement attesting to the fact from the physician must be presented to the driver.
4. In the event of inclement weather or poor road conditions, it is the discretion of the driver to either cancel or complete the trip. Driver and passenger safety are the primary factor in making the decision.
5. Alcohol, smoking or any type of illegal drug use is prohibited in driver's vehicle.
6. Service animals are allowed in vehicles provided the driver has been notified prior to the trip.
7. Passengers should be ready 15 minutes prior to the pick-up time.
8. Please report unsafe vehicles, driving or other driver issues to the office as soon as possible.
9. Drivers are expected to take the shortest route to and from the appointment.
10. Co-payments are calculated using unloaded miles from driver's home round trip back to drivers home. The co-payment is .29 cents/mile. This rate can change from year to year and the office will notify passengers of any increases or decreases.

For passengers using the volunteer driver program 5 or more times per month, the ADRC is able to offer a rate of .14 cents/mile. This rate can change from year to year as well.

For passengers who require a one-way trip, the ADRC will charge the co-payment for the mileage one-way rather than total unloaded round trip miles.