



Lending a Helping Hand



**For More Information,
Ride Reservations,
Questions, Suggestions,
Complaints or Comments...**

Contact:

Ashland County Aging Unit, Inc.

400 Chapple Ave., Suite 100
Ashland, WI 54806

715-682-4414 x.0

OR

1-888-682-7672 x.0

Statement of Non-Discrimination

The Ashland County Aging Unit, Inc., (ACAUI) is an equal opportunity service provider and employer. The ACAUI does not discriminate against individuals on the basis of age, disability, gender, race, color, creed, religion, national origin, marital status, familial status, sexual orientation, gender identity, political ideology, or any other basis prohibited by law.



*AC Specialized Transit
is a program of the Ashland County Aging Unit,
Inc., and a subsidiary program of Bay Area Rural Transit*

Your Information Guide to Ride



**Up to
Door-Through-Door
Transportation
for Seniors 60 +
& People with Disabilities**



**To Schedule A Ride,
Call or Stop by:**

**Ashland County
Aging Unit, Inc**

400 Chapple Avenue, Suite 100
Ashland, WI

715-682-4414 x. 0

**Lending A Helping Hand
to Get You Where You Need to Go!**



Welcome Aboard



The Ashland County Aging Unit has been providing personalized door-to-door and door-through-door demand response bus service for persons aged 60 and older and persons with disabilities since 1984.

The Aging Unit specializes in helping their customers maintain quality of life and live as independently as possible.

The Aging Unit transportation services are sensitive to the needs, abilities and limitations of the elderly and the disabled. Trained, courteous drivers offer limited assistance, as needed, by helping passengers through the doors of their residences and destinations, getting on and off the vehicle, providing verbal guidance to carrying bags or other carry-ons. The drivers not only get to know you and you get to know them—they get you where you need to go and home again, safely.

**Make AC Specialized Transit part of your strategy
for independent, vibrant living!**

Please take the time to read this brochure about AC Specialized Transit bus services. If you have any questions, feel free to call the Aging Unit office at 715-682-4414 ext. 0. Or check out their website at: www.ashlandaging.org



**Lending A Helping Hand
to Get You Where You Need to Go!**

Primary Goal of AC Specialized Transit

To improve the quality of life for older adults and persons with disabilities by providing safe, affordable, reliable, adaptable and convenient transportation services that meet the rider's needs to gain access to the goods, services, and social and community contacts that support their day-to-day life and ability to live independently.

Specialized Services

- Door-to-door transportation
- Up to door-through-door, if needed
- Trained, courteous & helpful drivers
- Lift equipped, wheelchair accessible vehicles

Eligibility

- Persons 60 years of age or older, regardless of limitations, qualify for AC Specialized Transit services as senior citizens.
- Persons with disabilities of any age, who, because of their disabilities, are not able to use public transit. All children under the age of 18 must be accompanied by a responsible adult during transport.
- Personal Care Attendants (are provided trips free-of-charge)
- Trained, certified service animals
- General public on a space available basis



Where Can You Go?

Where You Need to or Want to Go!

- Shopping (5 bag limit)
- Employment
- Education
- Medical Facilities
- City/County Offices
- Recreational Activities
- Senior Nutrition Site (free within one block)
- Visit friends & family
- Hair Dressers
- Social Service Agencies
- Transfers to BART public transit routes if you need to travel to other Chequamegon Bay Communities
- Other locations in the City of Ashland
- The bus also goes to predetermined shopping sites in Ashland during specifically scheduled time slots, although shopping can be personally scheduled at other flexible times.



Cost

\$1.00 one-way

**Pay by cash,
AC Bus Pass,
or BART Pass**

\$10.00 AC Bus Passes are available for purchase :

- On the bus from the driver
- At the Ashland County Aging Unit
400 Chapple Ave., Ashland
Located in Ashland Enrichment Center

Days & Hours of Operation

Bus Operates:

**Monday through Friday
7:30 a.m.—4:00 p.m.**

Excluding Aging Unit Holidays
& severe winter weather

Office hours:

**Monday through Friday
8:00 a.m. — 4:30 p.m.**

Scheduling A Ride

**Advance Reservations Recommended,
but Not Required**

- Same day, demand response trips are accepted on a space available basis. Availability will depend upon existing schedule and your requested time, pickup location and destination.
- For best availability, reservations should be made at least 24 hours before the day of travel and can be made up to 14 days in advance.
- Or, if you need to ride regularly at the same time and the same destination, you may request a subscription reservation months in advance. Subscriptions are limited in availability and are determined by AC Specialized Transit. If you have a subscription reservation, you will not need to call every week or month to reserve your rides. But, you will have to cancel your ride if plans change.

To make trip reservation requests or to cancel any trips you have scheduled, call the Aging Unit at 715-682-4414 ext. 0 during business hours and speak with the dispatcher, OR

during non-business hours, the answering machine is available for you to leave a message. The answering machine is checked in the morning and any cancellations will be noted and reservation requests determined.

When calling, please provide the following information for the dispatcher:

- Name (s)
- Contact phone number
- Address of the pick up location
- Desired pickup date and time (and appointment time, if applicable)
- Name of and/or address of the drop off location
- Any equipment or special needs (wheelchair lift, etc.)
- The desired pickup time for the return trip (if known). If the return time is uncertain or you are finished earlier than expected, riders can call the Aging Unit at the end of their appointment to be picked-up. In these cases, riders will be picked up as soon as possible, generally within 15 minutes to half-an-hour. The last pick up is 4:00 p.m. so riders must call no later than 3:45 p.m. for a return pickup.

Ridership Policies & Guidelines

Riders are expected to follow ridership policies and guidelines to ensure a safe and pleasant trip. Policies & Guidelines are available at the Aging Unit office and on the bus. AC Specialized Transit (ACST) has the right to refuse service to riders that do not follow ACST policies.