

## Overview of ACAUI Transit Services

The Ashland County Aging Unit, Inc. (ACAUI) has been providing personalized, specialized transportation services for persons aged 60 and older and persons with disabilities since 1984.

The Aging Unit provides non-emergency medical transportation to out of county and in-county destinations such as Ashland, Marshfield, Park Falls, and Duluth, MN. This program, which is the focus of this brochure, utilizes volunteers who use their own vehicles to provide rides to and from medical appointments.

In addition to the Volunteer Driver Transportation Program for out-of-town medical transports, the Aging Unit provides a door-to-door bus transportation service in the City of Ashland, known as AC Specialized Transit.

Please take the time to read this brochure to learn about the Aging Unit's Volunteer Out-of-Town Medical Transportation program. If you have any questions about this program or if you would like to know more about the Aging Unit's AC Specialized Transit bus service or receive a brochure for that service, feel free to call or stop by:

**Ashland County Aging Unit, Inc.**  
400 Chapple Ave., Suite 100  
Ashland, WI

(Located in/tenant of Ashland Senior Center)

**715-682-4414 ext. 0.**

or check out their website at:  
[www.ashlandaging.org](http://www.ashlandaging.org)



## 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**

### Policies & Guidelines

Riders and volunteers are expected to follow Ashland County Aging Unit (ACAUI) policies and guidelines to ensure a safe and pleasant trip. Policies & Guidelines are available at the Aging Unit office. The ACAUI has the right to refuse service to those that do not follow ACAUI policies.

### 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*

Revised 1/11



**Volunteer Driver  
Out-of-Town Medical  
Transportation  
Program**

**for Ambulatory  
Seniors 60 +**

**& People with Disabilities**  
Who meet eligibility criteria

**For More Information  
or 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**

## What is the Volunteer Out-of-Town Medical Transportation Program?

This program utilizes volunteers who use their own vehicles to transport elderly and/or disabled adults to medical appointments within Ashland County or out of the area such as to Duluth, Park Falls, Marshfield, etc. This is a door-to-door pick-up and destination service.

### Who is Eligible to Receive this Service?

The program is primarily designed for seniors who:



- are Ashland County residents,
- are 60 years of age or older,
- need minimal personal assistance,
- are ambulatory, and
- who are unable to drive, or do not have other means of transportation.\*

If an individual is under the age of 60 years old, disabled, and meet all other requirements, they are also eligible for the services.

Eligibility is NOT based on income and assets.

*\* Medical Assistance and Family Care Consumers are NOT ELIGIBLE for this service.*

## What is the Cost?

A co-payment of 50% of the total cost of the trip is charged to the client. The current mileage reimbursement rate is .48¢ per mile. So, a trip from Ashland to Duluth and back which is about 150 miles, would cost the passenger \$36.00.

Volunteer medical transportation is provided on a first come, first serve basis. If funding runs out before the end of the fiscal year, volunteer medical can be provided if the client is willing to pay the full cost of the trip in advance.

### How Do You Schedule a Ride to a Out-of-Town Medical Appointment?

Give the Aging Unit a call and they will do their best to help.

- Call (715) 682-4414 ext. 0 (Mary) by at least five (5) working days prior to your appointment. The sooner you call in your request, the better.
- Scheduling hours are 8:00 am to 4:30 pm, Monday through Friday.
- Have all details of your trip ready (date, time, location, etc.)

Once you have called with the details of your appointment, the Aging Unit will do their best to find you a ride. When a driver is found, the driver will call you before the appointment to arrange the time you will be picked up.

If the Aging Unit is unable to arrange for a volunteer to get you to your appointment, they will call you as soon as they know there may be a problem.

All rides are dependent upon driver availability.

## What About the Volunteer Drivers?

Volunteer Drivers:

- Provide rides using their own personal vehicles
- Must possess a valid Wisconsin driver's license
- Must complete a background check to the approval of ACAUI.
- Must have creditable automobile coverage.
- Choose the days, times, and areas they wish to drive.
- Receive reimbursement for parking costs and mileage (.48¢ per mile e.g. 150 mile trip = \$76.00) Half is paid by the client, half is paid through the Aging Unit's Specialized Transit Program)
- Receive supplemental liability insurance at no cost.
- Do no heavy lifting or bearing of weight.
- Are a wonderful mix of people of all ages and from all walks of life... retirees, working individuals, stay-at-home parents, snowbirds. They give of their time, vehicle, and energy to help seniors get the medical care they need to stay healthy. Rain or shine, they show up on doorsteps throughout their communities to provide a ride and a helping hand.



**Volunteer Drivers  
are always needed...**

Take a Turn in the Right Direction...

Become a Volunteer Today...

Call (715) 682-4414 ext. 0 (Mary)