

# Transportation Service Directory



**Washington County**

**262-977-4441**



This guide of transportation services is designed to help residents of Washington County locate transportation options that best suit their needs.

The information in this directory is provided as a community service and does not constitute an endorsement of any of the providers listed. The intent is to provide Washington County residents with detailed information about available transportation services in the area.

Please note that the information provided in this guide is subject to change, and may not be inclusive of every option.

Transportation providers are encouraged to contact the Mobility Manager of Washington County at (262)365-0902 with corrections and additions.

Si Usted necesita interpretación para los servicios en este directorio, por favor llame a Casa Guadalupe Education Center al 262-306-2900.

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## **Mobility Management Program**

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2374A W Washington St. West Bend, WI 53095

**(262) 365-0902**

[interfaithwashco.org](http://interfaithwashco.org)

Interfaith Caregivers of Washington County's Mobility Management Program seeks to engage in the actions needed to make a positive change in the present day and future of transportation for Washington County's at-risk populations.

In alignment with recommendations in SEWRPC's Public Transit Human Services Transportation Coordination Plan for Washington County, the Mobility Management Program coordinates efforts of communication, information-sharing, and planning to most effectively use existing transportation services to meet the needs of seniors, adults with disabilities and people with low incomes and brings innovative new practices to the community.

Interfaith Caregivers of Washington County's Mobility Manager assists at-risk populations to overcome transportation barriers by empowering individuals with information to use public transit and specialized transportation, increasing collaboration between transportation providers in order to provide more comprehensive service and engaging seniors, adults with disabilities and people with low incomes as advocates in the effort to improve transportation.

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## **CEMS Transport**

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**262-364-4850**

[View on Facebook](#)

### **Area Served**

Southeastern Wisconsin

### **Hours of Service**

24 Hours x 7 days a Week 365 Days a Year

### **Fare Structure**

Medical Taxi \$20 with \$2 per mile

Wheelchair Van \$30 with \$3 per mile

Ambulette/Stretcher \$95 with \$3 per mile

### **Advance Notice Required**

None required but 48 hours noticed preferred.

### **Level of Service**

Door-thru-Door, BLS capable, Bariatric capable, Oxygen,

### **Rider Eligibility**

No requirements (Vehicle Transport Level determined through onsite evaluation or over the phone)

### **Service Priorities**

Medical transportation

### **Wheelchair Accessibility**

Yes

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## **Lifestar Medical Transport Service**

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279 S 17<sup>th</sup> Ave., Ste 8  
PO Box 113 West Bend, WI 53095  
**(262) 338-9798**

[lifestar-ems.com/paratransit-transport](http://lifestar-ems.com/paratransit-transport)

### **Area Served**

Washington County, Ozaukee County, Milwaukee County,  
Fond du Lac County, Sheboygan County

### **Hours of Service**

Monday-Saturday: 6am – 6pm  
Sunday: 8am – 5pm

### **Fare Structure**

\$26 pickup and first 5 miles, \$3 per additional loaded mile  
Talk with caseworker before arranging ride if on Medicaid

### **Advance Notice Required**

Up to one month in advance, same day if available

### **Level of Service**

Door-to-Door

### **Rider Eligibility**

No heavy lifting, will provide minor assistance

### **Service Priorities**

Medical

### **Wheelchair Accessibility**

Yes

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## **MTM, Inc**

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**866-907-1493 Please call 711 for TTY services.**

MTM, Inc. provides NEMT for most members enrolled in the following programs who do not have other ways of getting to their covered appointments:

Wisconsin Medicaid (including IRIS)  
The BadgerCare Plus Standard Plan  
The BadgerCare Plus Benchmark Plan  
The BadgerCare Plus Express Enrollment for Pregnant Women  
Tuberculosis-Related Services-Only Benefit  
Family Planning Only Services

### **Area Served**

Wisconsin

### **Hours of Service**

MTM, Inc. schedules routine ride requests Monday through Friday from 7 a.m. to 6 p.m. Urgent rides can be scheduled after these hours. Urgent rides can be scheduled 24 hours a day, seven days a week.

### **Advance Notice Required**

at least two business days in advance, unless your trip is urgent

### **Service Priorities**

Non-Emergency Medical Transportation



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## **Personalized Transportation Service**

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3049 Beechwood Industrial Court, Hubertus WI 53033  
**(262) 628-0189**

### **Area Served**

Southeastern Wisconsin

### **Hours of Service**

Monday-Friday: 7am – 5pm

### **Fare Structure**

Call for rates

### **Advance Notice Required**

Minimum of 48 hours

### **Level of Service**

Door-thru-Door

### **Rider Eligibility**

No assistance with stairs in and out of home if individual uses a wheelchair

### **Service Priorities**

Medical transportation

### **Wheelchair Accessibility**

Yes

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## **Sullivan-Prestige Ambulance**

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N5214 N HELENVILLE RD. HELENVILLE, WI 53137  
**(920) 220-1019**

### **Area Served**

Southeastern Wisconsin, also Travels out of state

### **Hours of Service**

24/7

### **Fare Structure**

Base rate+\$2/mile

### **Advance Notice Required**

Minimum of 2 hours

### **Level of Service**

Door-thru-Door

### **Service Priorities**

All

### **Wheelchair Accessibility**

Yes

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## **Trans-Professionals**

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11431 N Port Washington Rd. Suite 103; Mequon, WI 53092

**(262)834-9002**

[trans-professionals.com](http://trans-professionals.com)

### **Areas Served**

Washington and Ozaukee Counties

### **Hours of Service**

Office Hours 9am – 4pm

Monday – Friday 6am – 6 pm

Saturday 8am – 5pm

### **Fare Structure**

Call for Rates

### **Eligibility**

Disabled, Special Needs, Elderly served

### **Advance Notice Required**

48-hour notice is preferred.

### **Level of Service**

Door-through-Door

Will escort clients inside facilities if needed

### **Rider Eligibility**

Will not lift clients, client may bring escort

### **Service Priorities**

Medical

Transports in/out of the Greater Milwaukee area??

### **Wheelchair Accessibility**

Yes

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## **Transportation Connection**

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341 Luedtke Lane, Lomira, WI 53048

**(920) 602-0161**

[www.transportationconnectioninc.com](http://www.transportationconnectioninc.com)

### **Area Served**

Washington County, Ozaukee County, Milwaukee County,  
Fond du Lac County, Sheboygan County

### **Hours of Service**

Monday-Saturday: 6am – 6pm

Sunday: 8am – 5pm

### **Fare Structure**

\$26 pickup and first 5 miles, \$3 per additional loaded mile  
Talk with caseworker before arranging ride if on Medicaid

### **Advance Notice Required**

Up to one month in advance, same day if available

### **Level of Service**

Door-to-Door

### **Rider Eligibility**

No heavy lifting, will provide minor assistance

### **Service Priorities**

Medical

### **Wheelchair Accessibility**

Yes

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# **Transtar Medical Transportation**

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PO Box 509 Campbellsport, WI 53010

**(800) 972-8080**

[www.transtarmedical.com](http://www.transtarmedical.com)

## **Areas Served**

Southeast Wisconsin

## **Hours of Service**

Monday - Friday 6am - 6pm

Saturday 6am - 4pm

Sunday by appointment

## **Fare Structure**

Call for Rates

## **Eligibility**

Disabled, Special Needs, Elderly served

## **Advance Notice Required**

24-hour notice is preferred.

## **Level of Service**

Door-thru-Door

Will escort clients inside facilities if needed

## **Rider Eligibility**

Will not negotiate more than 2 stairs for a client in a wheelchair

## **Service Priorities**

Assisted, Special Needs

Transports in/out of the Greater Milwaukee area

## **Wheelchair Accessibility**

Wheelchair-lift equipped vans

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# **American Cancer Society Road to Recovery**

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N19W24350 Riverwood Drive, Pewaukee, WI 53072

**(800) 227-2345**

[www.cancer.org](http://www.cancer.org)

## **Area Served**

State of Wisconsin

## **Hours of Service**

Monday-Friday: depends on availability of volunteer driver

## **Fare Structure**

Free to cancer patients in current treatment

## **Advance Notice Required**

3 days advanced notice

## **Level of Service**

Curb to Curb

## **Rider Eligibility**

Must be in current treatment

Must be ambulatory

Must be able to get in and out of a vehicle unassisted

## **Service Priorities**

Medical rides to and from cancer treatment appointments

## **Wheelchair Accessibility**

No

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## **Disabled American Veterans**

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5000 W National Ave. Milwaukee, WI 53295

**(262) 719-7233**

[www.dav-wi.org](http://www.dav-wi.org)

### **Area Served**

Waukesha, Washington

### **Hours of Service**

Contact Monday-Friday: 7am -2pm

### **Fare Structure**

Free

### **Advance Notice Required**

2 weeks advance notice

### **Level of Service**

Curb to Curb

### **Rider Eligibility**

Must be a Veteran

Must be able to transfer independently

Must be ready to leave VA by 1:50 pm

No Oxygen Tanks

Dr. must write order for an escort

### **Service Priorities**

Rides to the VA for a scheduled appointment

### **Wheelchair Accessibility**

No

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## **VA Travel**

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5000 W National Ave. Milwaukee, WI 53295

**First point of contact is your Social Worker**

**(414) 384-2000 Coordinator x 43432**

**Manager x 45174**

### **Area Served**

Washington

### **Hours of Service**

Monday-Friday: 8 am – 4:30 pm

### **Fare Structure**

Free

### **Advance Notice Required**

Rides are arranged by social worker

### **Level of Service**

Medical transportation

### **Rider Eligibility**

Your Social Worker will help you determine if you qualify

### **Service Priorities**

Rides to the VA for a scheduled appointment

### **Wheelchair Accessibility**

Yes



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# **Germantown Senior Van Service**

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W16N11960 Park Avenue, Germantown, WI 53022

**(262) 250-4712**

[village.germantown.wi.us/280/Transportation](http://village.germantown.wi.us/280/Transportation)

## **Areas Served**

Trip must start in the Village of Germantown

## **Hours of Service**

Monday - Friday 9 AM to 2:30 PM

Monday – Friday, make reservations 8am – 4pm

## **Fare Structure**

\$1 Less than 5 miles

\$1.50 5.1-10 miles

\$2.50 10.1-15 miles

\$3.50 15.1-20 miles

## **Eligibility**

55 and older

## **Advance Notice Required**

24-hour notice is required to reserve a ride.

Reservations can be made Monday through Friday, 8:00 AM to 4:00 PM.

## **Level of Service**

Door -to- Door

## **Rider Eligibility**

55 and older resident of Germantown

## **Service Priorities**

All

## **Wheelchair Accessibility**

Yes

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# **Interfaith Caregivers of Washington County**

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2374A W Washington Street West Bend, WI 53095

**(262) 365-0902**

[interfaithwashco.org](http://interfaithwashco.org)

## **Area Served**

Within 50 miles of starting point in Washington County, including Froedtert and the VA

## **Hours of Service**

Monday-Friday: 8:00am-5:00pm, as drivers are available  
Office hours, Monday – Friday 9am – 1pm

## **Fare Structure**

Volunteer drivers, donations are appreciated

## **Advance Notice Required**

Service is on a first come, first served basis with at least 10 business days of notice

## **Level of Service**

Door-to-Door

## **Rider Eligibility**

Must live in Washington County, be 60 or older and be able to transfer independently

## **Service Priorities**

Medical appointments (first priority)

Grocery shopping

Exercise/Wellness

Senior Centers

## **Wheelchair Accessibility**

Yes

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# **Medical Center Foundation of Hartford**

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1032 East Sumner Street; Hartford, WI 53027

**(262) 670-7568**

[mcfhartford.org](http://mcfhartford.org)

## **Area Served**

Some Aurora facilities, the Albrecht Free Clinic in West Bend and the Adult Day Services – 1022 Club in Hartford

## **Hours of Service**

Call to reserve:

Washington County Shared Ride Taxi **(262) 338-2908**

Hartford City Taxi Service **(262) 673-8223**

## **Fare Structure**

Cost of fare is subsidized - see fees of transportation providers

Rides to/from Albrecht Free clinic are free from Hartford and Slinger

## **Advance Notice Required**

Per the transportation providers' guidelines

## **Rider Eligibility**

Destination must be one listed

## **Service Priorities**

Specific Locations

## **Wheelchair Accessibility**

See Washington County Shared Ride Taxi or Hartford City Taxi Service

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## **The Threshold, Inc.**

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Washington County

**(262) 338-1188**

[thresholdinc.org](http://thresholdinc.org)

### **Areas Served**

Washington County

### **Hours of Service**

Monday through Friday, 6:30 am to 5:00 pm

### **Fare Structure**

No fee is required

### **Advance Notice Required**

24 hours

### **Level of Service**

Fixed route, door-to-door

Rider Eligibility

### **Rider Eligibility**

Threshold clients only

### **Service Priorities**

Threshold services only

### **Wheelchair Accessibility**

Yes

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## **4 Boomers Transport**

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1020 James Dr. Ste F, Hartland, WI 53029

**(262) 224-9000**

[4boomertransport.com](http://4boomertransport.com)

### **Areas Served**

Waukesha, Washington Counties & Surrounding Areas

### **Hours of Service**

Monday - Friday 6am - 6pm

Saturday & Sunday by appointment

Office hours: Mon.- Fri. 8am- 5pm

### **Fare Structure**

\$35 pickup \$1.50 to \$2.00 per loaded mile based on pickup/drop off location

### **Eligibility**

Disabled, Special Needs, Elderly served

### **Advance Notice Required**

At least 24-hour notice preferred

### **Level of Service**

Door through Door

Caregiver may accompany rider inside facility if needed

### **Rider Eligibility**

Seniors and Disabled

### **Service Priorities**

Non-emergency medical transportation

Wheelchair, Senior and Disabled individuals

In/Out of originating county

### **Wheelchair Accessibility**

Yes

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## **Amada Senior Care**

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W175 N11163 Stonewood Drive, Suite #220  
Germantown, WI 53022

**(262) 395-7928**

[amadaseniorcare.com/milwaukee-senior-care](http://amadaseniorcare.com/milwaukee-senior-care)

### **Areas Served**

Southeastern WI

### **Hours of Service**

Call for availability

### **Fare Structure**

100.00 flat fee

### **Advance Notice Required**

48-hours

### **Service Level**

Door-through-door, non-medical

### **Rider Eligibility**

Client must be able to transfer independently

### **Service Priorities**

Ride home from hospital to include 4 hours of service

### **Wheelchair Accessibility**

No

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# ComForCare Homecare

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W218N17485 Delaney Ct.; Jackson, WI 53037

(262) 674-1515

[comforcare.com/wisconsin/west-bend](http://comforcare.com/wisconsin/west-bend)

## **Area Served**

Washington and Ozaukee Counties

## **Hours of Service**

24 hours a day, 7 days a week

by appointment only

## **Fare Structure**

Call for rates

## **Advance Notice Required**

3 days advanced notice required

## **Level of Service**

Door to door. Caregiver can accompany if needed

## **Rider Eligibility**

Must be able to get in and out of a vehicle with minimal assistance

## **Service Priorities**

Medical Appointments, Errands and shopping

## **Wheelchair Accessibility**

No

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## **Friendly Taxi**

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**(262) 808-8347**

### **Areas Served**

Based in Washington county but can provide rides anywhere.

### **Hours of Service**

Available 7 days a week, 24 hours a day

### **Fare Structure**

\$2.40 per mile. Seniors 60+ are \$2.00 per mile

### **Cancellation Policy**

Cancellation is required prior to the taxi leaving to pick you up.

### **Service Level**

Curb-to-curb

### **Wheel Chair accessibility**

NO



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## **Hartford City Taxi Service**

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Hartford, WI 53027

**(262) 673-8223**

[ci.hartford.wi.us/237/Hartford-City-Taxi](http://ci.hartford.wi.us/237/Hartford-City-Taxi)

### **Areas Served**

City of Hartford City +1 mile outside the city limits, the Aurora Health Center in Slinger and up to 10 miles into Dodge County

### **Hours of Service**

Monday - Friday 6am - 8pm

Until 9pm September - May

Saturday 8am - 8pm

Sunday 9am - 4pm

### **Fare Structure**

\$3.75, under 3 free

\$3.50 – Taxi card or Ticket

\$3.75 plus additional \$1.25 per mile out of city limits

Passengers riding to or from an Aurora facility will get a \$2 discount off of their regular fare provided by The Medical Center Foundation of Hartford.

### **Eligibility**

City of Hartford Resident or Resident up to 10 miles into Dodge County

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# Hartford City Taxi Service

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Continued

## **Advance Notice Required**

Immediate service as available, at least 5 days for Special Trips

## **Level of Service**

Curb to Curb

## **Rider Eligibility**

City of Hartford + one mile and 10 miles into Dodge County

## **Service Priorities**

All, Special Trips to go to Airport, Amtrak or Greyhound Station in Milwaukee and Amtrak in Columbus if vehicle and driver are available (Call for rates)

## **Wheelchair Accessibility**

Yes, Standard- size Wheelchair  
Wheelchair passengers should make arrangements for someone to assist them to/from the curb.

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## Washington County Commuter Express

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Washington County  
(888) 675-9223  
[ridewcce.com](http://ridewcce.com)

### **Areas Served**

Commuter Service between Washington and Milwaukee Counties

### **Hours of Service**

Monday - Friday Multiple times and destinations. Schedules are located where ticket strips are sold and also on website: [www.ridewcce.com](http://www.ridewcce.com)

### **Fare Structure**

\$3.75 cash, exact change required  
\$32.50 for a discounted 10 ticket strip  
\$1.75 mid-day Run 13 for Seniors 65+, Medicare Cardholders, and persons with disabilities  
Shared-Ride Taxi discounted fare of \$1.00 to/from Park & Ride locations when using WCCE

### **Where to Board**

Board at Park & Ride locations in West Bend (on Parkway Drive, next to Menards), Richfield (Endeavor Business Park, across from Pioneer Plaza) and Germantown (Lannon Rd & Hwy 41/45)

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## Washington County Commuter Express

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### **Purchase Tickets**

Discount tickets may be purchased from Pick 'n' Save stores in Germantown and West Bend; Piggly Wiggly stores in Jackson, Kewaskum, Slinger and Richfield; Riteway Bus Service in Richfield and Goeman's BP Rapid Mart in Hartford.

### **Areas of Service**

Many Stops along Wisconsin Ave. downtown from 35<sup>th</sup> St. to Cass St.

Schlitz Business park

Marquette University and M. U. High School

Clement Zablocki VA Medical Center

Milwaukee Regional Medical Center

Milwaukee County Research Park

Summit Place

### **Wheelchair Accessibility**

Yes. Clients can request a ride on a wheelchair accessible Motor-coach by calling at least one day in advance and provide the Run Number needed.

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# Washington County Shared Ride Taxi Service

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Washington County  
**(888) 285-8294 (262) 338-2908**  
[ridewcce.com](http://ridewcce.com)

## Areas Served

Washington County and northern portion of Menomonee Falls

## Hours of Service

Monday – Saturday 5am – 11pm  
Sunday 8am – 4pm

## Fare Structure – One Way

<b>Adult</b>	<b>Student</b>	<b>Age 60+ Persons with disabilities</b>	
\$4.25	\$3.25	\$2.50	Under 5 miles
\$5.75	\$4.75	\$3.50	5.1-10 miles
\$7.00	\$6.00	\$4.25	10.1-15miles
\$8.00	\$7.00	\$5.00	15.1-20 miles
\$9.00	\$8.00	\$5.75	Over 20miles

Under 5 years free

\$2 for Rides to/from Aurora Medical Center Hartford, Aurora clinics in Hartford, Slinger, the Aurora Cancer Center in Germantown and Adult Day Services – 1022 Club in Hartford. Rides to/from the Albrecht Free Clinic from Hartford or Slinger are free. The Medical Center Foundation of Hartford subsidizes the fare's cost.

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## **Washington County Shared Ride Taxi Service**

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Continued

### **Advance Notice Required**

Notice must be given when making a reservation if the passenger is in a wheelchair or requires special door to door assistance. A one-day advance reservation is requested for specialized service.

### **Purchase Discount Cards from Drivers:**

\$20 Punch Card (Value \$25)

\$10 Punch Card (Value \$12)

### **Level of Service**

Curb to Curb

Door to Door for disabled or elderly who require assistance

### **Wheelchair Accessibility**

Yes.

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# **City of West Bend Taxi Service**

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1201 Oak Street, Suite T West Bend, WI

**(262) 334-3096**

[ci.west-bend.wi.us/Taxi](http://ci.west-bend.wi.us/Taxi)

## **Areas Served**

City limits of West Bend; 2-mile maximum outside city limits.

## **Hours of Service**

Monday through Saturday – 6:00 AM to 10:00 PM

Sunday – 8:00 AM to 4:00

## **Fare Structure**

\$4.50 one way for adults

\$3.50 one way Children (under 4 free)

\$3.50 one way for seniors (65+) and disabled

## **Advanced Notice Required**

## **Level of Service**

Curb-to-Curb

## **Rider Eligibility**

None

## **Service Priorities**

All

## **Wheelchair Accessibility**

Yes

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## Rental Wheelchair Vans in Wisconsin

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**Mobility Works** -Rent a handicap accessible van for a day or for weeks at a time.

Call **(877) 275-4915** to reserve a van.

**A&J Mobility** offers a fleet of wheelchair accessible vans available for rental. Whether you need a wheelchair accessible van for a weekend or a month, we can provide:

- Minivans with lowered floors, power doors, and power ramps
- Hand controls and steering knobs upon request
- Convenient delivery and pick-up service available - please call.

Call **(800) 596-4366** to reserve a van.

**Wheelchair Getaways** of Wisconsin has vehicles in Green Bay, Sun Prairie, and Stevens Point and is happy to provide pick-up and delivery of our vehicles, with additional fees. Nationwide locations for long distance travel.

Call **(800) 642-2042** to reserve a van.



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## **Disabled Parking Identification Permits**

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P.O. Box 7306 Madison, WI 53707

**608-266-3041**

[wisconsindot.gov](http://wisconsindot.gov)

Any person certified by an authorized health care specialist as having a permanent disability is eligible for the Disabled Parking Identification (DIS ID) Permit.

Persons with a permanent disability will receive a blue DIS ID permit that must be renewed and recertified by an authorized health care specialist every four years. Individuals with a temporary disability will receive a red DIS ID permit that is valid up to six months and may apply for another permit if it is needed longer.

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## **Wisconsin Driver License & ID Renewals**

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P.O. Box 7983 Madison, WI 53707

**(608) 264-7447**

[wisconsindot.gov](http://wisconsindot.gov)

A Wisconsin driver license or identification card can serve as proof of identity and voting. Renewed cards can be obtained at any DMV service Center.

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## Educational Information

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Older adults can educate themselves about how aging can affect driving and what they may be able to do to continue their safe driving career.

AARP Education for Older Drivers  
[www.aarp.org/auto/driver-safety](http://www.aarp.org/auto/driver-safety)

ChORUS-clearinghouse for Older Road User Safety  
[www.roadsafeseniors.org](http://www.roadsafeseniors.org)

NHTSA-National Highway Traffic Safety Administration  
[www.nhtsa.gov/road-safety/older-drivers](http://www.nhtsa.gov/road-safety/older-drivers)

### **Courses**

AAA Roadwise Driver **(877) 476-1254**  
[wisconsin.aaadriverprogram.com/?LGR=d851ef3f-7c39-e611-9721-00155d007909#](http://wisconsin.aaadriverprogram.com/?LGR=d851ef3f-7c39-e611-9721-00155d007909#)

AARP Smart Driver course **(800) 350-7025**  
<https://www.aarpdriversafety.org/>

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## ResCare, Inc.

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2200 Green Tree Road; West Bend, WI 53090  
**262-306-3505**

**JAL** Job Access Loans are short-term, no interest loans designed to assist eligible individuals to meet emergency needs that support employment. They may be able to help with car repairs, car loans and fees, fines or insurance to obtain driver's license to support employment.

[dcf.wisconsin.gov/w2/parents/jal](http://dcf.wisconsin.gov/w2/parents/jal)  
[dcf.wisconsin.gov/w2/parents/locator](http://dcf.wisconsin.gov/w2/parents/locator)

