

# Volunteer Driver Program

We are always seeking individuals interested in becoming a volunteer driver for our Elderly and Disabled Transportation Program.

## Volunteer Drivers:

- Provide portal to portal transportation for elderly & disabled passengers.
- Have access to easy-to-use web based program to volunteer for trips most convenient for them.
- Are provided all necessary training at no cost.
- Are reimbursed for the following expenses: mileage at the current IRS mileage reimbursement rate roundtrip from their home, meal expenses incurred during trips that are outside the driver's home county and parking fees.
- Are required to have proof of valid automobile insurance along with a valid driver's license on file at all times with the ADRC.

**Call the ADRC at 877-485-2372 to become a volunteer driver today!**



**Serving Polk and Burnett Counties and the St Croix Chippewa Indians of Wisconsin**

### **Balsam Lake Office (Polk County)**

100 Polk County Plaza Suite 60

Balsam Lake, WI 54810

Local Phone: 715-485-8449

### **Siren Office (Burnett County)**

7410 County Rd. K, #180

Siren, WI 54872

Local Phone: 715-349-8644

**TOLL FREE**

**877-485-2372**

**EMAIL:**

**ADRC@CO.POLK.WI.US**



**Elderly and Disabled Transportation Program**

and

**Volunteer Driver Program**



# Elderly and Disabled Transportation Program

The Aging and Disability Resource Center of Northwest Wisconsin provides non-emergency transportation to and from local and out of area locations (primarily for medical appointments) to individuals 60 years of age and older and disabled individuals.

**Cost:** Co-payments are based on the number of miles traveled by the volunteer driver starting from and ending at the volunteer driver's home. We pick the volunteer closest to the passenger's home to ensure co-payments are as low as possible. Passengers are invoiced monthly based on the following rates:

- Co-payment: \$0.27/mile
- 5 or More Trips per Month: \$0.14/mile
- Trips to a VAMC (Minneapolis, St Cloud or Rice Lake): For veterans who receive travel pay, the cost is equal to the amount of travel pay they receive for the trip. For veterans who do not receive travel pay, the cost is \$30 per roundtrip.

## How do I get started?

Call the ADRC of Northwest Wisconsin at 715-485-8592 or 877-485-2372 at least 2 weeks in advance to ensure all paperwork is complete prior to when you'll need transportation assistance. You will be required to complete a demographic information form which gathers basic contact information as well as financial information that helps us determine if you are able to pay the copayment. Financial disclosure is an option, however, non disclosure will result in the full co-payment being charged. Once entered and approved in the dispatch program, you are eligible to make ride requests.

## How do I schedule a ride?

Call the ADRC Transportation Reservation Line at 715-485-8592 or 877-485-2372 at least two business days prior to your appointment.

When you call please be prepared with the following appointment information:

- Date
- Time
- Facility Name and Address

This information is required in order to enter your ride request in the dispatch program.

Once a driver has been assigned to your ride request, you will receive a call from the driver 24-48 hours prior to the trip to make final travel arrangements.

## Can I submit a ride request for other needs like grocery shopping?

Medical appointments take precedence over other appointments or needs. We try to accommodate as many people as possible and understand there is a great need for public transportation to other locations outside of medical appointments. If we are able to find a driver willing to accommodate your transportation request we will accept ride requests outside of medical appointments.

