



MILWAUKEE COUNTY
Department on Aging

July 1, 2020

To: Participants in the Milwaukee County Department on Aging Transit program
Re: Changes to Transportation Options Due to COVID-19

Dear Milwaukee County Department on Aging Transit program participant:

We are pleased you have been able to utilize the transportation services offered through the Milwaukee County Department on Aging and hope that this letter finds you well. Due to the COVID-19 public health crisis, the following changes have been made:

COVID-19 Precautions

Both drivers and passengers will be screened daily for COVID-19 related symptoms. **Any passenger who, in the last fourteen (14) days has/had:**

- tested positive for COVID-19;
- a temperature that exceeds 100.4 °F;
- any symptoms consistent with COVID-19 or the spread of a virus, such as a sore throat, sneezing, coughing, back pain, or difficulty breathing;
- traveled outside the United States;
- more than incidental close contact (within 6 feet for ten minutes or more) with anyone who meets the above-listed criteria;

will be denied boarding. An alternative for individual passengers in this situation is listed below.

Drivers are required to wear face masks and clean their vehicles. All riders should wear face masks as well and wash/sanitize hands before entering and after exiting the vehicle. Rides will be limited to one individual, unless that individual requires a Personal Care Attendant.

A free alternative transport service is available for individuals who meet the COVID-19 screening criteria to access non-emergency healthcare appointments, testing sites, or isolation facilities. Call the Aging Resource Center at **(414) 289-6874** to request a **COVID-19 non-emergency healthcare ride.**

Grocery Trips

All group grocery trips have been suspended. Individual grocery trips may be scheduled weekdays between 8:00 am and 10:00 am or after 1:00 pm. Grocery trips between 10:00 am and 1:00 pm have been suspended due to high volume meal deliveries during that time.

Non-Emergency Medical Trips

Able Access Transportation will continue to schedule rides for non-emergency healthcare appointments. To the extent possible, please avoid scheduling healthcare appointments between 10:00 a.m. and 1:00 p.m. as meal deliveries limit transport options.

1220 West Vliet Street, Suite 300 | Milwaukee, WI 53205

(414) 289-6874 | TRS: 7-1-1 | Fax: (414) 289-8568

county.milwaukee.gov/aging | agewebinfo@milwaukeecountywi.gov

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General Considerations for Able Access Transportation

Please continue to schedule rides with Able Access at least one day in advance at **(414) 536-5800**. It is important to be ready and visible at the scheduled pick-up time and place. If possible, the driver will attempt to page you upon arrival if they do not see you. Please communicate any delays with Able Access dispatch as soon as possible. Drivers will continue to assist riders with loading groceries.

Senior Dining / Wellness Programs

All in-person Senior Dining options, wellness programs and all corresponding transportation have been suspended indefinitely.

Meal Delivery

Many Senior Dining sites now provide meals for curbside pick-up or delivery. If you or a proxy are unable to get to the dining site to pick-up a meal, you may request delivery. This option is available for those eligible for congregate dining only. Contact the meal site nearest you at least 24-hours in advance to request delivery of a meal. If you are unsure which site is nearest to you, [check the map on the MCDA website](#), or call the Aging Resource Center at (414) 289-6874.

Pursuant to CDC guidelines, we have asked our transportation providers to practice contactless deliveries whenever possible. Contactless deliveries allow drivers to leave a meal at a designated spot and move 6-feet away, while verifying that you actually received your meal. When requesting a meal, please have a plan to reduce contact with the driver.

Volunteer Drivers

For older adults unable to access a ride through the usual transportation services, you may contact Eras Senior Network at **(414) 488-6500**. Eras utilizes a network of volunteers to assist with:

- Transportation: For non-COVID-19 related essential non-emergency medical appointments.
- Grocery Delivery: Volunteers are available to grocery shop for clients and deliver food pantry stock boxes to those in need of food. Eras is not transporting individuals to the grocery store.

COVID-19 Updates

Visit our Milwaukee County Department on Aging website often for COVID-19 updates and related programming, services, and operational changes:

<https://county.milwaukee.gov/EN/Department-on-Aging/Coronavirus-Updates>.

Other Aging Services Continue

Please call the Aging Resource Center at **(414) 289-6874** with questions or to request a service.

Be well during this time and do not hesitate to reach out for any assistance you may need.

Thank you for the continued trust you place in your Milwaukee County Department on Aging!

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