

A Way to Go: Transportation Resources for Polk County Seniors



Updated in October of 2007

Adult Services of Polk County

Phone Number: 515.286.3484 (Intake Line)

Fee: None. Will accept donations

Region of Service: Polk County

Other: Polk County Adult Services funds necessary trips to doctor appointments, grocery shopping, congregate meal sites and nursing homes to visit a spouse or parent. Eligibility criteria includes: residing in Polk County, inability to use the city bus because of a physical or mental disability, having no other source of transportation and meeting County income guidelines. However, there are no income guidelines for congregate meal trips. Applicants may call Adult Services Intake to have a home visit scheduled or to find out additional information. Persons approved for County-funded transportation schedule their rides through DART's Paratransit system.

Ambucare

Phone Number: 515.222.2222

Fee: \$35 for any in-town one-way trip; out of town fee based on mileage.

Region of Service: Polk County

Other: Wheelchair or ambulatory passengers; any age. No medical emergencies or patients with respiratory difficulty; wheelchair service 6:00 a.m. to 6 p.m.; ambulance 24/7.

American Cancer Society of Polk County

Phone Number: 515.253.0147

Fee: None

Region of Service: Polk County

Other: Ambulatory passengers. Provides transportation to and from cancer treatments by volunteers. Must call 5 days in advance.

Angel Flight Central, Inc

Phone Number: 1-800877-621-7177 (If calling from MO, KS, IA, NE, ND, SD, MN, IL, or

IN) Mission Pager: 1-800-474-WING (9464) (evenings and weekends)

Fee: None

Region of Service: Nationwide. Will travel a maximum of 1,000 miles.

Other: Arranges free flights for people in need. Flights help people get to destinations for medical needs or extreme family circumstances. Patient must be medically stable, ambulatory and able to fly in an unpressurized plane. Screening process via phone. Must demonstrate financial need. No medical personnel on board. Call 4 to 5 days in advance.

Ankeny United Way

Phone Number: 515.965.1976

Fee: None

Region of Service: Ankeny

Other: Ambulatory passengers. Provides transportation for medical appointments only.

Budget Taxi/Budget Cab Co.

Phone Number: 515.223.6465 or 333.6278

Fee: \$1.75 to enter cab. \$1.75 per mile. \$0.50 per minute wait time.

Region of Service: Suburbs of Des Moines Area. Can take people into Des Moines and provide return trip.

Other: Trip cannot originate in Des Moines.

Capitol Cab

Phone Number: 515.282.8111

Fee: \$2.00 initial minimum; \$1.80/mile; \$0.50 for each additional passenger older than 12 years of age; \$0.33/min for wait time.

Region of Service: Des Moines, West Des Moines, Ames, Ankeny, Altoona, Indianola and other cities

Other: Provides service to those who use wheelchairs.

Comfort Keepers

Phone Number: 515.989.9000 (Carlisle) or 515.243.0011 (Des Moines)

Fee: Carlisle: \$18.00/hr, minimum 2 hours, \$.44.5 per mile

Des Moines: \$18.00/hr, minimum 2 hours, \$.50 per mile

Region of Service: Polk, Dallas and Warren Counties

Other: Passengers must be ambulatory. Carlisle office will draw up paperwork and provide transportation. Does not need to be a client receiving other services. Carlisle office requires application if Title 19 eligible. Des Moines Office accepts private pay and long-term care

insurance and will provide some incidental transportation for their clients.

Des Moines Area Regional Transit Authority (DART)

Phone Number: 515.283.8100

Website: www.ridedart.com

Fare: Varies by service (\$1.25 to \$2.50 per trip); reduced fares for seniors and persons with disabilities (with valid DART Identification Cards).

Region of Service: DART is the public transportation provider that serves Polk County. DART provides accessible service on all regular-route bus trips.

Other: DART operates a family of transportation services including regular-route, express, and on-call bus services, shuttles, paratransit services and the RideShare vanpool and ride-matching programs, which make getting around Greater Des Moines easier and more convenient. For route and schedule information, or for assistance in planning your trip, simply call and talk to a DART representative at 515.283.8100. Service is available Monday through Friday, 6 a.m. to 10 p.m., Saturday 6 a.m. to 6 p.m. and Sunday 8 a.m. to 5:30 p.m.

DART - Bus Plus/Paratransit

Phone Number: 515.283.8100 or 515.283.8136

Website: www.ridedart.com

Fare: \$2.50 to \$10 per trip or no fee, based on income guidelines.

Region of Service: Polk County

Other: Serves Polk County senior citizens and persons with disabilities who are functionally unable to independently use DART regular-route bus service either all of the time, temporarily or only under certain circumstances. Paratransit service is door-to-door and wheelchair accessible. Service is available Monday through Friday, 6 a.m. to 9:45 p.m., Saturday 6 a.m. to 6 p.m. and Sunday 7:45 a.m. to 5:15 p.m. Reservations for Paratransit are required by noon the working day before a requested trip. Reservations for Bus Plus must be made by 5:00 p.m. the day before a requested trip.

DART - Urbandale On Call

Phone Number: 515.283.8100

Fare: \$2.50 per trip; reduced fares for seniors and persons with disabilities.

Website: www.ridedart.com

Region of Service: On Call service picks up passengers at their curb and takes them to destinations within the Urbandale On Call Zone. The Urbandale zone is bounded by: North - I-80/35, South - University/Douglas, East - Merle Hay and West - 128th and 132nd Streets.

Other: Service operates Monday through Friday, 5:45 a.m. to 8:45 a.m. and 3:45 p.m. to 6:30 p.m. Passengers can travel to and from locations within the Urbandale On Call zone or transfer to DART buses within the zone. Same-day trips can be made, on a space-available basis, by calling at least 30-minutes in advance. All vehicles are accessible.

DART - West Des Moines On Call

Phone Number: 515.283.8100 or 515.283.8136

Website: www.ridedart.com

Fare: \$2.50 bus fare; reduced fares for seniors and persons with disabilities. Clients registered with West Des Moines Human Services ride for free.

Region of Service: On Call service picks up passengers at their curb and takes them to destinations within the City of West Des Moines.

Other: Service operates Monday through Friday, 6:30 a.m. to 7 p.m., Saturday, 8:30 a.m. to 6 p.m. and Sunday, 8:30 a.m. to 5:30 p.m. Passengers can travel to and from locations within the City of West Des Moines or transfer to DART regular-route buses. Same-day trips can be made, on a space-available basis, by calling at least 30-minutes in advance. Trips may be scheduled up to 7 days in advance. All vehicles are accessible.

DART - Ankeny On Call

Phone Number: 515.283.8100 or 515.283.8136

Website: www.ridedart.com

Fare: \$2.50 bus fare; seniors ride for free and reduce fares for persons with disabilities.

Region of Service: On Call service picks up passengers at their curb and takes them to destinations within the City of Ankeny.

Other: Service operates Tuesday from 9 a.m. to 1:30 p.m. and Wednesday 9 a.m. to 3:00 p.m. Passengers can travel to and from locations within the City of Ankeny. Daily transportation is also provided to the congregate meals at the Ankeny Senior Citizen Center. Please contact the Senior Center for more information. Same-day trips can be made, on a space-available basis, by calling at least 30-minutes in advance. All vehicles are accessible.

DART - Regional On Call

Phone Number: 515.283.8100

Website: www.ridedart.com

Fare: \$2.50 bus fare; \$.50 for seniors; reduced fares for persons with disabilities.

Region of Service: Bondurant/Mitchellville On Call service to Altoona is available Tuesday's from 9:00 a.m. to 3:30 p.m. Granger/Grimes On Call service to West Des Moines is available Wednesday's from 9:00 a.m. to 3:00 p.m. Polk City/Alleman On Call service to Ankeny is available Thursday's from 9:00 a.m. to 3:30 p.m. Carlisle On Call service to Des Moines is available Friday's from 9:00 a.m. to 2:00 p.m.

Other: The service operates along a designated route, with scheduled stops in each community, but with advance notice can pickup and drop-off passengers at locations along the route on a time and space available basis. Same-day trips can be made, on a space-available basis, by calling at least 30-minutes in advance. All vehicles are accessible.

Fraser Medical Services

Phone Number: 515.284.1111

Fee: \$40 for one-way trip within Des Moines metro area; otherwise, fee based on mileage.

Region of Service: Polk County and all of Iowa

Other: Serves passengers using wheelchairs, ambulatory or anyone requiring travel assistance. Financial assistance is available through a waiver program for which you must apply.

Freedom Cab

Phone Number: 515.289.9800

Fee: \$3.50 plus \$1.80 per mile.

Region of Service: Based out of Ankeny but will travel to any area in Polk County

Other: Ambulatory passengers only.

Home Instead Senior Care

Phone Number: 515.221.0866

Fee: \$18/hour with a minimum of 3 hours per week or 12 hours per month plus \$0.40 per mile if caregiver uses own vehicle.

Region of Service: Polk County

Other: Ambulatory passengers only. Application necessary. Private pay, non-medical assistance. Must be a client of Home Instead Senior Care.

Legs on Lease

Phone Number: 515.965.7578

Fee: \$25.00/hr

Region of Service: Ankeny and Des Moines area

Other: Serves disabled, elderly or anyone requiring assistance. Offers supportive friendship, transportation, running errands and aid with household chores and repairs.

Link-Up Enterprises, Inc.

Phone Number: 515.334.7303

Fee: \$28.00 one way for Des Moines area; \$1.45 per mile outside Des Moines area

Region of Service: Polk County

Other: Offers transportation services to hospitals and clinics, group and nursing homes, adult day care, recreational trips and more. Door to door check-in, fully licensed, helpful drivers; reliable and comfortable vehicles.

Midwest Ambulance

Phone Number: 515.222.2222

Fee: \$35 for Des Moines trips only; round trip \$70. Discounts are available if qualified.

Region of Service: Polk and Warren Counties

Other: Service for passengers using wheelchair or walker. Drivers are First Aid certified.

Financial assistance available through a waiver program for which you must apply.

Opportunities Thru Transit (OTT)

Phone Number: 515.283.8100

Fee: One \$17 pass per family per month.

Region of Service: Polk County

Other: This program allows low-income individuals or families within Polk County to ride the DART bus for a reduced rate. Eligibility is determined by total household income and through the agency the client is working with. Passes are good on WDM and Urbandale On Call.

Right at Home

Phone Number: 515.222.1550

Fee: Varies

Region of Service: Polk County

Other: Provides non-medical assistance, including transportation. Accepts private pay and elderly waiver. Client must provide car.

Senior Services of Polk County - Senior Living Transportation

Phone Number: 515.286.3679

Fee: None. Will accept donations.

Region of Service: Polk County

Other: Services those 60 years of age and older. Income guidelines apply. Two services offered: 1: Up to six round trip cab rides per fiscal year for those who apply and are eligible. Utilizes cab or a wheelchair accessible vehicle. 2: Mileage reimbursement program for eligible clients who have volunteers to transport them. Up to 200 miles per month can be reimbursed. Both programs are for clients who do not have other transportation available to them for necessary services/reasons.

Urbandale Caring Corp

Phone Number: 515.278.3999

Fee: None

Region of Service: Urbandale residents only

Other: Application necessary. Service based on need, not income. A volunteer-based program that provides transportation assistance.

Visiting Nurse Services (VNS)

Phone Number: 515.288-1516

Fee: \$17.00/trip one-way. Round-trip \$32.00

Region of Service: Polk County

Other: Passengers need to be ambulatory. Will provide transportation utilizing VNS vans to any location in Polk County. Bilingual services available.

Wesley Community Services

Phone Number: 515.288.3334 – ask for volunteer services

Fee: None

Region of Service: Polk County

Other: Non-wheelchair. Current clients of Meals on Wheels and Home Care Aide are first priority. Volunteers may be able to transport clients to doctor appointments, grocery shopping, etc.

West Des Moines Human Services Center

Phone Number: 515.222.3660

Fee: None, but donations are encouraged.

Region of Service: Senior citizens or disabled residents of West Des Moines

Other: Provides transportation to surrounding area. Bilingual services available.

Yellow Cab

Phone Number: 515.243.1111

Fee: \$2.00 initial minimum; \$1.80/mile; \$0.50 for each additional passenger 12 years and older; \$0.33 per minute for wait time.

Region of Service: Des Moines, West Des Moines, Ames, Ankeny, Altoona, Indianola and other cities.

Other: Provides service to those who use wheelchairs. TransIowa is the parent company of Yellow Cab and Capitol Cab. Will take people to any location, even out of state.

Disclaimer – Services and fees are accurate as listed as of October, 2007 and are subject to change.

Polk County Coalition on Aging mission statement:

“To improve the well-being of Polk County’s senior population through education, advocacy and action.”

The Coalition on Aging is comprised of:

AARP
Aging Resources of Central Iowa
Behavior Health Resources
Crisis and Advocacy Services
Department of Community Family and Youth Services
Des Moines Metropolitan Transit Authority - Paratransit
Des Moines Police Department
Des Moines University - Geriatric Education Center
Home Instead Senior Care
Iowa Health - Des Moines
Lutheran Services in Iowa
Polk County Health Department
Senior Services of Polk County
Shepherd’s Center of Des Moines
Retired Senior Volunteer Program (RSVP)
Wesley Community Services

The Coalition on Aging is a work group of Healthy Polk 2010 addressing the issue of access to health care. Transportation is one of the biggest barriers to receiving adequate health care. As a result, this transportation resource book has been produced as a guide to help seniors of Polk County meet their transportation needs. This booklet is intended for informational use only.

For more information, call 515.286.3679 or, for the most current information, visit www.healthypolk.org.