

2019

WWW.WHITEBEARSENIORPROGRAM.ORG

White Bear Area Guide to Senior Transportation

Prepared by the White Bear Area Senior Program
a division of WBLAS Community Services & Recreation

2484 East County Road F, White Bear Lake, MN 55110
651-653-3121 www.whitebearseniorprogram.org

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**PLEASE STOP IN AND MEET OUR FRIENDLY STAFF AND VOLUNTEERS!
THE COFFEE IS ALWAYS ON!**

The White Bear Area Senior Center is located in the Normandy Park Education Center

2484 East County Road F, White Bear Lake, MN 55110
651-653-3121 Monday-Friday 8:00 am - 4:30 pm

The White Bear Area Senior Program provides education, recreation, volunteer opportunities, resource navigation, and support services for area seniors and their families. The Senior Center is available to all adults, no matter where you live. Be sure to check out our resource wall and Senior Voice Newsletter for the most current information. We have more than 400 active members and 325 volunteers!

Programs & Services

- Meals on Wheels
- Elder Resource Specialist
- Foot Care Clinic
- Medicare Insurance Counseling
- LionsHELP (*household repairs*)
- Computer & Technical Help
- Adult Enrichment Classes
- AARP Safe Driving
- Social Activities and Games
- Lending Library
- Craft Corner Gift Shop
- Get Up & Go Fitness Classes

Community Engagement

Working together to fill gaps, cross promote, cross refer, and leverage local resources to build our community's capacity to serve older adults. To support community partnerships and to help create a more age-friendly community, call 651-653-3126.

Volunteer Opportunities

Connecting individuals who want to share their time and talents with our program, schools, and community. Call 651-653-3122 or apply online at www.whitebearseniorprogram.org.

Social Activities

500 Cards, Adult Coloring, Contract Bridge, Duplicate Bridge, Cribbage, Dominoes, Friends Who Care, In-Stitches, Mad Hatters Knitting, Mah Jongg, Pinochle, Ukelele, Woodcarving, and Fitness Classes. Call 651-653-3121

VISIT THE WHITE BEAR AREA SENIOR PROGRAM ONLINE

WWW.WHITEBEARSENIORPROGRAM.ORG

Explore the interactive White Bear Area Guides to Senior Transportation and Housing. Read the latest Senior Voice newsletter. View a celebration video of the Community Forum on Seniors. Find links to helpful community resources for seniors. Get up-to-date program information such as our activities calendar, Meals on Wheels menus, volunteer opportunities and so much more.



Support the Senior Program

Mail donations to: White Bear Area Senior Program, 2484 East County Road F, White Bear Lake, MN 55110

Or donate online at: www.whitebearseniorprogram.org

White Bear Area Guide to Senior Transportation

A Road Map to Getting Around and Staying Connected

Understanding your transportation options can give you peace of mind that you can continue to get around the community. The White Bear Area Guide to Senior Transportation will assist you in learning about local and regional transportation resources and offer suggestions about what to consider in order to make confident transportation-related decisions now and in the future.

Table of Contents

General Information4

Driver Safety Education5

Driver Assessment..... 6

Transportation Options 8

Introduction to Metro Transit9

Evaluating Your Transportation Needs 10

My Transportation Needs & Resources Worksheet11

Directory of Transportation Providers12

White Bear Area Senior Program Services21

Transportation Providers at a Glance23

For questions, corrections and additions on this guide

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GENERAL INFORMATION

The following resources can provide information, assistance, and help connect you to available and affordable transportation options, as well as other senior services.

- **White Bear Area Senior Program** is your community connection to senior activities, services, and resources. An Elder Resource Specialist can help answer your questions regarding transportation options and help connect you to transportation resources and other supportive community-based services. Call the Senior Program at 651-653-3121 or visit www.whitebearseniorprogram.org.
- **Senior LinkAge Line** provides free, comprehensive and unbiased phone consultations on all things related to seniors and their caregivers, including transportation.
Call 1-800-333-2433 to get connected with an expert. Phones are answered Monday through Friday from 8:00 am - 4:30 pm or visit www.minnesotahelp.info/SpecialTopics/Seniors for a statewide database of service providers.
- **County Adult and Senior Services** provides transportation for those who qualify based on financial and long-term care needs. For information and assessment of eligibility, contact the county in which you reside:
 - **Anoka County Long Term Services and Supports:** 763-324-1450
www.anokacounty.us/3264/services-for-seniors
 - **Ramsey County Assistance & Support for Seniors:** 651-266-3613
www.ramseycounty.us/residents/assistance-support/assistance/seniors
 - **Washington County:** 651-430-6484
www.co.washington.mn.us/780/adult-child-senior

DISABILITY PARKING PERMITS (TEMPORARY & PERMANENT)

Disability parking permits are available from the Minnesota Department of Public Safety. The permits allow you to park in spaces designated for people with disabilities, metered parking spaces, and for an extended time in spaces with posted time limits. To be eligible, an applicant must meet one or more of the definitions of a “physically disabled person” and the application must be signed by a licensed health professional.

- **Disability Parking Certificate:** Persons with a temporary, short-term, long-term, or permanent disability can apply for a placard that hangs on the rear view mirror of the parked vehicle. A parking placard can be used whether the disabled person is the driver or passenger and can be transferred to different vehicles. Download the application from:
https://dps.mn.gov/divisions/dvs/forms-documents/Documents/MV_DisabilityParkingCertificate.pdf
- **Special License Plate:** Those with a permanent disability can apply for the standard, specialty, or disabled veteran license plates by downloading the application at:
https://dps.mn.gov/divisions/dvs/forms-documents/Documents/MV_SpecialPlatesApplication.pdf

Applications are also available by calling the Driver & Vehicle Services Disability Information Line at 651-297-3377. Mail completed applications to:

Minnesota Department of Public Safety
Driver and Vehicle Services Division
445 Minnesota Street
St. Paul, MN 55101-5164

DRIVER SAFETY EDUCATION

Driver safety education programs can help to refresh and strengthen skills and help drivers feel more confident on the road. All Minnesota auto insurance carriers offer a 10% discount to those 55 years and older who complete a driver safety class. These classes are for educational purposes only. **Driving skills are not assessed as part of the class.**

AARP Smart Driver™

AARP Smart Driver™ classes are offered through the White Bear Area Senior Program. Both the full 8-hour course and the 4-hour refresher course are offered regularly. Registration may be made in person, by phone, or online.

The class schedules can be found in the Senior Voice Newsletter or the White Bear Lake Area Schools Community Services & Recreation Brochure website at www.isd624.org/CommunityServices. Register online for classes held in White Bear Lake at www.whitebear.ce.eleyo.com or call the White Bear Area Senior Program at 651-653-3121.

Additional Online Resources

- **AAA Senior Driving: Helping Seniors Drive Safer Longer** is a comprehensive website for seasoned drivers with a variety of tools including Roadwise Review and a driver self-assessment tool. Visit www.SeniorDriving.AAA.com for more information.
- **AARP Driver Safety Programs** website includes classroom course locator, online courses, driving resource center, family support, how to make your car fit for safety, and volunteer opportunities. Visit www.aarp.org/auto/driver-safety for more information.

AARP SMART DRIVER CLASSES FOR 55+

Minnesota law mandates a 10% reduction in car insurance premiums for persons 55 years and older who complete a defensive driving class. Courses consist of an overview of safe driving. There are no written or driving tests required.

Advanced registration is required - no drop ins. Classes are offered both in the day and evening.

Full Class, two 4-hour classes, \$29

Refresher Class, 4-hour class, \$25

All classes are held at:

White Bear Area Senior Center, 2484 East County Rd F, White Bear Lake, MN

Call to Register at 651-653-3121 or 651-407-7501.



DRIVER ASSESSMENT

Warning signs that indicate a need to limit or stop driving:

You have a loss of peripheral vision, depth perception, or other vision-related changes, which may make it difficult to follow traffic signals, road signs, and pavement markings.

You have a medical condition, such as arthritis or diabetic neuropathy, or physical limitations that may lead to a loss of range of motion, flexibility, strength in arms or legs, slowed reaction time, difficulty moving your foot from the gas to the break pedal or confusing the two pedals.

You have a hard time turning around to check the rear view mirror while backing up or changing lanes.

You have had frequent “close calls” or near crashes, misjudging gaps in traffic at intersections and on highway entrance and exit ramps.

You find dents and scrapes on the car, on fences, mailboxes, garage doors, curbs, etc.

You get lost, especially in familiar locations.

You easily become distracted or have difficulty concentrating while driving or are experiencing road rage or causing other drivers to honk or complain.

You have received multiple traffic tickets or “warnings” from law enforcement officers.

Adapted from AARP Driver Safety

BEING AWARE OF CHANGES AS WE AGE

Most people want to continue driving for as long as they can do so safely. We know that driving safely can be influenced by many factors and that the aging process can affect things such as vision, strength, and cognitive abilities. Since everyone ages differently, we need to be aware of these changes and continually assess our own, or a loved one's, driving over time. For some people, a time will come when they must limit or stop driving either temporarily or permanently.

DISCUSSIONS WITH YOUR FAMILY AND YOUR DOCTOR

If you are concerned that you, a family member, friend, or acquaintance can no longer safely operate a motor vehicle, a good first step is a patient, caring conversation.

Another important step is to enlist the support of a physician. It is a good idea to talk with a doctor about concentration or memory problems and other physical symptoms that can lessen the ability to drive safely. A physician may suggest a referral to professionally trained occupational therapists who can conduct a comprehensive driver evaluation.

The following guidebooks may be helpful as you discuss driving with your family and health professionals and are available to download or order for free from the Hartford Insurance Group website at:

www.thehartford.com/resources/mature-market-excellence/publications-on-aging

- *At the Crossroads: Family Conversations About Alzheimer's Disease, Dementia & Driving*
- *We Need to Talk: Family Conversations with Older Drivers*
- *Your Road Ahead: A Guide to Comprehensive Driving Evaluations*



DRIVER EVALUATIONS, REHABILITATION, AND TRAINING

Professional driving evaluation, rehabilitation, and training helps drivers remain safe on the road or can help transition drivers to other forms of transportation. A comprehensive driving evaluation is a way to get answers to questions that you, your loved ones, or doctor may have about your ability to continue to drive safely. It will include an assessment of your current driving ability, your potential for improvement, and a plan for rehabilitation if appropriate. In Minnesota, health professionals are encouraged, not mandated, to report to Driver and Vehicle Services. When inquiring about driving evaluations, ask who will receive the information obtained from the evaluation and if, when appropriate, Driver and Vehicle Services will be informed of the results. These evaluations are usually paid for by the driver being tested, though some insurance may pay for a portion of the evaluation.

A comprehensive driving evaluation, conducted by occupational therapists, can help if you:

- Feel your driving continues to be fine but you would appreciate having your opinion seconded by a professional.
- Have been told that you should stop driving, but you're not sure you agree.
- Would like to resume driving after a period of non-driving, for instance after illness or recovery from stroke.
- Have a change of circumstances which affects where or how much you drive, such as a move to a new community or if your spouse was the primary driver and now you are.

Adapted from The Hartford's "Your Road Ahead: A Guide to Comprehensive Driving Evaluations"

Local comprehensive driving evaluation, rehabilitation, support and training programs:

- **Adaptive Experts:** 651-501-5680 or www.adaptiveexperts.com/mn.html
- **Allina Health & Courage Kenny Rehabilitation Institute Driving Assessment & Training Services:** 612-262-7855
- **Regions Hospital Driving Ability Program:** 651-254-3200
- **Veterans Administration (VA):** Veterans may obtain a driving evaluation through the VA Rehabilitation Clinic with a referral from their VA doctor. Call 612-467-7797, ext 4.

AT-RISK DRIVER REPORTING

If you feel that safety is seriously compromised, you may need to report an at-risk driver directly to the Department of Public Safety: Driver and Vehicle Services and request an evaluation. This evaluation will end in either a pass or fail. *A failure will result in license revocation.* A request for this evaluation must be in writing and sent to: Driver and Vehicle Services Medical Unit, 445 Minnesota Street, Suite 170, St. Paul, MN 55101.

Include the following information regarding the at-risk driver:

- Full name, date of birth, and driver's license number (if available).
- Description of the condition and why you believe the person to be an at-risk driver.
- Your name, address, and phone number.

For questions call 651-296-2025.

TRANSPORTATION OPTIONS

When thinking about transportation options now and in the future, it is helpful to know there are affordable and reliable alternatives to driving our own vehicle. Creating a transportation plan that includes a combination of personal networks and community resources, can help you maintain control, choice, and independence as you travel beyond your doorstep.

When comparing options, please be aware that ride fares vary by provider type, level of service, time of day, and trip distance. Public transportation options will be the most affordable for an individual rider because costs are subsidized by tax funding and rides are shared. Market rate transportation providers are more expensive but offer the convenience of an on-demand private ride. In between public and market rate providers are the new sharing economy models with transactions often facilitated via online services.

SAMPLE FARES FOR SEVERAL DIFFERENT RIDE SITUATIONS

To illustrate the spectrum of services and fares available, here is a quick comparison of common rides:

10 Mile Round Trip Curb-to-Curb Service to the Store

You need a round trip ride to the grocery store that is 5 miles from your home. You want to go during the day on a weekday. You are able to walk from the door to the curb. The approximate fare would be:

- \$7.00 Round Trip Transit Link (public subsidized shared ride)
- \$18.50 Uber (calculated for 15 minute ride each way)
- \$27.50 Taxi Service

10 Mile Round Trip Door-Through-Door Service to a Medical Clinic

You need a round trip ride to your doctor's office, you use a wheelchair, and need assistance getting through the door of your home, in and out of the vehicle, and up to and through the door of the clinic. The approximate fare would be:

- Free For those with Medical Assistance or Elderly Waiver using MNET providers
- \$7.00 Metro Mobility (public subsidized shared ride for those certified as disabled)
- \$65-100 Private Ride with Allegiance, Twin Cities Transportation, or Premier

Ambulatory Ride to MSP Airport from Downtown White Bear Lake

You are ambulatory (able to walk) and need a one-way ride to Minneapolis-St. Paul Airport on a weekday morning from a downtown White Bear Lake residence:

- \$5.25 Transit Link (request transfer to Bus 64 at Maplewood Mall Transit Center, then request transfer to Bus 54 at downtown St. Paul bus stop, 6th and Cedar)
- \$33.00 Uber or Lyft (\$2.60 base + \$1.05/mile + \$0.16/minute for 21 mile distance)
- \$55.00 Taxi (\$2.50 base fare + \$2.50/mile for 21 mile distance)

WAYS TO PAY

Pay as You Go: Payment is made by the individual at the time of the ride.

Prepayment: Paying for scheduled rides ahead with cash, credit card, check or a Go-To Card.

Third Party Payment: Ride is not paid for directly by the individual but is billed to and paid for by private health insurance or Medical Assistance.

INTRODUCTION TO METRO TRANSIT

Metro Transit, operated by the Metropolitan Council, is the public transportation resource for the Twin Cities that offers an integrated network of buses, including Transit Link and Metro Mobility, light rail, and commuter trains.

Seniors can ride at reduced fares on all types of Metro Transit using the Go-To Card, or by showing a driver's license, or a picture ID along with a Medicare card. Go-To Cards can be purchased in advance with stored value at any Cub Foods store, online, or through the mail. Go-To Cards can be auto-refilled online with a credit card by the rider or family member.

- **Metro Transit Bus and Light Rail:** Offers regular fixed-route shared services for those who can independently get to and from the designated transit stops and understand route schedules.
 - There are several fixed bus routes serving the White Bear Lake area to Maplewood and St. Paul. For route and scheduling information and Metro Transit fixed routes, call 612-373-3333 or utilize the online "Trip Planner" at www.metrotransit.org, which also provides real-time bus information.
 - For a "How to Ride" Metro Transit training, call the White Bear Area Transit Trainer at 612-349-7478.

Fixed Route Buses serving the White Bear Area include:

#265 Express Bus Route: White Bear Lake to Downtown St. Paul

#275 Express Bus Route: Vadnais Heights to Downtown St. Paul

#270 Express Bus Route: Mahtomedi/Birchwood/Bellaire to Maplewood Mall/Downtown Minneapolis

#62 Hodgson Road & Rice Street: Vadnais Heights to Downtown St. Paul

#64 Maplewood Mall Transit Hub to Downtown St. Paul

- **Transit Link:** A dial-a-ride minibus for those who live in an area not serviced by regular fixed routes. Free transfers are available to bus routes. Transit Link provides both curb-to-curb service for the general public and door-to-door service (upon request) for ADA certified riders. Pre-registration by phone is required prior to scheduling the first ride, call 651-602-5465.
- **Metro Mobility:** A door-through-door service for those with certified disabilities or health conditions who are unable to use regular fixed route transit buses. Riders must first be certified by completing the Americans with Disabilities Act (ADA) paratransit eligibility application. The certification process takes up to 21 working days once a completed application is received by Metro Mobility. Information and applications are available by calling 651-602-1111 or an application form can be downloaded at www.metrotransit.org/metro-mobility.

NOTE: Both Transit Link and Metro Mobility drivers will provide assistance with up to four grocery bags upon request.



EVALUATING YOUR TRANSPORTATION NEEDS

The questions below will help you determine which transportation options are best for you. Your answers may impact the cost of the ride, so you will need to prioritize what is essential or most important to you. You can then customize a transportation plan that fits your needs and financial resources. In the end, your transportation plan could include a combination of family, friends, ride-sharing, public transit, and private transportation providers.

WHERE DO I NEED TO GO AND WHEN?

- Do I need rides to medical appointments, shopping, or recreational and social activities?
- Do I need my ride on-demand, tomorrow, in the near future, or a recurring ride? Daily or weekly?
- How far in advance can I schedule the ride?

WHAT TYPE OF RIDE DO I NEED?

- Do I mind sharing a ride with others to reduce my costs?
- How long am I able to wait for a ride or ride in the vehicle?
- Do I need rides on a temporary basis or ongoing?
- What are my accessibility needs? Do I use a walker or wheelchair? Can I safely transfer from wheelchair to car or do I need a specialized vehicle to accommodate a wheelchair?
- Do I need any special assistance?
- If needed, can a family member serve as an escort? Is there an additional fee for an escort?
- Do I meet eligibility criteria for specialized transportation for persons with disabilities?
- Am I a veteran who needs to go to the Minneapolis VA Medical Center? Cancer patient traveling to cancer treatments? Looking for volunteer companionship, as well?

WHO DO I KNOW THAT CAN HELP ME GET AROUND?

- Can I share a ride with someone I know who is attending the same event?
- Do I have something I could offer someone in my support network who drives in exchange for a ride? Could I compensate a friend for the costs of driving me to certain places?
- Do I need someone to help me access transportation resources; complete forms to certify eligibility for certain types of transportation; or assist me in scheduling or canceling rides?

HOW DO I PAY FOR THE RIDE?

- How much am I able or willing to pay for a ride? Do I need to pay the driver at the time of the ride or can I pay ahead? Can I pay with cash, check, credit card, or use a Go-To Card?
- How is the ride fare determined? Is there a base fare charged for each way or additional per mile and/or minute fees charged?
- Am I eligible for Medical Assistance (MA), CADI, or Elderly Waiver (EW), or other medical insurance that has a benefit for medical-related rides?

MY TRANSPORTATION NEEDS & RESOURCES WORKSHEET

My Transportation Needs

Examples: Doctor Appointments, Grocery Shopping, Social Events, Other

Where do I go now?	How do I get there now?	What are the alternative ways I could get there?

My Personal Transportation Support Network

Examples: Family, Friend, Neighbor, Church Member

Name	Contact information	Available times	Will take me to

transportation options in my community

Examples: Metro Transit, Taxi, Private Provider

Option	Contact information	Fares	Will take me to

DIRECTORY OF TRANSPORTATION PROVIDERS

The transportation options in this directory are listed by type of service provided. Most of these transportation providers can accommodate rides throughout the Twin Cities metro area unless noted. Distance, type of vehicle, and service provided can be factors in the cost to the rider. It is important to inquire about accommodations for special needs when reserving a ride. Policies and procedures vary by provider.



The wheelchair symbol indicates that the provider uses wheelchair accessible vehicles. Please inform provider of wheelchair use when scheduling rides.

Please be aware that this guide includes resources and providers known to serve the White Bear Area at the time of publication. The White Bear Area Senior Program does not guarantee that provider data is current, nor do we support, endorse, or have any direct relationship with the providers listed. This guide is for non-emergency transportation. If you have an emergency, call 911 for ambulance services.

FIXED ROUTE, CURB-TO-CURB, AND DOOR-TO-DOOR SERVICES

Fixed route service provides rides to those who are able to get from their door to the bus stop. Curb-to-curb provides rides to those who are able to get from their door to the curb, get into the vehicle, and then from the vehicle to the door of their destination. Door-to-door services offer assistance from first door to first door to ensure riders make it safely from their door to the vehicle at pick-up and return.

Discover Ride

No website available

Service Type: Door-to-door service for those who are ambulatory or able to transfer from wheelchair to vehicle on their own.

Service Hours: Monday-Thursday, 6:00 am - 6:00 pm and Friday, 6:00 am - 5:00 pm.

Fares: \$16.00 + \$1.50/mile. Only exact fare cash paid to driver for private pay rides. *UCare and Blue Ride trips are accepted along with MNET.*

To Schedule Ride: Call 651-288-0327 to schedule on a first-come first-served basis.

Lyft

www.lyft.com/cities/minneapolis-st-paul-mn

Service Type: On demand rides for those who are ambulatory and have a smart phone mobile device and credit card.

Service Hours: 24 hours a day/7 days a week.

Fares: \$0.47 base + \$1.05/mile + \$0.16/minute (with minimum fare of \$4.50), service fee \$2.60 and cancellation fee of \$5.00. An additional fee of \$1.25 for scheduling a ride in advance. Cost of ride determined upfront and then charged to credit card when ride completed.

To Schedule Ride: Request ride online or with smartphone app at:
www.lyft.com/cities/minneapolis-st-paul-mn

Metro Transit Fixed Bus and Light Rail Service



www.metrotransit.org

Service Type: Regular fixed-route shared bus and light rail service for those who can independently get to and from designated transit stops and understand route schedules.

Service Hours: 365 days a year, service hours vary by community - call for specific times for your area.

Fares: \$3.25 for Express Bus service, \$2.50 for regular bus and light rail service during rush hours and \$2.00 at all other times. Seniors with a "T" endorsement on your driver's license or state ID (ask for the "T" at the DMV) or a Medicare card accompanied by a picture ID, qualify for reduced fare of \$1.00 during non-rush hours (9:00am - 3:00 pm, Monday - Friday). Persons who are certified to ride with Metro Mobility, or are ADA certified through Metro Transit, can ride Metro Transit buses or light rail for \$1.00 at times. Exact fare cash and Go-To Cards accepted. Go-To Cards are rechargeable and can be purchased locally at Cub Foods, by phone and online, and can be used on all Metro Transit vehicles.

To Schedule Ride: For route and schedule information, call Metro Transit Information Center at 612-373-3333 or use the online Trip Planner "How to Ride" at www.metrotransit.org. Bus schedules are also available online or at the White Bear Lake Library. You can get customized "How to Ride" transit training by calling the White Bear Area Transit Trainer at 612-349-7478.

Note: See page 9 for more information on Metro Transit.

Newtrax Group Rides & the Newtrax Loop



www.newtrax.org

Service Type: Curb-to-curb transportation for bus circular, group events, and for riders scheduled to travel to and from the same destination at a regularly occurring day and time. Vehicles are lift-gate accessible 14 passenger minibuses. Newtrax is a nonprofit organization that provides group transportation, which is ideal for one-time group events for senior living facilities, community groups, and faith-based organizations. Community Loops run Thursday mornings.

Service Hours: Scheduled trips, any time or day.

Fares: Proposals provided in advance for group events and for regularly scheduled daily transportation. Payment arrangement is set up in advance. Drivers do not collect fares.

To Schedule Ride: Call 651-789-6221. See page 20 for more information.

Suburban Taxi



www.suburbantaxi.com

Service Type: On-demand curb-to-curb taxi service for those who are ambulatory or able to transfer from wheelchair to vehicle on their own. Door-to-door services are offered with STS certified drivers, wheelchair accessible vehicles, and 6 passenger taxi-vans available with a 24-hour notice.

Additional Passengers: No additional charge for additional passengers.

Service Hours: 24 hours a day/7 days a week.

Fares: \$2.50 base fare + \$2.50/mile (wheelchair accessible vehicles are the same fare).

To Schedule Ride: Call 651-222-2222 (one hour notice suggested for scheduled medical appointments). Rides can also be booked online at www.suburbantaxi.com, by smartphone via the "Curb" app, or by texting 651-433-6333. Receive a confirmation within seconds. Cash, credit card and some medical insurance accepted. **NOTE:** 24-hour notice for wheelchairs.

Transit Link

www.transitlinktc.org



Service Type: Transit Link is the Metropolitan Council's dial-a-ride shared bus service where regular fixed route service is not available. You may transfer for free from a Transit Link vehicle to a regular fixed bus route. Transit Link provides both curb-to-curb service for the general public (no certification of disability required) and door-to-door service (upon request) for ADA certified riders. Drivers will provide assistance with up to four grocery bags for any rider upon request.

Additional Passengers: If you need help once you arrive at your destination, you may bring another person along as your personal care attendant (PCA) free of charge. A guest may accompany a rider and pay the standard fare.

Service Area Notes: Serving regional areas of the seven-county metro area where regular fixed route bus service is not available, which includes White Bear Lake and surrounding areas. Some trips may require a transfer at a transit hub to a regular transit route or between regional service areas.

Service Hours: Monday-Friday, 6:00 - 7:00 pm (7:00 pm being the last drop-off time).

Fares: \$3.50 between 9:00 am - 3:00 pm and \$4.50 during rush hour (6:00 - 9:00 am and 3:00 - 6:30 pm). Add \$0.75 surcharge for trips 15 miles or more. Transfers are free. Transit Link accepts cash or prepaid Go-To Cards with stored value.

To Schedule Ride: 651-602-LINK (5465). Pre-registration is required by phone prior to scheduling first ride. Reservations taken Monday-Friday, 7:00 am - 3:30 pm. Reservation staff can help you plan and schedule your trip.

Note: See page 9 for more information on Metro Transit.



Uber

www.uber.com

Service Type: On-demand rides for those who are ambulatory and have a smart phone mobile device and credit card. Smartphone app connects riders with nearby driver partners.

Service Hours: 24 hours a day/7 days a week.

Fares: \$2.60 base + \$1.05/mile + \$0.16/minute (with minimum fare of \$7.10), pick-up starting at \$0.47 (based on time) and cancellation fee of \$5.00. Cost of ride determined upfront and charged to credit card when ride completed. Same fare for up to 4 people.

To Schedule Ride: Request ride online or with smartphone app at www.uber.com.

DOOR-THROUGH-DOOR SERVICES

Door-through-door services provide additional assistance to the rider to ensure they make it safely through their front door, into the vehicle, and through the main door of their destination. The driver may enter the first door of the home or business to assist an ambulatory rider or a rider using a wheelchair or walker. Specialized vehicles include accessible vans or minibuses equipped to accommodate wheelchairs with either a lift or a ramp. If there is an additional fee to accommodate a wheelchair, it will be noted in the fare.

Allegiance Transportation

www.allegiancetransportation.com



Service Type: Door-through-door service with accessible specialized wheelchair lift vehicles available.

Additional Passengers: One additional passenger can ride for free for ambulatory rides and up to two additional people with wheelchair rides (due to vehicle capacity).

Service Hours: 365 days a year, hours are flexible when scheduled in advance.

Fares: \$15 each way + \$1.70/mile (\$48 minimum round trip) for ambulatory door-through-door service, \$23.70 each way + \$1.70/mile (\$65.50 minimum round trip) for accessible wheelchair lift vehicle, and \$20 upcharge in the evenings from 5:00 pm - 7:00 am. Any method of payment accepted at time of ride or beforehand.

Discover Ride

No website available

Service Type: Expanded door-through-door rides for those who are ambulatory or able to transfer from wheelchair to automobile. Driver will pick-up/drop-off at suite number or receptionist desk at clinic or surgery center, going beyond first entry door service.

Additional Passengers: No charge for additional passenger. If Medical Assistance is paying for ride, MNET needs to pre-approve additional passenger.

Service Hours: Monday-Thursday, 6:00 am - 6:00 pm and Friday, 6:00 am - 5:00 pm.

Fares: Door-through-door rides starts at \$19.00 + \$1.50/mile. Available for those needing assistance post-surgery or medical procedure. Exact fare cash only paid to driver.

To Schedule Ride: Call 651-288-0327 to schedule on a first-come, first-served basis.

Driving Miss Daisy

www.drivingmissdaisymn.com



Service Type: Door-through-door service in vans with wheelchair lift or ramp. Transport after medical procedure available.

Additional Passengers: One additional passenger can ride at no additional charge.

Service Hours: Monday-Friday, 7:00 am - 6:00 pm (some Saturdays).

Fares: \$75.00 base round trip within 10 mile radius of home, \$30 pick-up fee + \$3.00/mile for rides over 10 miles, additional \$15 pick-up fee for wheelchair. Some medical insurance accepted.

To Schedule Ride: Schedule ride 1-2 days in advance (one week for Saturday rides) by calling 763-253-4400.

Help At Your Door

www.helpatyourdoor.org

Service Type: Door-through-door services provided. We can make multiple stops and wait for you and rides can be accompanied.

Service Hours: Monday-Friday, 8:00 am - 4:00 pm. Requests should be made one week in advance.

Fares: \$20.00 per 30 minutes / 10 miles total (*additional distance is calculated at \$1/mile.*)

To Schedule: 651-642-1892 or email: information@helpatyourdoor.org

Note: Help At Your Door's other services include grocery shopping and delivery, and Home Support (cleaning, chores, and light repairs).

Metro Mobility

www.metrotransit.org/metro-mobility



Service Type: Door-through-door shared ride in wheelchair accessible vehicles for those with a certified disability or health condition. Metro Mobility drivers assist every customer between the vehicle and the first entry door at pick-up and drop-off. This assistance includes helping a customer in a mobility device up and down properly maintained exterior stairs and ramps. Drivers do not go beyond the first set of exterior doors. Drivers will provide assistance with up to four grocery bags for any rider upon request.

Additional Passengers: Riders may bring additional passengers with them if they notify Metro Mobility at the time of the reservation. If you need help once you arrive at your destination, you may bring another person along as your personal care attendant (PCA) free of charge. A guest may accompany a certified Metro Mobility rider and pay the standard fare. If space allows, more than one guest is allowed.

Service Hours: 365 days a year, times vary by municipality - call for information.

Fares: \$3.50 (9:00 am - 3:00 pm) and \$4.50 during rush hours (6:00 - 9:00 am and 3:00 - 6:00 pm) plus a \$0.75 surcharge for trips originating or ending outside of the federally mandated service area that are greater than or equal to 15 miles. If you have questions about the fare or service area, call 651-602-1111.

To Schedule Ride: Call scheduling at 651-602-1120, Monday-Friday from 7:30 am - 4:00 pm. You can request a ride up to four days in advance or as little as one day in advance.

Note: Riders must first be certified by completing the Americans with Disabilities Act (ADA) paratransit eligibility application. The certification process takes up to 21 working days once a completed application is received by Metro Mobility. Information and applications are available by calling 651-602-1111, or an application form can be downloaded from their website.

Premier Handicap Services

www.premierhandicapservices.com



Service Type: Door-through-door service with wheelchair accessible vehicles.

Additional Passengers: One additional passenger can ride at no additional charge.

Service Hours: Monday-Friday, 5:00 am - 7:00 pm.

Fares: \$40 base + \$2.00/mile for ambulatory door-through-door, \$50 + \$2.50/mile for wheelchair accessible vehicle. Some medical insurance accepted.

To Schedule Ride: Call 24-hours in advance. Call 612-467-9684 or email information@premierhandicapservices.com.

TLC Special Transportation

www.tlcspecialtransportation.com



Service Type: Door-through-door service.

Additional Passengers: Up to two additional passengers can ride at no additional charge.

Service Hours: Monday-Friday, 5:00 am - 5:00 pm.

Fares: \$24 each way + \$2.50/mile. Some medical insurance accepted.

To Schedule Ride: Call 952-882-0535 two to three days in advance between 8:00 am and 5:00 pm.

Twin Cities Transportation (TCT, Inc.)

www.tcttransportation.com



Service Type: Door-through-door service in wheelchair accessible vehicles.

Additional Passengers: One additional passenger can ride at no additional charge as long as they are ambulatory.

Service Hours: Monday-Friday, 8:30 am - 4:30 pm.

Fares: \$24.50 each way + \$1.65/mile. Some medical insurance accepted.

To Schedule Ride: Call 952-884-6824, *press 2* for paramedical services.



SPECIAL CIRCUMSTANCES

Some non-profit, governmental, and service organizations provide limited transportation services for specific purposes. Eligibility, availability, and services vary by provider.

Near to Neighbor Companion Program of Lutheran Social Service

www.lssmn.org/neighbortoneighbor/

Service Type: A volunteer companion program matching local volunteers with seniors to provide customized one-on-one assistance, both at home for simple household tasks and including transportation for appointments, shopping, and activities in the community.

Service Hours: Set weekly visits during regular business hours Monday-Friday.

Fares: Sliding fee scale available. Call to inquire. Includes 20 miles of travel per week.

Phone: Call 877-540-9443 to receive weekly Companion Services.

Additional Notes: Volunteers, 18 years and older, are carefully matched by Lutheran Social Services and receive a monthly stipend, mileage reimbursement, ongoing training, staff support, and insurance coverage while volunteering.

Road to Recovery - American Cancer Society

www.cancer.org/treatment/supportprogramsservices/road-to-recovery

Service Type: Volunteers provide rides for ambulatory cancer patients who are unable to drive themselves to and from cancer treatment appointments.

Service Hours: Monday-Thursday, 8:00 am - 5:30 pm and Friday, 8:00 am - 4:30 pm.

Fares: Free for those with cancer diagnosis.

To Schedule Ride: Call 800-227-2345 at least four business days in advance. Dependent on volunteer availability.

Veterans Transportation Service

www.va.gov/healthbenefits/vtp/

Service Type: VA employees provide rides to veterans who are ambulatory or able to transfer from wheelchair to car going to authorized VA medical appointments. Vehicles can accommodate wheelchairs, walkers and portable oxygen (which must be firmly secured to the wheelchair or controlled by the Veteran passenger). Driver does not monitor oxygen flow during transport.

Service Hours: For medical appointments scheduled Monday - Friday between 9:00 am - 1:00 pm.

Fares: Free to veterans going to authorized VA medical appointments.

To Schedule Ride: Call 612-467-5799. Reservations taken on a first-come, first-served basis up to one month in advance, dependent on volunteer availability. Escort available at the VA Medical Center upon request when scheduling ride.

HEALTH INSURANCE PLANS

Some health insurance plans offer transportation benefits to their enrollees for rides to and from medically-related destinations.

Health plans known to have varying levels of transportation benefits for specific types of enrollees, are as follows. Call to determine your specific member benefits.

Blue Cross Blue Shield / Blue Ride	651-662-8648	www.bluecrossmn.com	Search: <i>Blueride</i>
Health Partners RideCare	952-883-7400	www.healthpartners.com	Search: <i>Ridecare</i>
Medica Provide-A-Ride	952-992-2580	www.member.medica.com	Search: <i>Provide a Ride</i>
UCare Minnesota	612-676-6830	www.ucare.org	

Minnesota Non-Emergency Transportation (MNET)

www.mtm-inc.net/minnesota/



Service Type: MNET coordinates and schedules rides to and from non-emergency medical appointments only for those with MN Medical Assistance, Elderly Waiver, or CADI Waiver coverage through their county of residence. Contact your county (see page 4) for further information.

Service Hours: Monday-Friday, 7:00 am - 8:00 pm and after-hours services for hospital discharges and life-sustaining appointments.

Fares: Ride is paid for with Medical Assistance, Elderly or CADI Waiver benefits.

To Schedule Ride: For those authorized to use MNET, call 1-866-467-1724 at least 3 business days in advance to schedule a non-emergency medical ride. Wheelchair ride is available with prior authorization.

HOME CARE AGENCIES

There are also a number of local home care agencies that offer transportation as one of their service options for their home care clients. Some offer weekday health appointment, medical procedure-to-home, or TCU-to-home packages. Call each agency or check websites, for more details.

Brightstar	651-770-8427	www.brightstarcare.com
Comfort Keepers	763-786-1000	www.blaine-732.comfortkeepers.com
Home Instead	651-747-8722	www.homeinstead.com/150
Synergy Home Care	651-964-3727	www.synergyhomecare.com

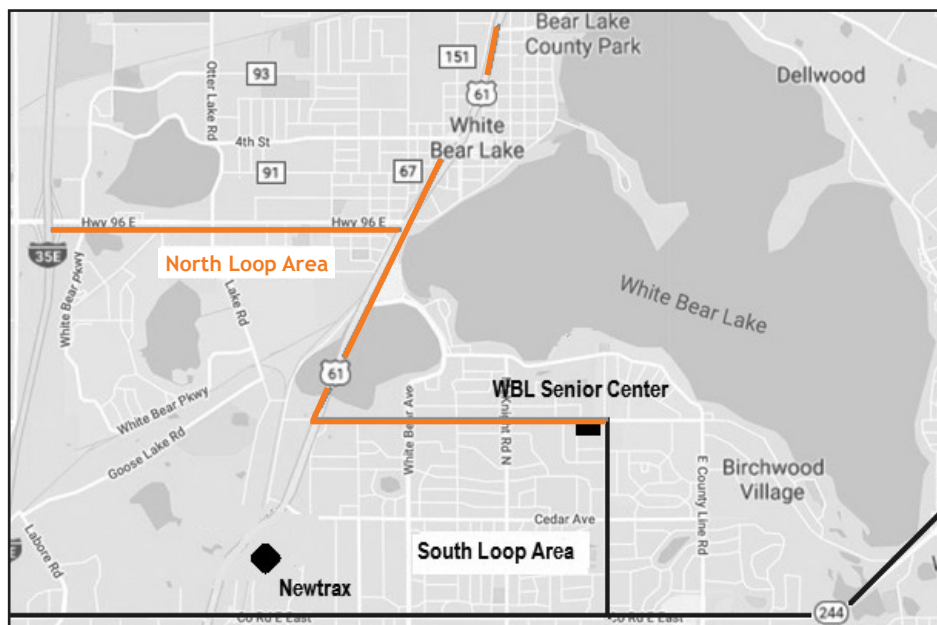


Group Rides & the North & South Loop

Newtrax is a local nonprofit organization expanding transportation opportunities within our local communities by utilizing our vehicles and drivers to make a bigger impact.

We are helping our valued community members stay more engaged by providing increased access to community events, social activities, local attractions, and volunteer opportunities. . . an important aspect in keeping our neighborhoods vibrant.

Newtrax launched a weekly bus circulator in October of 2017 in partnership with the cities of White Bear Lake, Vadnais Heights, Mahtomedi, White Bear Township, and Gem Lake to transport seniors and people with disabilities to many destinations within our beautiful lake area communities.



Thursday morning 'Loops' provide access to local destinations.

- Area grocery and retail shopping destinations
- Restaurants and other area attractions
- Library, Post Office
- White Bear Center for the Arts, Lakeshore Players Theater, YMCA, and more
- White Bear Area Senior Center
- 17 senior housing facilities

Voluntary Donation Service.
Pay what you wish.

For more information, contact Newtrax at 651-846-9302.

DRIVERS WANTED

Great full-time or flexible part-time opportunity for retirees and others!

We need YOU to help us provide transportation for seniors and/or individuals with disabilities in our community to area events, restaurants, shopping, and more. No special license required and we provide the training. To learn more about this rewarding opportunity, please contact us at 651-789-6221 or email us at info@newtrax.org.

"Very flexible work schedules, excellent maintained equipment and very friendly staff". - Tom L.



White Bear Area Senior Program

2484 East County Road F, White Bear Lake, MN 55110
651-653-3121 Monday-Friday 8:00 am - 4:30 pm

ELDER RESOURCE SPECIALIST

Helps connect seniors and their families to supportive senior services, specifically within the White Bear Lake Area.

- Confidential phone consultations and/or office visits.
- Information and referral to local community-based senior services including housing, transportation, nutrition, caregiver services, chores, socialization, home care, etc.
- Educational presentations about senior resources and engagement opportunities within the White Bear Lake Area School District.
- Individualized support to local organizations in developing senior-specific programming.

For More Information

Call 651-653-3125.

MEALS ON WHEELS

Nutritious meals delivered
midday Monday - Friday.

- Hot, fresh and frozen meal choices
- Low sodium and diabetic-friendly
- Includes a friendly wellness check

Cost

Sliding scale is based on
self-reported monthly income.
No age or ability requirements.

Now serving Mahtomedi!



For More Information

Call 651-653-3123.

Senior Center Library

- » Take a book / Leave a book
- » Large print collection
- » Audiobooks and paperbacks
- » WBL Historical Society Exhibit



Medicare Insurance Counseling

1ST & 3RD TUESDAY OF THE MONTH

Get answers about your Medicare, health,
supplements or long-term care insurance.

Call 651-653-3121 to schedule
a one hour individual appointment.

Computer & Technical Device Help

3RD WEDNESDAY OF THE MONTH 9 - 11 AM

Receive one-to-one instruction using your computer,
cell phone or e-reader. Assistance provided by the
Ramsey County Library. No appointment needed.

Call 651-653-3121 for more information.

Foot Care Clinic

EVERY FRIDAY &
2ND & 4TH TUESDAYS OF THE MONTH

Call to schedule a 30-minute appointment
at 651-653-3121
with Rosann Mitchell, RN.

Cost: \$28



LionsHELP

This program helps with small home safety
repair projects such as grab bars, light
switches, etc. Assistance connecting with
a local, professional service may also be
provided.



Please call Mary Mengel, Elder Resource Specialist to
inquire about your project today! 651-653-3125

Craft Corner Gift Shop

MON - FRI, 11 AM - 3 PM

Beautiful, unique, hand-crafted gifts for all occasions.

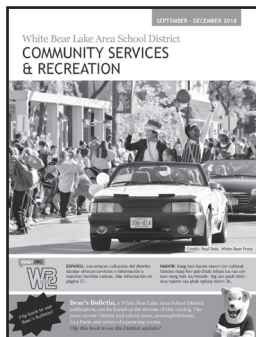
*If you are 55 years of age or older, or a disabled adult,
you can sell your items in our shop. A small portion of
sales is donated to the Senior Program, the rest is paid
to the consignee. Questions? Call 651-653-3121.*

NOTES

White Bear Lake Area Schools Community Services & Recreation

Promoting life-long learning:
Art & Hobbies, Culinary Arts, Finance,
Health, Wellness & Home.

Promoting active living:
Dance & Fitness classes, Open Gym,
Softball, Pickleball, and Volleyball.



Find all of these
activities in the
Community Services &
Recreation catalog.

Need a copy?

Call 651-407-7501
or pick one up at the
Senior Center.

FREE Senior Activity Pass

Senior community members (age 65+) who live in the District are invited to participate in the Senior Activities Pass program and enjoy complimentary admission to school activities. Find the application on the District's website, www.isd624.org, or call the Superintendent's Office at 651-407-7563 to request one be mailed to you.

	Senior Community Member Lifetime Activity Pass
This Senior Community Member Activity Pass grants free admission into home activities* for	
YOUR NAME	
Validated by Dr. Wayne A. Kamierczak, Superintendent	

White Bear Lake Area Schools

www.isd624.org

651-457-7500



/isd624













/isd624



/isd624

TRANSPORTATION PROVIDERS AT A GLANCE

PROVIDER		CONTACT	FARES	PAGE#
Regular Fixed Route Bus: Public transit routes with set schedules and designated stops.				
Metro Transit Fixed Route Bus		612-373-3333	\$1.00 - \$2.50	13
Curb-to-Curb Service: Driver picks-up/drops-off rider at the curb. Driver does not help individuals into buildings. *Door-to-Door Service: Assistance provided upon request to ensure rider makes it safely from their door to vehicle to destination door.				
Discover Ride*		651-288-0327	\$16.00 + \$1.50/mile	12
Lyft		www.lyft.com	Minimum \$4.50 fee + time + mileage	12
Newtrax		651-789-6221		13
Suburban Taxi*		651-222-2222	\$2.50 + \$2.50/mile	13
Transit Link*		651-602-5465	\$3.50 / \$4.50 for rush hour + \$.75 for trips > 15 miles	14
Uber		www.uber.com	Minimum \$7.10 fee + time + mileage	14
Door-through-Door Service: Driver enters first exterior door of home to provide assistance to the rider to ensure they make it safely through their front door, onto the vehicle, and into the first door of their destination, with same service on return trip.				
Allegiance Transportation		651-207-5211	\$15.00 + \$1.70/mile Wheelchair: \$23.70 + \$1.70/mile	15
Discover Ride		651-288-0327	\$19.00 + 1.50/mile	15
Driving Miss Daisy		763-253-4400	\$75.00 round trip < 10 miles Wheelchair: +\$15.00 pick-up fee	15
Help at Your Door		651-642-1892	\$20.00/30 minute (10 mile radius)	16
Metro Mobility ADA Certified Riders		651-602-1111	\$3.50 / \$4.50 for rush hour + \$.75 for trips > 15 miles	16
Premier Handicap Services		612-467-9684	\$40.00 + \$2.00/mile Wheelchair: \$50.00 + \$2.50/mile	16
TLC Special Transportation		952-882-0535	\$24.00 each way + \$2.50/mile	17
Twin Cities Transportation		952-884-6824	\$24.50 each way + \$1.65/mile	17
Special Circumstances: Eligibility and service vary by provider.				
Neighbor to Neighbor Companion Program		877-540-9443	Nominal fee for clients (30 miles/week)	18
Road to Recovery American Cancer Soc.		800-227-2345	Free for cancer patients	18
Veterans Transportation Service		612-467-5799	Free for veterans	18
Health Insurance Plans and Home Care Agencies: Individual coverage and services vary. (see page 19)				

SPONSORS

A special thank you to our community partners.



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SENIOR LIVING
...because the journey matters

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COMMUNITY OF GRACE LUTHERAN CHURCH

KEYSTONE AT LAVALLE FIELDS

MARY EBB LAW, PLLC

METROPOLITAN AREA AGENCY ON AGING / SENIOR LINKAGE LINE

VOLUNTEERS OF AMERICA: THE HOMESTEAD AT
MAPLEWOOD & MAPLEWOOD CARE CENTER