

Older Americans Act Review— Transportation

February 2026 Advisory Council Meeting



MILWAUKEE
COUNTY

Area Agency on Aging

- Title III of the Act authorizes federal funds to provide the following services:
 - Supportive services (socialization, social supports, senior centers, transportation)
 - Nutrition services (congregate and home-delivered)
 - Evidence-based disease prevention and health promotion services
 - Family caregiver support services
- Title II of the Act authorizes federal funds to provide:
 - Advocacy
 - Administration



Supportive Services in the OAA

- Title 3B: Community-based interventions that include in-home supportive services, access and information services, and legal services.
 - Broadest category of services with most amount of funding allocated.
- State of Wisconsin requires we spend 6 percent of Title 3B funds on access to services, which could include transportation



Transportation Services

As people age transportation can become more challenging. We connect older adults and adults with disabilities with transportation options so all can get where they need to go. Transportation options to help:

- **Milwaukee County Older Adult Transportation Service (Z-Trip)**
- **Volunteer Driver Program (ERAS Senior Network)**
- Milwaukee County Transit System (MCTS)
 - Transit Plus (Paratransit)
 - WisGo Reduced Fare Card
- VEYO/MTM (Medicaid NEMT)
- Disabled American Veterans
- Long Term Care providers (Family Care, IRIS, PACE, Partnership)



Transportation – Older Adult Transportation Service (OATS)

What: Advance reservation accessible transportation through Z-Trip.

Hours: Monday-Friday from 8:00am to 5:00pm. No rides available on weekends or Milwaukee County major holidays.

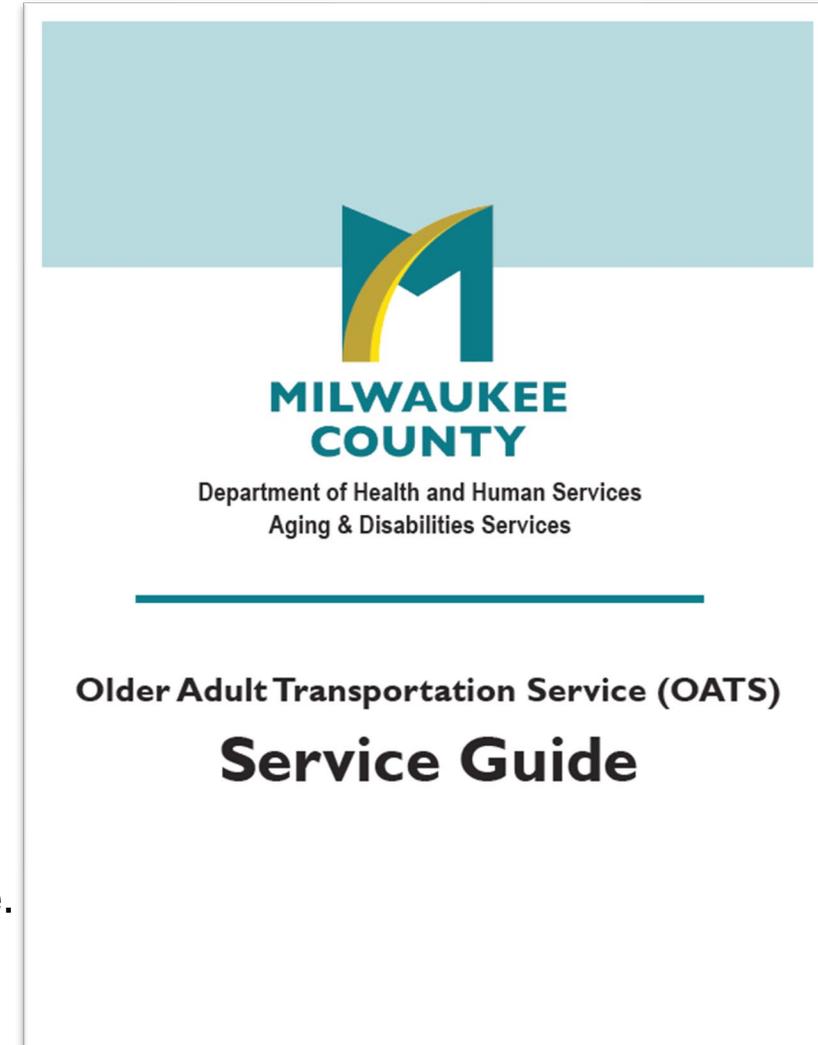
Who:

- Riders must live in Milwaukee County.
- Riders must be 60 years or older.
- Riders must not have easy access to other means of transportation
- Riders not enrolled in Family Care, IRIS, Partnership or PACE.
- Riders enrolled in Medicaid not eligible for NEMT through OATS.

Where: Eligible locations in Milwaukee County or w/i 5 miles of border:

- Healthcare appointments (medical, dental, mental health, therapy)
- Food (grocery stores, weekday farmers markets, Senior Stockbox)
- Senior Centers & Senior Dining Sites
- ADS evidence-based wellness workshops & other AAA programs

How: Call ADRC (414) 289-6874 to enroll. Call Z-Trip at (414) 206-1888 to schedule. Rides are \$5 each way for healthcare appointments, and a voluntary contribution of \$5 per ride is encouraged for other destinations. Rides must be scheduled at least 3 business days in advance.



Other
Aging and Disability Services
Transportation Options



Other Transportation Services

- Volunteer Driver Program
 - Non-Emergency Medical Transportation (NEMT)
 - Grocery Shopping
 - Other basic needs (bank, pharmacy, etc)
 - Provider: **Eras Senior Network** (Call 414-488-6500 to enroll)
- United Community Center (UCC) Shuttle
 - UCC Older Adult Day Program
 - Provided directly by **UCC**
- Indian Council of the Elderly (ICE) Shuttle
 - ICE Older Adult Programming
 - Provided directly by **ICE**



Other Transportation Options



MCTS Transportation Services

MCTS Transit Plus

Who: Available for individuals with a physical or cognitive disability that prevents them from independently boarding, riding, or getting off a bus OR individuals whose disability-related condition or environmental barrier makes it impossible to independently travel to or from a fixed route bus stop.

What: On demand vans and taxi service provide accessible transportation through TransDev and Via.

Where: Any location in Milwaukee County.

How: Call (414) 343-1700 for more information. Rides through Transit Plus cost \$4 each way and must be scheduled 24 hours in advance.

WisGo Reduced Fare Card

Who: Riders ages 65 and older, aged 6 to 11, currently covered under Medicare, or riders with a qualifying physical or mental impairment.

What: Fixed-route bus service

Where: Throughout Milwaukee County

How: Call (414) 937-3218 for more information. This pass reduces the MCTS bus fare to \$1.25 per bus ride, caps fares, and can be paid using card, UMO app or cash.



Other Transportation Services

VEYO/MTM:

Who: Medicaid (including IRIS) and BadgerCare Plus members. **What:** Non-emergency Medical Transportation (NEMT). **Where:** Wisconsin

How: Call 1-866-907-1493 for more information. Rides are free or gas is reimbursed. Rides must be scheduled 2 business days in advance.

Disabled American Veterans (DAV)

Who: Injured and ill veterans. **What:** Accessible vans driven by volunteers. **Where:** Milwaukee VA Medical

Center **How:** Call (414) 384-2000 ext. 45715 for more information. Rides are free and must be scheduled 2 weeks before the appointment.

Long Term Care providers (Family Care, IRIS, PACE, Partnership):

Contact your managed care provider to schedule transportation service.



2025-2027 Goal**SMART Measure**

Work with culturally specific senior centers' management to schedule tours for their clients to cultural assets and recreation sites.

By 2027, we will have collaborated with 18 host locations beyond the five County-owned senior centers to provide residents of color and underserved populations access to cultural assets and recreation sites through group rides leaving from senior centers.

Provide accessible transportation services to older adults to facilitate access to County-sponsored services.

Maintain 2024 numbers of one-way rides and riders, including unduplicated riders, across all transportation services.

Rebuild group grocery program that ended during COVID pandemic to increase food access and independence.

By 2025, 24 new group grocery departure sites will be providing OATS riders the ability to shop for their own groceries. By 2026, 30 new group grocery departure sites will be providing services. By 2027, 36 new group grocery sites will provide services. For each year of the plan period, participant data will be collected to include how program activity impacted their level of independence.

Leverage vans received from 5310 grant program to expand connections with minority- and woman-owned businesses.

By 2027, at least three minority and/or woman-owned businesses will have leased an ADS-owned vehicle. Leases may be long-term for continuous service or short-term for one-time events.

2025-2027 Goal

SMART Measure

Work with agencies throughout the region to identify and advocate for a transportation policy that will facilitate transportation coordination throughout Southeastern Wisconsin.

By 2027, we will have formed at least six new partnerships with agencies throughout SE Wisconsin and undertaken at least three advocacy efforts to advance the chosen transportation policy at the local and state levels.

Increase education and communication regarding available transportation options for older adults, particularly for those without access to a vehicle.

By 2025, an Area Agency on Aging staff member will be trained as a travel trainer and pilot the program. By 2027, at least 36 residents will have received travel training on how to use MCTS service. At least half of trainees will have independently completed an MCTS fixed route trip.

Develop improved partnership with MCTS to provide more direct bus access to County-owned senior centers and Senior Dining Sites.

By 2027, MCTS, the AAA, and the senior centers will develop a plan to provide improved fixed-route service to county-owned senior centers and senior dining site locations, including, but not limited to drop-off sites, bus shelters, and route schedules.

