



December 18, 2020

Dear MCDA Transportation Participant:

Our transportation service is changing. The Milwaukee County Department on Aging (MCDA) has a new transportation provider: First Transit, Inc. This service was formerly run by Able Access Transportation, Inc. In 2021, you will be able to get free rides to the grocery store and voting sites. You will also still be able to get a ride to your medical or dental appointment with a \$3 co-pay each way. During 2021, your rides will be safe, friendly, and accessible. Cleaning and screening protocols will be in place to keep you safe from COVID-19 and only single rides will be scheduled for the duration of the Public Health Emergency. We will resume rides to Senior Dining sites, the county-owned Senior Centers and MCDA Wellness Programs when it is safe to do so.

Effective immediately, if you need to schedule a ride for Milwaukee County Department on Aging Transportation Services, please call our provider, First Transit, directly at **414-847-2744**.

Our goal is to provide you with reliable, convenient transportation service within Milwaukee County. As always, we care about your concerns and welcome any questions you may have about this change. To that end, along with this letter we are including a fact sheet that explains all of the rules of our transportation program. Please read this fact sheet carefully.

If you need more help or have any questions, please call us at 414-289-6874. Staff at our Aging Resource Center will be happy to help you.

Sincerely,

Jon Janowski

Interim Executive Director