



community thread



2024

Washington County

Transportation Resource Guide

Compiled by  
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Stillwater, Minnesota  
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Phone: 651-439-7434

*Resources presented in this guide are listed in alphabetical order.*

*Community Thread does not explicitly endorse any particular resource. We verify and compile this information to give you a head-start on exploring transportation options that work for you.*

*This guide was last verified in Fall of 2023. Information may change throughout the year, but we only update this guide on an annual basis. Please connect with the resources that interest you to confirm their information.*

*When seeking medical transportation, always check with your healthcare provider and insurance carrier.*

*They may have services available at no cost to you.*

## **ALLEGIANCE TRANSPORTATION**

651-207- 5211

[www.allegiancetransportation.com](http://www.allegiancetransportation.com)

At Allegiance Transportation, you will have the comfort of knowing you or your loved ones are in the very best of hands while traveling with one of our professionals. Prior to your first ride, you will be invited to meet with one of our staff. We'll answer any questions you have about our company and our drivers. We offer transportation to medical appointments, treatment sessions, and rehabilitation therapies for wheelchair clients throughout the

Twin Cities metro area.

They have received an A+ from the BBB.

**Regular times of service:** 8 am to 5 pm based on answering machine. Ride services is from 7 am to 5 pm Monday through Friday.

**Advance notice:** 24 hours preferred, after hours call for pricing.

**Wheelchair lift:** Yes - mount lift or ramp.

Stretcher transport available.

**Price:** \$76.00, 0-5 miles round trip, \$1.85/mile anything over 5 miles.

## **ALWAYS BEST CARE SENIOR SERVICES**

651-774-9979 (Free consultation 651-760-3895)

[www.alwaysbestcare.com](http://www.alwaysbestcare.com)

Always Best Care Senior Services provides a transportation service with a special touch.

Caregivers escort patients to appointments and are available to remain with the patient during appointments.

Caregivers also assist with meals and light housekeeping.

**Hours of service:** 7 days a week, 8 a.m. to 8 p.m.

**Advance notice required:** 24 hours.

**Wheelchair lift:** No.

**Price:** 1 hour \$35, 2 hours \$60, 3 hours \$84.

Additional \$0.57 per mile.

Payment accepted by cash or check; no

Medical Assistance or insurance.

## **AMERICAN CANCER SOCIETY**

800-227-2345

[www.cancer.org](http://www.cancer.org)

Transportation is provided by Road to Recovery volunteers to cancer patients who are ambulatory and need rides to doctor appointments and medical treatments.

**Hours of service:** Monday through Friday  
7 a.m. to 7 p.m.

**Advance notice required:** 3 business days.

**Wheelchair lift:** No.

**Price:** Free.

## **BLUE CROSS BLUE SHIELD MINNESOTA**

Blue Ride: 651-662-8648 / 1-866-340-8648

<https://www.bluecrossmn.com/members/shop-plans/minnesota-health-care-programs/blueride-transportation>

The Blue Ride is a service to Blue Plus members. Transportation is provided to any health care appointment, including mental health.

**Hours of service:** Monday through Friday.  
8 a.m. – 5 p.m. no holidays.

**Advance notice required:** 2 business days.

**Wheelchair lift:** Yes.

**Price:** Free for Member with Blue Ride benefit.

## **BRIGHTSTAR CARE ST. CROIX VALLEY**

651-234-0044

<https://www.brightstarcare.com/locations/st-croix-valley/>

Provide existing clients with a certified nursing assistant, licensed practical nurse or registered nurse who will transport clients to and from medical appointments and stay with the client the entire time. Other services are available, please call or look online.

**Hours of service:** 7 days a week, 24 hours a day.

**Advance notice required:** 2 days minimum.

**Wheelchair lift:** No.

**Price:** Varies on level of care needed; call for price information.

## **COMMUNITY THREAD- THRIVE PROGRAM**

651-439-7434

[www.CommunityThreadMN.org](http://www.CommunityThreadMN.org)

Community Thread provides transportation to medical and nonmedical appointments with the help of volunteers in its Thrive program. This service is for ambulatory riders who live in the Stillwater School District (ISD 834). First-time riders need to complete a pre-service application form prior to start of service.

**Hours of service:** Monday through Friday.

8 a.m. to 4 p.m. (no holidays)

Times may vary depending on the availability of volunteer drivers and the distance to and from appointment.

**Call during office hours:** Monday through

Friday, 9 a.m. to 4 p.m.

**Advance notice required:** After the initial application is complete, requests must be made at least 3 days prior to an appointment.

**Wheelchair lift:** No.

**Price:** Rides may be free with Thrive membership. Memberships are available at free or reduced prices for those who qualify. Non-member medical rides are \$25/roundtrip. Call for details.



## **COMMUNITY THREAD- CONNECTOR LOOP**

651-789-6221 or 651-846-9302

<https://newtrax.org>

The Community Thread Connector Loop runs every Monday from 10am – 3pm, with scheduled stops at senior housing complexes, area businesses, retail stores and Community Thread's Stillwater location.

The Community Thread Connector Loop is open to all. Planned stops are offered on an hourly loop schedule, with the flexibility to request a stop nearby.

**Hours of service:** Monday from 10 am – 3 pm.

Call during office hours: Monday through Friday, 9 a.m. to 4 p.m. [no holidays]

**Advance notice required:** Riders who live within 2 blocks of the bus route may request a home pickup by calling NewTrax at 651-789-6221 by Friday at 2pm prior to the Monday service. Otherwise, no notice needed.

**Wheelchair lift:** Yes.

**Price:** FREE for an all-day pass and can get on and off the bus at any stop along the loop.

## **DISABLED AMERICAN VETERANS OF MINNESOTA**

612-467-2768

[www.davmn.org](http://www.davmn.org)

Volunteer veterans provide veterans rides for VA Medical Center appointments.

**Hours of service:** Monday through Friday, from 9 a.m. to 1 p.m. (no holidays).

**Advance notice required:** No; first come, first served

**Wheelchair lift:** No.

**Price:** Free to disabled veterans with financial or medical hardship. Donations are accepted to DAV of Minnesota.

## **GOGO**

1-855-464-6872 / 1-855-GOGO-USA

[www.gogograndparent.com](http://www.gogograndparent.com)

GoGo [partnered with national services like Uber] provides transportation for any need.

**Hours of service:** Sunday through Saturday.

24/7 as drivers are available.

**Advance notice required:** Generally, 15 minutes.

**Wheelchair lift:** No.

**Grocery, Medication (Prescription pick-up), Meal Delivery—Yes**

**Home Services Maintenance—Yes**

**Price:** Membership required and available for \$29.99/month or \$245.88/year. Members pay additional concierge fee of \$0.27/minute from the start of the ride plus vendor's fare.

Quotes available 24/7.

## **HELP AT YOUR DOOR**

1-651-642-1892

[www.helpatyourdoor.org](http://www.helpatyourdoor.org)

Help at Your Door is a nonprofit organization that provides grocery ordering and delivery services as well as medical and non-medical transportation throughout the seven-county metro area.

**Hours of service:** Monday-Friday, 10am-4pm

**Advance notice required:** Must register in advance of placing first order or ride request.

**Wheelchair lift:** No.

**Grocery, Meal Delivery—**Yes

**Home Services Maintenance—**Yes

**Price:** Cost is based on household size and income. Please call for pricing. No subscription costs or hidden fees.

## **HEALTHPARTNERS RIDE CARE**

952-883-7400 / 1-888-288-1439

[www.healthpartners.com](http://www.healthpartners.com)

HealthPartners RideCare provides transportation for medical appointments, including dental.

**Hours of service:** Monday through Friday.

7 a.m. to 5 p.m.

**Advance notice required:** 3 to 4 business days. If ride needed for urgent care, 3-hour notice is requested.

**Wheelchair lift:** Yes.

**Price:** Free for HealthPartners members with ride benefit.

## **MEDICA PROVIDE-A-RIDE**

952-992-2580 / 1-888-347-3630

[www.medica.com](http://www.medica.com)

Medica provides rides for medical, mental health, pharmacy, dental and substance abuse appointments.

**Hours of service:** Monday through Thursday  
8 a.m. to 5 p.m., Fridays 9 a.m. to 5 p.m.

**Advance notice required:** 1 business day (with certain exceptions).

## **MEDI-VAN**

800-422-0976

Medi-van.org

**Hours of service:** 7 days a week.  
24 hours per day.

**Advance notice required:** No.

**Wheelchair lift:** Yes.

**Price:** Call for rate sheet. Medical Assistance is accepted.

## **METRO MOBILITY**

651-602-1111

<https://metrocouncil.org/Transportation/Services/Metro-Mobility-Home.aspx>

Metro Mobility serves people with disabilities in the Twin Cities metro, including many communities in Washington County. Registration required before first service.

**Hours of service:** Varies by community.

**Advance notice required:** 1 to 4 days.

**Wheelchair lift:** Yes.

**Price:** Peak \$4.50 M-F 6 to 9 a.m. or 3 to 6:30 p.m.; Off-Peak \$3.50; Holidays all day \$3.50.

Trips that are over 15 miles *and* fall outside federally mandated ADA service area are subject to an additional \$ .75 surcharge.

Cash, Metro Mobility tickets or Go-To cards are accepted.

## **METRO TRANSIT**

612-373-3333

[www.metrotransit.org](http://www.metrotransit.org)

Metro Transit provides a bus service from Washington County to other cities in the metro area. Fares and hours of service vary – call or go online for more information and rates.

## **MINNESOTA NON-EMERGENCY TRANSPORTATION**

866-467-1724

[www.mtm-inc.net/minnesota](http://www.mtm-inc.net/minnesota)

Minnesota Non-Emergency Transportation provides rides for medical appointments for people on Medical Assistance.

**Hours of service:** 24-hour service.

**Advance notice required:** 3 business days;  
urgent trips as needed.

**Wheelchair lift:** No.

**Price:** Per Medical Assistance rates.



## **PREMIER HANDICAP SERVICES**

612-467-9684

[www.premierhandicapservices.com](http://www.premierhandicapservices.com)

Premier offers transportation services for individuals with special needs. Translation services are available for Hmong, French or Laotian speakers.

**Hours of service:** Monday through Friday.

5:30 a.m. to 11 p.m.

Saturday-Sunday, 6a.m. to 8p.m.

**Advance notice required:** 24 hours min.

4-5 days preferred.

**Wheelchair lift:** Yes.

### **Price:**

Wheelchair riders: \$60 round trip, plus \$2.50 per mile weekdays.

Ambulatory riders: \$60 round trip, plus \$2 per mile weekdays.

Medical Assistance, HealthPartners, Medica and UCare are accepted if arranged through those programs in advance.

## **SYNERGY Homecare**

877-432-2692 or 763-205-4440

[www.synergyhomecare.com](http://www.synergyhomecare.com)

SYNERGY HomeCare provides in-home care services to clients only including personal cares, homemaking chore services, and we offer transportation services for individuals who can get in to and out of a standard passenger vehicle. We do not provide medical transport, but we transport clients to doctor appointments, religious services, and other appointments. Our licensed caregivers assist the client in to and out of the car and stay with the client during the appointment.

**Hours of service:** 24 hours per day.

7 days a week.

**Advance notice required:** 2 days or less.

**Wheelchair lift:** No.

**Price:** Hourly and mileage based on government reimbursement rate.

## **TRANSIT LINK**

651-602-5465

<https://metro council.org/Transportation/Services/Transit-Link.aspx>

Transit Link provides shared-ride, curb-to-curb small-bus service for medical and non-medical needs in the Twin Cities Metro area

**Hours of service:** Monday through Friday.

6 a.m. to 6:15 p.m.

**Advance notice required:** Reserve a ride up to 5 days in advance. There is limited same day service with minimum of 2 hours advance notice.

**Wheelchair lift:** Yes.

**Price:** Peak \$4.50 M-F 6 to 9 a.m. or 3 to 6:30 p.m.; Off-Peak \$3.50; Holidays all day \$3.50 (includes Memorial Day, Independence Day, Friday after Thanksgiving)

Trips that are over 15 miles subject to an additional \$ .75 surcharge.

Children age 5 and under ride free; up to 4 children can ride free.

If your vehicle arrives more than 1 hour after the scheduled pickup time, your trip is free.

Exact change is required, or Go Cards may be purchased from Cub Foods stores. Pick-ups may be up to 30 minutes later than requested, depending on circumstances of previous pick-ups of the other bus riders. Drivers will wait up to 3 minutes for riders to appear.

## **TRANSIT LINK - Continued**

If your vehicle arrives more than 1 hour after the scheduled pickup time, your trip is free

Exact change is required, or Go Cards may be purchased from Cub Foods stores. Pick-ups may be up to 30 minutes later than requested, depending on circumstances of previous pick-ups of the other bus riders. Drivers will wait up to 3 minutes for riders to appear.

**Cancellation policy:** 1-hour advance cancellation is required. With 3 late cancellations or no shows, ride service will be suspended for 1 month

## **UCARE MINNESOTA**

612-676-6830 / 612-676-6503

[www.ucare.org/health-wellness/health-ride](http://www.ucare.org/health-wellness/health-ride)

UCare Minnesota provides transportation for medical, dental or chiropractic appointments.

**Hours of service:** 7 days per week.

7 a.m. to 8 p.m.

**Advance notice required:** 2 days. No same day service available.

**Wheelchair lift:** Yes; document from doctor required.

**Price:** Free for UCare members, depending on plan.

## **UPLIFT TRANSPORTATION LLC**

952-652-1008 / 952-674-4401

[uplifttransportationllc.com](http://uplifttransportationllc.com)

Uplift Transportation provides non-emergency medical transportation services.

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from*

*Lakeview Health Foundation,  
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*To support our work, we invite you to learn  
more about donating or volunteering at  
651-439-7434 or  
[www.communitythreadmn.org](http://www.communitythreadmn.org)*

