

Marathon County Transportation Program (MCTP)



**Paratransit Services for
Qualifying Persons Over 60
or Persons with Disabilities**

*Transportation Services Provided for
Qualifying Residents of Marathon County*

MARATHON COUNTY TRANSPORTATION PROGRAM

How to Contact Us

NCHC Transportation Services
715.841.5101 or 715.848.4555
Monday – Friday: 7:00 AM to 4:30 PM

Our office is located at
2400 Marshall Street
Wausau, WI 54403

**For Deaf, Deaf-Blind,
Hard-of-Hearing or Have
Speech Disability with
Standard Telephone:
Please dial 7-1-1**

Wisconsin Relay 7-1-1 Service is a free service connecting individuals who are deaf, deaf-blind, hard-of-hearing, or have a speech disability with users of standard telephones. 711 can be used to connect to any NCHC services or locations. When you dial 711, a communications assistant will connect you with the number you wish to reach at any of our locations.



North Central Health Care
Person centered. Outcome focused.

www.norcen.org



Who Can Qualify?

The Marathon County Transportation Program (MCTP) provides public transportation to medical, nutritional and employment destinations for persons over 60 or persons with disabilities.

Access to MCTP services is limited to persons whose physical or mental disability prevents them from riding Metro Ride buses or the Wausau Area Transit Service (WATS) Paratransit Service. Participants must live in Marathon County and live outside the WATS Paratransit service area.

MCTP service was designed to meet the needs of clients that live outside of the WATS Paratransit service area or those that are in need of door-through-door services who do not have other resources for transportation. NCHC does not provide transportation for people on Long Term Assistance Programs, who have other resources for transportation.

Door-Through-Door Service

MCTP is a door-through-door service. The van will pull up at the origin of your ride and assist you out of your residence and get you into the doors at your destination.

MCTP is a shared-ride service, there is a possibility you may be sharing your ride with other passengers. We combine passenger trips to increase financial efficiencies.

Service Hours

Monday through Friday
8:00 am - 4:30 pm
Last return pick-up at 4:00 pm

Determining Eligibility

MCTP determines eligibility for all applicants through an application process. Once you have been certified to use the MCTP, you will be able to use our services for as long as needed.

MCTP Fares

0-15 miles \$6 (one way)
16-30 miles \$12 (one way)
31-45 miles \$15 (one way)
46-60 miles \$20 (one way)

You will be billed at the end of the month for your total rides. Drivers do not collect fares. Payment is due within thirty days of billing.

Equal Opportunity in Service Delivery

No otherwise qualified applicant for service or program participant shall be excluded from participation, be denied benefits, or otherwise be subject to discrimination in any manner on the basis of race, color, national origin, age, sex, sexual identity, sexual orientation, religion, political beliefs or disability. No employee or other person shall intimidate, threaten, coerce, or discriminate against any otherwise qualified individual for the purpose of interfering with any right or privilege secured under one of the applicable civil rights laws, or because they have made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding or hearing under one of the applicable civil rights laws. This policy covers eligibility for access to service delivery, and to treatment in all of the programs, services and activities. All employees are expected to support the goals and programmatic activities relating to nondiscrimination in service delivery.



SERVICE HOURS

Monday – Friday 8:00 am - 4:30 pm
Last return pick-up at 4:00 pm

Preparing For Your Ride

When scheduling a ride, be prepared to answer the following questions:

- What is your name?
- What is your pick-up address?
- On what date do you wish to travel?
- What time is your appointment time/what time do you need to be at your destination?
- What is the address of your destination?
- Will you be traveling with a Personal Care Attendant (PCA)?
- What time will you be done with your appointment?

North Central Health Care provides Paratransit Services for those who qualify and live in Marathon County.

Scheduling Your Ride

Please call at least two working days in advance to schedule your ride. All rides are to be scheduled for specific times (including return rides). Be sure to allow plenty of time to finish your appointment in order to meet the vehicle at your scheduled pick-up time.

Our schedules will combine passenger rides whenever possible. You may be asked to schedule your ride up to one hour before your trip or one hour after your desired return trip if this is the case. You will be informed of this the day before.

Please be ready fifteen minutes prior to your pick up time. The driver will only be able to wait five minutes upon arrival. If the rider is not ready at the pick-up location within five minutes, the driver may leave.

You should be waiting at your front door at your residence or facility for your pick-up. The van driver will come to the door to provide assistance.

Subscription Service

Subscription service is available for recurring rides. Reservations can be made in advance for periods of two to twelve months.

Wheelchairs and Other Mobility Devices

All mobility devices will be secured to the van. MCTP can accommodate standard wheelchairs, scooters and other mobility devices. Mobility devices cannot exceed 48" in length, 30" in width and 600 lbs. in total weight. If you have mobility devices that do not meet these standards, contact MCTP. MCTP does not provide wheelchairs or other mobility devices.



Changing Reservations

If you need to change your reservation, contact MCTP at least one hour prior to your scheduled pick-up time. Please note that changes made on the day of your scheduled ride will only be accommodated if space is available.

Weather Cancellation Policy

Our vans will not run on days that the Wausau School District is called off due to inclement weather, except for dialysis appointments.

MCTP requires driveways and walkways to be clear of snow and ice. Anytime a driver feels it is unsafe to enter or exit a driveway, or to load or unload a customer due to slippery conditions, the driver will not provide a ride that day.

Personal Care Attendant and Service Animals

A personal care attendant or service animal may accompany a rider at no additional charge. You must reserve space for your PCA or service animal when scheduling your ride. PCAs and service animals must be picked up and dropped off at the same location as the MCTP customer.

MCTP does not provide personal care attendant services.

Reasonable Modification

MCTP will make reasonable modifications to policies, practices to avoid discrimination and ensure that their programs are accessible to individuals with disabilities. Reasonable modification applies to MCTP's policies and practices, not regulatory requirements.

Please note: Drivers are not allowed to accept tips or gratuities.