

Marathon County Transportation Program (MCTP)



Paratransit Services for Qualifying Persons Over 60 or Persons with Disabilities

Providing Transportation Services for
Qualifying Residents of Marathon County

MARATHON COUNTY TRANSPORTATION PROGRAM

Who Can Qualify?

The Marathon County Transportation Program (MCTP) Paratransit Service is 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. We do not provide transportation for medical assistance or family care clients, who have other available resources for transportation.

Transportation Services

715.841.5101 or 715.848.4555
Monday – Friday: 7:00 AM to 5:00 PM
1100 Lake View Drive
Wausau, WI 54403

Service Hours

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

Door-Through-Door Service

MCTP is a door-through-door service, meaning that 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. The van driver will come to the door and will provide you assistance in and out of the van.

MCTP is a shared-ride service, meaning that you may be sharing your ride with other passengers. We try to combine passenger trips as much as possible to increase efficiency and appropriately utilize available funding.



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. One exception would be someone who has been certified with a temporary disability. Determination for temporary certification will be decided on a case-by-case basis.

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 the month following for your total rides. Drivers do not collect fares. Payment is due within thirty days of billing.

North Central Health Care Provides Paratransit Services for Those Who Qualify and Live in Marathon County.



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 street address of your destination?
- Will you be traveling with a Personal Care Attendant (PCA)?
- What time will you be done with your appointment?

Scheduling Your Ride

We ask that you 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.

MCTP tries to 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. You will be informed of this the day before.

Please be ready fifteen minutes prior to your pick up time, because 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 ride and 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 to see how we can accommodate your needs. 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 before pick-up and drop-off times. 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 pick-up or drop-off at that location.

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.

The driver will assist the rider out of the van and into the door at their destination. If the rider needs assistance after they are at the facility, a PCA must be available. MCTP does not provide personal care attendant services.

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