

## Door-Through-Door Service

Your driver will pull up to the residence and will assist you out the door to the bus. When arriving at your appointment, your driver will get you through the door of the facility.

## 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 clients through the application process. Mobility needs will be assessed, and emergency contacts are established as part of the application.

## MCTP Fares

1-10 miles \$6 (one way)

11-20 miles \$12 (one way)

21-30 miles \$18 (one way)

31-40 miles \$24 (one way)

41-50 miles \$30 (one way)

51-60 miles \$36 (one way)

Over 60 miles \$1.00 a mile + \$25 per hr

## 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 identify, 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.

## Who Can Qualify?

The Marathon County Transportation Program (MCTP) provides specialized transportation to medical and nutritional destinations for persons over 60. Residents participating in a long-term support program such as MA, Inlusa or IRIS are not eligible for the MCTP. Contact your case manager for transportation services.

## How to Contact Transportation Services

715.841.5101

Monday – Friday: 7:00 AM to 4:30 PM

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

For Deaf, Deaf-Blind,  
Hard-of-Hearing or Have  
Speech Disability with  
Standard Telephone:

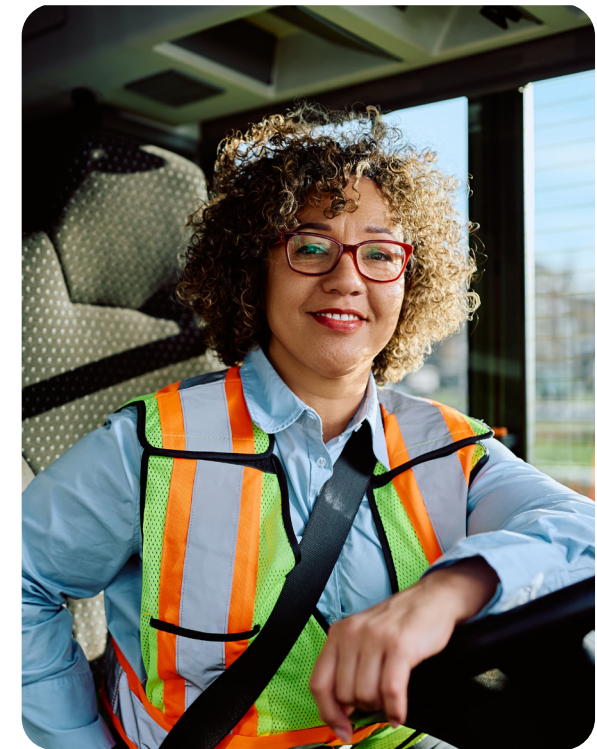
Please dial 7-1-1

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.

## Marathon County Transportation Program (MCTP)



Paratransit Services for Qualifying  
Marathon County Residents Over  
60 or with Disabilities.

  
North Central Health Care  
Person centered. Outcome focused.

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



# North Central Health Care Provides Paratransit Services for Qualified Marathon County Residents

## Preparing For Your Ride

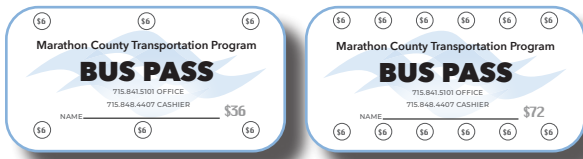
All rides are scheduled for specific times including return rides. Be sure to allow plenty of time to finish your appointment in order to meet the vehicle at your scheduled return time.

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

- What is your name?
- What is your pick-up address?
- What date is your appointment?
- What time is your appointment?
- What is the address of your appointment?
- Will you be traveling with a Personal Care Attendant (PCA)?
- What time will your appointment end?

## Purchasing Bus Pass Options

- **By Phone:** 715-848-4407 to use a debit or credit card.
- **By Mail:** Send a check to Cashier, POB 1103, Wausau, WI 54403
- **In Person:** Purchase at the cashier's office, at Outpatient Entry, 2400 Marshall Suite A, Wausau, WI 54403
- **Bus Pass:** Passes will be sold in **\$36 and \$72 Increments.**



## Scheduling Your Ride

- **Booking :** To order a ride, call the transportation office at 715-841-5101 with a 3 working day notice.
- **Boarding:** Present your bus pass to the driver when entering the vehicle; driver will mark off the fee on your bus pass.
- **Rules:** Drivers will not handle money. Riders without a pass will not be allowed to ride, and lost cards will not be replaced.

NCHC 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. If this is the case, you will be informed the day before.

**Please be ready fifteen minutes prior to your pick up time.**

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

## Subscription Service

Subscription service is available for recurring rides. Reservations can be made in 3 months in advance.

## 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.

## Weather Cancellation Policy

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

MCTP requires driveways and walkways to be clear of snow and ice. If it is unsafe to enter or exit a driveway, the driver will not provide the ride that day.

## Personal Care Attendant and Service Animals

A personal care attendant or service animal may accompany a rider at no additional charge.

**MCTP does not provide personal care attendant services.**

## Reasonable Modification

MCTP will make reasonable modifications to policies and practices to avoid discrimination and ensure that 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.