

## Welcome Consumer, May We Give You A Ride?

Did you know that the Aging and Disability Resource Center of The Lakeshore, in partnership with Maritime Metro Transit, has Transportation Programs available to anyone over the age of 65 and any disabled person for transportation in Manitowoc County? Our very friendly and well trained van drivers will pick you up at your door and take you to the front door of your destination. Then, when you are ready, one of our drivers will take you back home. Whether you need to go to a doctor's appointment or have medical tests done, go shopping or visit a friend, we have vans ready and anxious to provide you with reliable transportation. If you have not already taken advantage of this fantastic service, we hope you will give us a try. This brochure will provide you with all the information you need to get started.

## Welcome Caregiver, May We Give You A Ride?

You're a caregiver and realize the importance of getting the person or persons you care for to their appointments. But how do you do this without missing work or relying on others to assist? The ADRC of the Lakeshore, in partnership with Maritime Metro Transit, has the answer. Whether your loved ones need transportation service on a regular basis or only occasionally, this program is designed to fit both. Our vans are clean and have a ramp for individuals who use walkers or standard wheelchairs. The vans run Monday through Friday, 52 weeks a year and will take their passengers anywhere in Manitowoc County. You no longer need to do this alone. We are here to help. Call us today to learn more and give your loved ones back their independence.

### Notice of Nondiscrimination

The ADRC of the Lakeshore is committed to ensuring that no person is excluded from, participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by the ADRC of the Lakeshore in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.

Any person who believes they've been aggrieved by any unlawful discriminatory practice may file a complaint with the ADRC of the Lakeshore. For more information on the ADRC of the Lakeshore's civil rights program, and the procedures to file a complaint, contact 920-683-4180, (for hearing impaired, please use Wisconsin Relay 711 service); email [adrc@manitowoccountywi.gov](mailto:adrc@manitowoccountywi.gov) or visit our administrative office at 1701 Michigan Avenue, Manitowoc, WI 54220. For more information, visit <https://www.ADRCoftheLakeshore.com>. A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590. If information is needed in another language, contact 920-683-4180. Si se necesita informacion en otro idioma de contacto, 920-683-4180. Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 920-683-4180.



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Facebook

<https://www.facebook.com/MaritimeMetro/>

Transportation Office  
Mobility Manager  
Monday—Friday  
8:00 am—4:00 pm  
915 S 11th Street  
Manitowoc, WI 54220

(920) 686-6977  
WI Telephone Relay System:  
(800) 947-3529

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

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



In Partnership With



**MARITIME METRO TRANSIT**

## Transportation Program

Your Answer on How To Get  
Where You Need To Go



(920) 686-6977



# Need a ride?

**The Aging and Disability Resource Center of the Lakeshore in partnership with Maritime Metro Transport** is responsible for the planning, coordination and management of community-based transportation services and programs for older and disabled persons.

One of our most rewarding programs is our Volunteer Rural Elderly Program. Anyone over the age of 65 or anyone who is over 18 and disabled qualifies for transportation services. In fact, over 600 trips a year are taken on our vans. If you need a ride or know of someone who needs a ride, please consider using this great program.

The following information will answer many of your questions. If you have additional questions, please call us at 920-686-6977.

We also encourage you to visit our website, [www.manitowoc.org](http://www.manitowoc.org), to learn more about our Volunteer Rural Elderly Transportation Program and our

## How do I schedule my ride?

To make your reservation call our Transportation Office Monday through Friday between 8:00 a.m. to 4:00 p.m. at (920) 686-6977. All individual trip reservations must be made one weekday in advance. Same day service is not provided. For example, for a trip on Tuesday, you will need to call on Monday. Reservations are accepted and encouraged up to 14 days in advance. Our staff will assist you with specifics of pick-up and return, and door-to-door service when you call.

### Cancellations

We request you notify our Transportation Office IMMEDIATELY at (920) 686-6977 if you need to cancel a trip. Two hour notice is the minimum requirement for all cancellations.

### What is the Rural Elderly Program?

This services requires 2-5 riders per trip. It services anyone 65 or older or anyone who is over 18 and disabled within Manitowoc County.

#### Where can I take the van?

You can schedule a trip for any purpose—medical, shopping, social, etc. The Aging and Disability Resource Center of the Lakeshore, in partnership with Maritime Metro Transit, Transportation Program covers all of Manitowoc County.

#### What do I need before scheduling my ride?

Date of appointment. (Date I need a ride.)

My destination. (Complete address and name of destination, if appropriate.)

Time of appointment. (Time my appointment begins.)

If I need a return trip. (Time I will be ready to be picked up and information on next destination.)

Please give a minimum of a 24 hour notice to make or cancel your ride at 920-686-6977. Must call before 2:00 p.m. the day prior.

### What should I bring?

During your initial reservation, our staff will explain the policies and procedures necessary to ride the van.

#### What if I need help?

We offer door-to-door assistance to all passengers. Our vans are equipped with a pull out ramp to accommodate and secure individuals who use a walker, standard wheelchair or need a bit of assistance while getting in the vehicle. All passengers are required to use seat belts.

#### How much will my trip cost?

Round trip fare is \$6 based on two riders or more.

#### What day of the week is my area serviced?

Currently, the only dedicated route is Tuesdays to Kellnersville. Please call the Mobility Manager at 920-686-6977 to inquire on how to get your area on a dedicated route.