

## Are you over 60 years of age or disabled?

Let us give you a ride! We have vans and volunteers ready to provide you with safe, accessible, and reliable transportation to your out-of-county medical appointments.

Our very friendly and well trained drivers will pick you up at your door and take you to the front door of your destination. When you are ready, one of our drivers will take you back home.

## Are you a caregiver?

You may be struggling to balance work, home life, care giving, and your loved one's appointments and transportation needs. Let us help you! Whether your loved ones need transportation services on a regular basis or only once in a while, this program is designed to fit both. Our vans are ADA accessible, with a ramp for individuals who use wheelchairs.

Transportation service runs Monday-Friday, 52 weeks a year, and will take 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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<https://www.facebook.com/MaritimeMetro/>

One-Stop-Shop  
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**

# Out-of-County Medical Transportation Program

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.

Our Volunteer Out-of-County Medical Transportation Program is a low-cost transportation service that allows Manitowoc County residents to get to their medical appointments outside of the county.

We encourage you to visit our website, [www.manitowoc.org](http://www.manitowoc.org), or call (920)686-6977, to learn more about our Volunteer Out-of-County Medical Transportation Program.

## How do I schedule my ride?

To make your reservation, call the One-Stop-Shop at (920)686-6977 Monday-Friday, 8:00am-4:00pm. All individual trip reservations must be made 2-3 business days in advance. Same day service is not provided. Reservations are accepted, and encouraged, up to 14 days in advance. Our staff will assist you with specifics of pick-up and return times, and door-to-door service, when you call to set up your reservation.

### Cancellations

In the event of a cancellation, we request that you contact the One-Stop-Shop ASAP at (920)686-6977. Please try to give at least two hours notice to all cancellations.

### Who can use the Out-of-County Medical Transportation Program?

- Manitowoc County residents age 60+, or Manitowoc County residents age 18+ with a disability
  - must have no access to/ability to use other transportation
- Can be ambulatory or non-ambulatory

### Where can I take the van?

- Anywhere outside of Manitowoc County
- To medical appointments

### What information do I need when scheduling my ride?

- Date and time of appointment
- If a return trip will be needed

### What should I bring?

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

### What if I need help?

- Door-to-door assistance is available to all passengers.
- All vans are equipped with a pull-out ramp to accommodate and secure individuals using a walker or wheelchair.
- Seat belts are required for all passengers

### How much will my trip cost?

- Fare fees are calculated based on the current Federal Mileage Reimbursement Rate
- Mileage is calculated from point of dispatch until return to Maritime Metro Transit

Reservations must be made at least 2-3 business days in advance. Call (920)686-6977 to make arrangements.