

Washington County Shared Ride Taxi

DECEMBER 2009

POINTS OF INTEREST

- **Making the
Reservation**
- **Inclement
Weather**
- **Meet a Rider**

Welcome to the first newsletter of the Washington County Shared Ride Taxi. This publication is designed to inform you and to introduce some of your fellow riders and drivers. This is your newsletter and we encourage your input into the type of information you would like to see included. If there are any topics or questions you would like addressed, please email them to info@rideWCCE.com or splant@co.ozaukee.wi.us or call 1.888.285.TAXI (8294). Have a Happy New Year!

Making the Reservation

One of the most important aspects to making sure your Shared Ride Taxi experience is a positive one, is making the reservation ahead of time. Once you know the date and time of your appointment (doctor's, work schedule, dialysis, etc.), call and schedule your ride. Most time you will not be able to schedule the same day you need the service, especially during the peak times. It is never too early to call.

To Make the Reservation call 1.888.285.TAXI (8294) or 262.338.2908 and provide the following:

- Your name
- The date you will need a ride.
- The time of day you wish to be picked up. **Please advise the dispatcher if you have an appointment and the time of that appointment.**

- Pick-up address (you must designate which entrance if there is more than one)
- Destination address (you must designate which drop-off entrance if there is more than one)
- Number of passengers
- Your phone number
- If a wheelchair accessible van is needed. (You must provide your own wheelchair)

Please remember that we are a "Shared Ride Taxi" service, and therefore, you should allow adequate travel time to and from appointments and allow for short delays, as others are scheduled to ride with you.

**Remember
Call ahead—schedule your shared ride**

INCLEMENT WEATHER

With the cold and snowy weather, please be aware your ride may be a delayed. Pick-ups will not be provided in areas where driveways or roads have not been cleared of snow. Please listen for announcements regarding delays or cancellation of service due to inclement weather on radio station WBKV in West Bend.



1.888.285.TAXI (8294) • 262.338.2908 • www.RideWCCE.com

Meet a Rider

Meet strong supporter of the Washington County Transit Service and enthusiastic Shared Ride Taxi rider Mary Sherman. After hearing of the Taxi from Independence First in Milwaukee, she began using the service about 10 years ago while doing outpatient rehab following a stroke. Mary has also taken the Washington County Commuter Express (WCCE) when going to a large daytime function in Milwaukee.

As Mary isn't prepared to give up her independence, she uses the taxi because it gives her the ability to get from Point A to Point B. She also uses it to visit others who don't "get around" like she does,

as well as volunteer at Elderserve. As Mary says, "I couldn't do that if there wasn't a taxi program."

Mary realizes how large Washington County is and understands the Shared Ride Taxi serves the whole county. Having been affected by polio as a little girl, Mary learned patience at an early age and uses that when interacting with the dispatcher and/or driver - not to say she won't respectfully argue a point or defend her view! She is quick to add praise for the courteous response and helpfulness of all of the drivers. They make possible the independence that she so enjoys and they do their best to

keep the residents moving. Mary would like to remind everyone to do as she does and allow ample leeway when scheduling and encourages riders to think and plan ahead and practice patience.

To sum up, when asked about benefits of the Shared Ride Taxi, Mary passionately says:

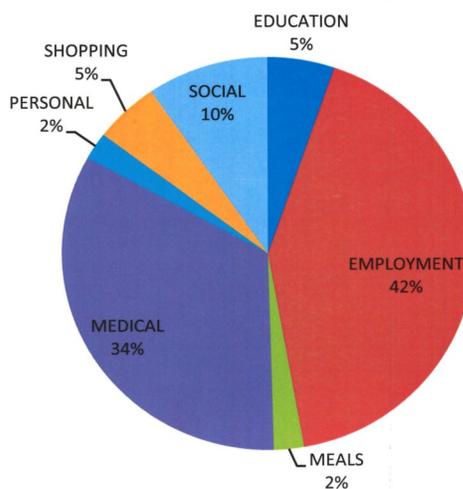
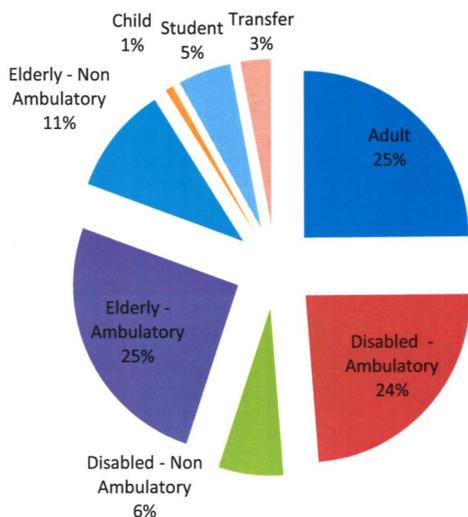
"FREEDOM & INDEPENDENCE, HAVING A LIFE OUTSIDE OF MY CHAIR!!!"

NOTE: Mary also is involved with the Washington County's Transportation Coordination Committee.

Who are our riders and where are they going?

There are 8,000 rides taken each month and over 90,000 per year through the Shared Ride Taxi program. Our riders vary from seniors going to appointments or going grocery shopping to disabled individuals going to work. The chart on the left shows the percentage of who the riders are and the chart on the right shows where they are going.

To get a better understanding of who our riders are and how we can better serve them, we will be asking the riders to complete a survey early in 2010.



Increasing Awareness of the Shared Ride Taxi Service

To help increase awareness of the service, a new commercial for the Washington County Shared Ride taxi is airing on Charter Cable. This commercial features some of your fellow riders including Nathan and Emelia. Drivers Bob and Earl also helped out in the commercial, along with Transit Manager, Joe.

You might catch the commercial on some of your favorite cable channels including Fox News, HGTV, History, Weather, Discovery and CNN.

Help us increase awareness, tell a friend about the Washington County Shared Ride Taxi Service.