

Washington County Shared Ride Taxi

DECEMBER 2011

POINTS OF INTEREST

- **No Service Cuts**
- **Meet Garrick**
- **2012 Fares**
- **Making the appointment**

Your Voices Were Heard!

There will be **NO service cuts** for the 2012 WCCE schedule.
Your voices were heard!

The Washington County Transportation Department was faced with budget cuts for 2012 and had to find a way to reduce costs. To reduce costs, they planned to reduce service for the Washington County Shared Taxi and the Washington County Commuter Express and increase fares. On September 19, 2011, over 50 Washington County Shared Ride Taxi and Washington County Commuter Express riders attended a public hearing on the suggested schedule cuts for 2012. The Transportation Committee listened to your concerns and took the information back for consideration. In addition, several riders contacted their Washington County supervisors about their concerns and the supervisors listened. Your voices were heard about the service cuts and there will be **no service cuts for 2012**. The 2012 schedule will remain the same as 2011. Fares will be increased slightly. (see separate article on page 2)

It is important that you continue to communicate with your supervisors. Budget cuts may still need to be made at the end of 2012. We also encourage you to tell friends and family about the service. Washington County is one of the few counties that offers this public service to our residents. Word of mouth is the best form of advertising.

INCLEMENT WEATHER

So far we have a mild start to winter, but the snowy weather will be arriving. Sometimes the weather may cause a delay to your ride. 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, WTKM in Hartford or watch WTMJ TV4. You may also call the office at 1.888.285.TAXI (8294) or 262.338.2908.



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

Meet One of Our Riders

Garrick of Hartford found out about the Washington County Shared Ride Taxi program through the greeter at Walmart. Five months ago, Garrick's car broke down and he is between vehicles right now. He had used the Hartford City taxi to get around locally, but was not aware of the county-wide program.

Ever since his new found knowledge of the program he has been using it to get him where he needs and wants to go. One of the places important for Garrick to go is to visit his daughter in West Bend. He visits her every

other week and stated the shared ride program is vital so he can see his daughter, who is autistic. Without the program, he would have to rely on family and friends or not be able to see her very often.

Garrick has been retired for many years and is disabled. He is thankful for the independence the program gives him to go shopping and visit friends. He stated, "I can't say enough good things about the program. It is as close as being independent without relying on

others to drive you places. The taxi drivers are so courteous and good drivers too. I can relax and enjoy the ride. The fares are reasonable too."

Washington County is happy to be able to provide this service to our residents to help improve their quality of life. There are other individuals who may not be aware of the Shared Ride Taxi program but could use it to increase their independence for shopping, doctor visits, visiting family and friends. Please make sure to tell your family, friends, neighbors and acquaintances about this public service available to them.

We are grateful to all our riders.

2012 Fares

All fares will be distance-based. Fares shown below are per one-way trip & effective 1/1/2012.

	<u>Seniors/ Disabled</u>	<u>Adult</u>	<u>Student</u>
5.0 Miles or less	\$2.50	\$4.25	\$3.25
5.1 to 10.0 miles	\$3.50	\$5.75	\$4.75
10.1 to 15.0 miles	\$4.25	\$7.00	\$6.00
15.1 to 20.0 miles	\$5.00	\$8.00	\$7.00
Over 20 miles	\$5.75	\$9.00	\$8.00

Purchase a \$20 Discounted Punch Card (Value \$25) or a \$10 Discounted Punch Card (Value \$12) from the drivers.

- Seniors are those age 60 and over, and disabled of all ages.
- Adults are any persons age 18-59 years.
- Students are five (5) years through high school.

Children age 4 and under will ride free. Children 12 and under must be accompanied by a responsible adult.

Commuter Express connection fare is \$1.00 for one way.

Making Your Ride 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 often you will not be able to schedule the same day you need the service, especially during the peak times.

Staff at the Shared Ride Taxi understand that certain circumstances may arise, which place people in need of the service for the same day. We strive at providing the best service to all of our customers. In doing so, the Shared Ride Taxi service must work on a first come first served basis. There is a slight preference to the elderly and disabled clients. Those customers who call in advance, are placed on the schedules first.

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
- 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)

We appreciate all our riders and their patience. Thank you for calling ahead to schedule your ride.