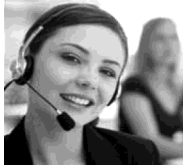


HOW TO MAKE A RESERVATION

ALL RIDES MUST BE SCHEDULED WITH THE DISPATCHER



For the most efficient service, please have the following **information ready before calling** to reserve a shared ride taxi.

- Your name
- The date you will need a taxi.
- The time of day you wish to be picked up. **Please advise the dispatcher if you have an appointment and the time of the appointment. An appointment pick up time is different than a requested pick up time. Appointment time is 1 hour prior of your appointment. A regular pick up time is a half hour of your requested pick up time.**
- 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)

PHONE NUMBER TO CALL

1.262.338.2908 Local Number
1.888.285.TAXI (8294) Toll Free

Please remember that we are a “Shared-Ride Taxi” service, and therefore, you must allow adequate travel time to and from appointments and allow for short delays, as others are scheduled to ride with you. Every attempt will be made to get you to your destination on time.

Washington County Highway Dept.
Shared-Ride Taxi Service
900 Lang Street
West Bend, WI 53090



SHARED-RIDE TAXI SERVICE - HOURS
Monday - Saturday 5:00 am - 11:00 pm
Sunday 8:00 am - 4:00 pm

In accordance with Title VI of the Civil Rights Act of 1964, the county will ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participating in, or denied the benefits of, or be subject to discrimination under any County program, or activity receiving federal financial assistance. The county further will ensure that federally supported transit services and related benefits are distributed in an equitable manner. Anyone who believes that their rights under Title VI have been violated should contact taxi@ridewcce.com.

Revised: February 2018

WASHINGTON COUNTY



Shared - Ride Taxi Service



Monday through Saturday
5:00 am - 11:00 pm
Sunday 8:00 am - 4:00 pm

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

GENERAL INFORMATION

The Washington County Shared-Ride Taxi Service provides public shared-ride services throughout Washington County and into the northern portion of Menomonee Falls. (Menomonee Falls service area boundaries include Maple Road to the west; Pilgrim Road to the east and Menomonee Avenue to south, with the exception to include Community Memorial Hospital and Glorinda Dei Day Care.)

Origination or destination must begin in Washington County. Residents wishing to travel *within the City of West Bend and the City of Hartford* should continue to contact the municipal taxi service in those cities.

TAXI RULES AND REGULATIONS

- There will be a limit of two (2) grocery bags (or parcels of equal size) allowed onboard per person per trip. This is to allow space for a maximum number of passengers.
- The County reserves the right to refuse service at the next request for any “no-shows”.
- A “no show” is defined as a passenger not being ready to depart, not being there when the shared ride taxi arrives, not having the fare, or not canceling a ride with a 1 hour notice. Please see No Show Policy for additional details, (Driver or website).
- **A minimum of a day advance notice is suggested for a next day ride.** Every attempt for same day ride requests will try to be accommodated but may not be guaranteed.

SPECIALIZED SERVICE

Specialized service is available for disabled and elderly individuals who require door to door assistance from the shared ride operator within all of Washington County and the northern portion of Menomonee Falls. Please note clients must be dressed and ready to go when driver arrives.



Notice must be given when making a reservation if the passenger is in a wheelchair or requires special door to door assistance. A one-day advance reservation is required for specialized service. Additional time is needed to load and unload passengers in a wheelchair; please be considerate of other passengers.

IMPORTANT INFORMATION TO REMEMBER

- In order to maximize efficient response times, all passengers must be dressed, ready and waiting for pick-up. The driver will wait five(5) minutes. **Drivers do not help dress clients.**
- If you are being picked up from a public building or health care facility, including a nursing home, **you must be waiting in the lobby.** Taxi operators will go no further than the lobby of a building for pick-up or drop-off.
- As soon as you have an appointment scheduled where you need a ride, call and make a reservation for your shared-ride taxi service.

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 Discount 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.

Ride to & from Aurora Medical Center Hartford, Adult Day Services Hartford, and Aurora clinics in Hartford and Slinger the fare is \$2.00. The other \$2.00 is subsidized by The Medical Center Foundation of Hartford.

INCLEMENT WEATHER

Listen for announcements regarding delays or cancellation of taxi service due to inclement weather on WTMJ TV4. Pickups will not be provided in areas where driveways or roads have not been cleared of snow. You can also call the office at 1.888.285.8294 or 262.338.2908.