

## HOW TO MAKE A RESERVATION

ALL RIDES MUST BE SCHEDULED WITH THE DISPATCHER



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.**
- 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. Your ride may include stops for other scheduled riders. Please allow for enough time when scheduling your ride.

Washington County  
Shared-Ride Taxi Service  
510 Schoenhaar Drive  
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](mailto:taxi@ridewcce.com).*

Revised: January 2020

## WASHINGTON COUNTY



DISCOVER.  
CONNECT.  
PROSPER.

## Shared - Ride Taxi Service



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262.338.2908  
1.888.285.TAXI (8294)  
[www.RideWCCE.com](http://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 on the west to Pilgrim Road on the east and to Menomonee Avenue for the southern border

Residents wishing to travel *within the City of West Bend or the City of Hartford* should 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).
- **Advanced scheduling is required for all taxi rides.** This allows the county to keep the service affordable through ride share. Every attempt will be made for same day requests, but rides 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.



**Notice must be given when making a reservation if the passenger is in a wheelchair or requires special door to door assistance.** 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.
- 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.

*A full list of policies and procedures can be found on our website:*  
[www.ridewcce.com](http://www.ridewcce.com)

## FARES

One-way trip; effective 1/1/2020

	<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

Fares can be paid in cash or check. No credit/debit cards accepted.

**Discounted multi-ride Punch Cards can be purchased from the drivers or at the Shared Ride office for \$20 (\$25 value).**

- Seniors/Disabled = riders age 60 and over, and disabled persons of all ages.
- Adults = age 18-59 years.
- Students = age 5 years through high school seniors

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

**\*\*Ask about discounted rides to St. Joseph’s Hospital and Aurora Health Centers, sponsored by the Medical Center Foundation of Hartford and Froedtert Health\*\***

## INCLEMENT WEATHER

Delays or cancellation of taxi service due to inclement weather will be announce on WTMJ TV4. You can also call the office at 1.888.285.8294 or 262.338.2908.

Pickups will not be provided in areas where driveways or roads have not been cleared of snow.