

WCCE

WASHINGTON COUNTY
COMMUTER EXPRESS

THE WCCE CONNECTION



December 2013

IMPORTANT SCHEDULE CHANGES EFFECTIVE THURSDAY, JANUARY 2

As of January 2, 2014, both the Downtown Milwaukee Route and the MRMC Route will have changes in their schedules. Please carefully review the new schedule to confirm the timing for the runs which you utilize. More detailed explanations of the changes and the reasons behind them are broken out by specific route within the newsletter.

The www.RideWCCE.com web site also has the new schedule and maps, as well as a page which contains specific information on how our fleet vehicles are scheduled to service each run, which is actually a complicated feat accomplished by our eight motor coaches.

We are asking that you please bear with us through 2014, as the Downtown Milwaukee Route will be affected by the Northwestern Mutual construction and the Milwaukee Regional Medical Center Route will be affected by the Zoo Freeway reconstruction. As we monitor the schedule timing and bus stops throughout 2014, we will make adjustments to the schedule to make it as efficient and convenient as possible both on a commuting and financial basis.

2014 DOWNTOWN MILWAUKEE ROUTE

- ◆ **Kilbourn & Milwaukee** is a new bus stop. It will be the last stop in the morning and the first stop in the afternoon. In the morning the bus stop will be at the southeast corner of the intersection, and in the afternoon it will be at the northwest corner.
- ◆ **The area around Northwestern Mutual will no longer be a staging area** prior to departure in the afternoon, since Wisconsin and Cass will now be the second bus stop on the afternoon runs.

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WCCE

N83 W13400 Leon Road
Menomonee Falls, 53051
262-677-3445 or
1-888-675-WCCE (9223)

**Washington County
Shared Ride Service**
1-888-285-TAXI (8294)

Comments:
info@RideWCCE.com

Website:
www.RideWCCE.com



2014 TICKET STRIPS

New color — Same price. In the last couple of months, the ticket outlets started selling the newly-designed yellow WCCE ticket strips. **If you still have orange tickets, please use them before you begin using the new design, since we will be retiring the orange design at some point and may then require that you exchange the orange tickets for the security-designed yellow ticket strips.** Thank you for helping us transition to the yellow tickets.

2014 DOWNTOWN MILWAUKEE ROUTE (CONTINUED FROM PAGE 1)

- ◆ **Run 1:** Departs Paradise at 5:16 a.m. (9 minutes earlier)
- ◆ **Run 9:** Departs Paradise at 7:39 a.m. (10 minutes later)
- ◆ **Run 13:** Departs Kilbourn at noon, and is now a mega run, combining with the medical route.
- ◆ **Runs 15, 21, 24, & 26:** Depart 3 minutes earlier from downtown

2014 MEDICAL ROUTE

- ◆ **2 New Bus Stops on 87th Street**
 - West side of 87th, bus shelter north of the Medical College
 - West side of 87th, bus shelter just north of Coffey Drive
- ◆ **92nd Street Stops**
 - Will always be on east side of 92nd Street
- ◆ **Marquette University High School**
 - Will have only 1 stop in the morning, on Run 6, arriving at 7:26 a.m. The Run 3 stop at Marquette University High School is being discontinued due to lack of ridership.
- ◆ **Run 3:** Departs Paradise at 5:30 (10 minutes earlier)
- ◆ **Run 6:** Departs Paradise at 6:05 (20 minutes earlier)
- ◆ **Run 10:** Departs Paradise at 7:00 (40 minutes earlier)
- ◆ **Run 12:** Departs Paradise at 7:35 (40 minutes earlier)
- ◆ **Run 13:** Departs 35th at 12:15 (4 minutes earlier) and is combined mega run with Downtown Milwaukee
- ◆ **Run 17:** Departs 35th at 3:40 (20 minutes later), VA @ 3:45, Research @ 4:00, 92nd @ 4:10, 87th @ 4:14
- ◆ **Run 19:** Departs 35th at 4:05 (10 minutes later), VA @ 4:11, Research @ 4:26, 92nd @ 4:37, 87th @ 4:41
- ◆ **Run 23:** Departs 35th at 4:40, VA @ 4:46, Research @ 5:01, 92nd @ 5:13, 87th @ 5:17

EMERGENCY RIDE HOME

Since the beginning of the WCCE Transit program, the Department of Transportation and Washington County have offered riders a way home in case of emergency, through the “Emergency Ride Home” program. The program will provide transportation to a WCCE commuter ONLY in case of an emergency; for example, illness at work or illness of a family member.

If you have an emergency and need a ride back to Washington County, you should:

- 1) Call the Washington County Taxi Service at 1-888-285-TAXI (8294).
- 2) Identify yourself as a WCCE commuter and request an emergency ride.
- 3) Once the taxi vehicle has arrived to provide you transportation, you will be requested to fill out a form .

The ER Program is provided strictly to WCCE commuters only. If the program privileges are abused, the program will be restricted or eliminated. We want our commuters to know that they will never have to worry about getting home. You can obtain an Emergency Ride Home card from your bus driver.

FREQUENTLY ASKED QUESTIONS

Why are you changing the routes and times?

Due to the reconstruction of the Zoo Freeway and Watertown Plank Road, the Department of Transportation requested that we modify our runs to accommodate as many shift times as possible. Additionally, our Medical Route times have been adjusted because of the projected closure of Watertown Plank Road west of 92nd Street as of January 6th. The Downtown Route has an additional stop at Kilbourn and Milwaukee due to the request of businesses in that area with employees who are residents of Washington County.

On the afternoon departure runs to Washington County, why does the motor coach stop at a bus stop when there are no people standing there?

There are two reasons that the motor coach stops at each bus stop on the afternoon departure runs. First, we want to ensure that we don't leave any of our commuters behind in Milwaukee. It may be that the commuter is avoiding bad weather by standing in a nearby doorway and will board once the motor coach stops. Of equal importance is that the motor coach cannot depart from a bus stop scheduled to load passengers earlier than its scheduled pick-up time. If the motor coach is running early when it is in its pick-up mode, it still has to wait at each bus stop until its scheduled departure time.

Why do the WCCE drivers never turn right on red?

Riteway has a longstanding safety rule that its coaches never turn right on red. Studies have shown that this practice reduces accidents and ensures the safety of motor-coach passengers.

KEEP INFORMED THROUGH THE INTERNET AND TEXT MESSAGES

There are many ways you can stay connected to the WCCE and other transit commuters. One option is the WCCE website at www.RideWCCE.com. This site is updated as changes occur on our system. An even faster way to find out about changes is to be on our **email blast list**. If you would like to be updated in case of route changes or kept informed on activities regarding the Washington County transit program, please send your email address to info@RideWCCE.com and request to be added to the email blast list.

You might want to consider providing both your work and home email address, in case you don't have access to your work email from home.

Have you signed up for WCCE Passenger Text Alerts?

The WCCE is offering Text Alerts

technology to help improve communication to riders about service issues that could impact your commute. This free service (standard carrier rates apply) will provide you with helpful information and may alleviate concerns if a delay, inclement weather or service deviation to the schedule is anticipated. If a particular route is experiencing a significant delay — although you are encouraged to still be at your pick-up location at the scheduled time — the text alert will make you aware that your final arrival time could be affected.

Simply go to www.ridewcce.com and click on *WCCE passenger alerts*. Once signed up, you will receive a confirmation text message. Please be aware that due to carrier delivery restrictions or other network issues, messages may take up to 15 minutes to arrive.

Upcoming No Service Days

**Wednesday,
December 25
and
Wednesday,
January 1**

The WCCE transit service runs weekdays only, and will not run on recognized Federal holidays.

**go to RideWCCE.com
for exact dates**

INCLEMENT WEATHER POLICY

During inclement weather conditions, the following policy will be followed:

The Washington County Transit Manager and other pertinent individuals will assess the current weather and road conditions, and make a decision whether to cancel all trips, delay starting, or ending early.

Emergency-situation decisions will be made by Riteway Bus Service Inc. personnel, who will inform the County as soon as possible.

If the WCCE shuts down during the day, every attempt will be made to bring home all commuters who rode the WCCE in the morning. This could include sending out buses earlier than the scheduled runs. An email blast will be sent out to commuters who have provided email addresses, along with informing the media. (See listing below.)

If the decision is made to shut down the WCCE before the first run, all attempts will be made to inform riders through the media and website. (See listing below.)

During inclement weather conditions if service is altered, transit consultants will make every attempt to inform the commuters/public through an email and through the following media sources:

- Today's TMJ4
- WISN-TV12

Commuters should access information about WCCE during inclement weather using the above sources. Commuters may also call the WCCE number of 1-888-675-9223 .

COMMUTER ETIQUETTE

As the number of commuters increases on the WCCE, it is important to remember to respect your fellow commuters with common courtesy. Please remember a WCCE ticket guarantees riders one seat per person. Briefcases, backpacks and other items need to be placed above in the overhead compartment, not on the seat next to you. For some WCCE riders, this is an hour commute each way. Your fellow passengers may be catching up on sleep, studying or working.

Our goal is to help eliminate stress for you, not increase it. Listed below are guidelines to help make the commute an enjoyable ride for each commuter.

- Be courteous of your fellow riders.
- Use one seat per commuter. Use the overhead luggage compartments for extra items.
- When using cell phones, please use soft voices, keep your phone calls limited in duration, and be aware of your fellow commuters.
- Do not use loud voices or profane language.
- Remain seated until the bus has stopped at your arrival location.

COMMUTER VALUE CERTIFICATE

Many commuters ask about the Commuter Value Certificate and how they can obtain one. Let us explain:

The Commuter Value Certificate program is administered by Milwaukee County Transit to Milwaukee-based employers. It enables employers to offer a no-charge and tax-free transit benefit to their employees. Employers purchase Commuter Value Certificates from Milwaukee County Transit after signing a Letter of Agreement which details their responsibilities while participating in the program. Employers then provide the Commuter Value Certificate to their employees.

The Washington County Commuter Express does accept the Milwaukee County Transit System Commuter Value Certificate. We do not accept

the Commuter Value Pass.

REDEMPTION OF THE COMMUTER VALUE CERTIFICATE:

WCCE ticket outlets are authorized to accept the Commuter Value Certificates in exchange only for WCCE ticket strips. The Commuter Value Certificate has an exchange value equal to the cost of a standard Milwaukee County Transit System (MCTS) adult weekly pass or 10 adult tickets, but has no actual cash value, and cannot be used for cash refund, exchange, or cash-back transactions. The current value is \$17.50.

There is no cash refund or change given for the Commuter Value Certificates. The certificates are accepted only in exchange for WCCE Ticket strips.

For example, the 2012 WCCE ticket strip sells for \$32.50 each. A commuter may redeem two \$17.50 Commuter Value Certificates for one \$32.50 WCCE ticket strip. The Commuter Value Certificates will be accepted, but no cash refund or change will be given in return. Or, the commuter may redeem one \$17.50 Commuter Value Certificate and pay an additional \$15.00 cash for one \$32.50 WCCE ticket strip.

The reverse side of the Commuter Value Certificate should be completed by the commuter before redeeming, including the commuter's name, address, and telephone number.