

# WCCE

WASHINGTON COUNTY  
COMMUTER EXPRESS

## THE WCCE CONNECTION



December 2011

### 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 had to cut service for the WCCE. On September 19, 2011, over 50 Washington County Commuter Express and Washington County Shared-Ride Taxi 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 WCCE 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 schedule will remain the same, with the exception of the deletion of the County Fair Park Park & Ride and the relocation of the Richfield Park & Ride. (see separate article)

It is important that you continue to communicate with your supervisors. Budget cuts might still need to be made at the end of 2012. Also, encourage your co-workers to ride the WCCE. Word of mouth is the best form of advertising.

### NEW RICHFIELD PARK & RIDE OPENS 12/5

Starting **Monday, December 5th**, the Washington County Commuter Express (WCCE) will be relocating its **Richfield Park & Ride** to Richfield Way in the Endeavor Business Park, located on the south side of Pioneer Road, west of Highway 41. Temporary lighting will be provided for a brief period, until the permanent lights are received and installed. The Highway View School Park & Ride location will be discontinued as of December 5th. The WCCE bus schedule will remain the same.

Please note that the WCCE will continue to stop at the Washington County Fair Park until that park-and-ride location is discontinued as of January 1, 2012.

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#### WCCE

W201N13900 Fond du Lac  
Richfield, WI 53076  
262-677-3445 or  
1-888-675-WCCE (9223)

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

#### Comments:

[info@RideWCCE.com](mailto:info@RideWCCE.com)

#### Website:

[www.RideWCCE.com](http://www.RideWCCE.com)



## 2012 TICKET STRIP SALES

As of January 1, 2012, the fare for the WCCE will be \$3.75 exact change or \$32.50 for a ticket strip of 10 tickets. For the convenience of our commuters, we are offering the purchase of the new ticket strips prior to January 1, so they will have lead time to obtain the new strips before the end-of-the-year holiday season. Due to internal accounting procedures, our outlets are not able to sell both the 2011 and 2012 strips; therefore, it's necessary to close out the sale of \$27.50 strips and then begin the sale of the \$32.50 strips. Here's the time line:

- Thursday, December 15th, last day to purchase the pink \$27.50 ticket strips
- Friday, December 16th, 4:00 p.m., first day to purchase orange \$32.50 ticket strips .

If you have pink \$27.50 ticket strips after January 1, 2012, you have two options:

1. You can pay the 2012 fare with 1 pink ticket and 50 cents exact change. (Drivers do not make change.)
2. You can go to the Riteway ticket outlet and purchase orange \$32.50 ticket strips with an exchange of a full pink \$27.50 ticket strips and the cash difference. For example, one full \$27.50 strip, plus \$5, can be exchanged for a \$32.50 strip. Please note: **The exchange is only available at the Riteway ticket outlet. There will be no cash purchase or buyback of the \$27.50 strips; only a full 10-ticket strip can be used as an exchange for the new \$32.50 ticket strips.** The Riteway ticket outlet is located at 3070 Helsan Drive, across from Cabela's. The office entrance is on the south side of the building. Turn north onto Helsan Drive, from Pioneer Road. Office hours are 8 a.m. to 4 p.m., Monday thru Friday.

## RIDE N' SEEK CONTEST/COMMUTER CHAT

From October 3 through October 31, WCCE riders were able to participate in the Southeast Wisconsin Transit Systems "Ride N' Seek" promotion. Riders were able to earn points and unlock bus badges by scanning a Quick Response code (QR code) and check in or enter the URL to earn badges on the bus and other locations, including the ticket outlets. The winner of the overall contest won a Samsung Galaxy Tab by earning 52 badges and checking in 502 times.

Each transit system awarded a runner-up player with four weeks of tickets. The WCCE rider with the most check-ins was Lee, who earned 35 badges and checked in 313 times.

When asked about her involvement in the contest, Lee stated, "I was just thrilled to hear that I won Washington County's portion of the Ride N' Seek contest. I jumped right in on the first day of the contest. My competitive spirit kicked in and I stuck with it; needless to say, it paid off for me. Thank you for sponsoring the contest. It was fun."

Lee has been riding the WCCE for three years. We asked her to tell a little about herself, so we could introduce her to her fellow WCCE commuters.

*The Southeast Wisconsin Transit System is a partnership between five area bus systems, promoting affordable, convenient public transportation. Their web site, [yourotherwheels.com](http://yourotherwheels.com), provides information on the benefits and service of each system: Milwaukee, Ozaukee, Racine, Washington, and Waukesha Counties.*

In her own words:

"I have been very blessed as a wife, mother and nana. My husband Jim and I will be celebrating our 35<sup>th</sup> wedding anniversary next year. We are a homeschooling family, with seven children (last-born is now a senior) and nine grandchildren, so you could say I have the best of all worlds. Our extended family is the people at Community Church in West Bend, where we are members."

"I am the Assistant Women's Basketball Coach at the University of Wisconsin-Washington County, and work as a Program Associate with the Applied Investment Management program at Marquette University."

"Three years ago, I was looking for alternative transportation to Marquette. A colleague suggested WCCE; I've been a fan ever since! Sitting back and enjoying the ride means no more fighting traffic or the weather. I have come to really appreciate the stellar driving skills and professionalism of my drivers (Hey, John and Jerry). I also commute with really great people; we have a good time together as we laugh and solve the world's problems. It's all good!"

## WISCONSIN AVENUE BRIDGE CLOSURE AND DETOUR

The WCCE Downtown Route is being detoured due to the City of Milwaukee's closure and reconstruction of the Wisconsin Avenue bridge, located between Plankinton Avenue and Water Street. The projected completion date is on or before August 3, 2012. **A map of the detour is available at [RideWCCE.com](http://RideWCCE.com).**

The WCCE detour specifics include:

**Eastbound** runs are detoured south to Michigan Avenue from 2<sup>nd</sup> Street to Broadway.

The detoured eastbound stops are located at:

- Michigan and Plankinton
- Michigan and Water
- Wisconsin and Milwaukee

**Westbound** runs are detoured south to Michigan Avenue from Broadway to Plankinton.

(See attached map) The detoured westbound stops are located at:

Wisconsin and Milwaukee (**northwest** corner)

Note: The current Wisconsin-and-Broadway stop has been moved to the Wisconsin-and-Milwaukee location, so the bus has adequate space to turn south on Broadway.

- Michigan and Water (**northeast** corner)
- Michigan and Plankinton (**northeast** corner)

Please contact us at [info@RideWCCE.com](mailto:info@RideWCCE.com) with any concerns you may have during the project. We appreciate your patience during the bridge rehabilitation. You will be notified of any changes through email, flyers on the motor coaches, and your bus driver. Thank you for commuting on the WCCE.

## 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](http://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](mailto: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](http://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

**Monday,  
December 26**  
and  
**Monday,  
January 2**

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

go to [RideWCCE.com](http://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
- WITI-FOX6
- WISN-TV12
- WTMJ 620 Radio
- WDJT-TV58

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

We've said it before, but sometimes it needs to be said again: For a more enjoyable commute, please treat your fellow riders with common courtesy. This includes:

- Talk in soft tones, whether it be on your cell phone or to other passengers.
- No profanity and/or offensive language.
- Keep your possessions with you. Don't use additional seats for your belongings; i.e., briefcase, backpack, etc. In other words, one seat per rider.
- If you are in the aisle seat, please move to the window seat so other riders can sit in the empty seat next to you and not have to climb over you.
- You like your favorite iTunes and other songs but not

everyone may share your musical taste, so please keep your music volume low.

- Once seated, please remain seated. Switching from seat to seat is disruptive to others.
- Don't litter, throw objects to or at other passengers, and don't scuffle with each other.
- Don't kick or bang on any part of the bus.
- Sitting in the back of the bus doesn't entitle you to be disorderly, loud or annoying to the other passengers. Please behave properly, no matter where you sit.

To sum it up, basically just respect the driver, your fellow passengers and the motor coach.

## 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.**