

THE WCCE CONNECTION



Dec. 2010

INCLEMENT WEATHER POLICY

We want to make sure you know that if the WCCE takes you southbound to work or school, we will bring you back to Washington County. We would never cancel an afternoon route if we have riders in Milwaukee. Buses may run late due to traffic and weather conditions, and we cannot give you exact times the bus will arrive. Northbound afternoon buses may be sent out earlier than the scheduled runs. The info@RideWCCE.com email is not checked continuously, so please call 1.888.675.WCCE(9223) if you need immediate assistance. Text alerts will be sent to those who have requested text alerts; however, some cell phone carriers do not send the text messages on a timely basis. You can also check the RideWCCE.com web site for weather/service cancellation alerts on the home page.

The following policy will be followed in the case of inclement weather: The Washington County Transit Manager and other transit personnel will assess weather and road conditions, and make a decision whether to cancel all trips, delay starting, or ending early.

During inclement weather if service is altered, all attempts will be made to inform riders through the media, the WCCE website, e-mail and text alerts.

Media sources are:

- Today's TMJ4
- WITI-FOX 6
- WISN-TV 12
- WDJT-TV 58
- WTMJ 620 AM
- WISN 1130 AM
- WBKV 1470 AM (West Bend)
- WTKM 1540 AM (Hartford)

NO-SERVICE DAYS

Please note there will be no WCCE service on:

- December 24th, Christmas Eve
- December 31st, New Year's Eve

A full listing of no-service days for 2011 is located under the "Schedules" link on the RideWCCE.com website.

Inside This Issue

- Inclement Weather Policy
- No-Service Days
- Website Updated
- Park & Ride Capacity
- WIFI Onboard
- Winner Chat
- Emergency Ride Home
- 2010 Commuter Survey Summary
- Commuter Etiquette

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

Website:

www.RideWCCE.com

WEBSITE DESIGN & INFORMATION UPDATED

Washington County's transportation web site has been redesigned and updated with features to provide service alerts on a timely basis, and additional links to WCCE information. If you haven't visited the site lately, you might want to do so before we experience winter weather conditions which may affect WCCE service.

The web site address is unchanged — RideWCCE.com — but the home page for the Washington County Transportation Services now offers distinct links for the WCCE and Shared-Ride Taxi. In the left-hand column on the home page, you will find construction and service alerts. If you haven't yet signed up for WCCE text alerts, you can do so by clicking the "sign up" link just below the "Attention Riders" box.

Try out the links in the "Washington County Commuter Express" box, for information on: fares and tickets, FAQ, newsletters, schedules, maps, weather policy, emergency ride home, commuter value certificates, and a link to the Southeast Wisconsin Transit System. You can also download the WCCE brochure.

PARK & RIDE CAPACITY

Lately, the West Bend Park & Ride off of Paradise has been close to capacity. Since the Good Year shop is just next door to the Park & Ride, it's important that we park in the stalls assigned to public parking and not in the stalls assigned to the tire shop. Park & Ride stalls are painted with white lines. Parking stalls assigned to the Good Year shop are painted with yellow lines.

If the West Bend Park & Ride reaches capacity, please use the overflow parking area which is located directly across the street, in the parking lot of the Paradise Theatre.

If the Richfield Park & Ride reaches capacity this winter, the closest alternative would be the Washington County Fairgrounds Park & Ride. Although it may be less convenient for you than the Richfield location, the good news is that there's plenty of parking at the fairgrounds.

Here's the current percentage breakdown of WCCE Park & Ride usage:

- 44% West Bend @ Parkway Drive
- 8% Washington County Fair Park @ Pleasant Valley Road
- 23% Richfield @ Pioneer and Mayfield
- 25% Germantown @ Lannon Road

WI-FI ONBOARD THE WCCE

Good news for those who would like to use the internet while commuting!. Riteway Bus Service will be providing Wi-Fi onboard the WCCE coaches as of January 2011.

Please note that there are limitations to the Wi-Fi service, as it originates from cell towers. You should keep in mind that there is no firewall. The potential risk is small, much like the service provided in public areas such as Starbucks and McDonald's.

WiFi is not high speed comparable to a digital cable service. It is a good speed for Google search, sending and receiving e-mail, reading Yahoo or MSN news. Large files will bog down the service speed.

Content is filtered. YouTube, Hulu, and potentially other sites will be blocked.

Wi-Fi band width is used up by the number of concurrent users, so its capacity is limited. Up to 30 people at one time can

potentially receive Wi-Fi on the bus.

We hope you enjoy the benefit of using WIFI during your commute. Please continue to practice commuter etiquette while using the WIFI service.

WINNER CHAT

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

Recently, they held a contest called "Drive Less. Save More. Do More." Contestants were asked to write a brief essay on what they were saving for with the money they saved by using public transportation.

Of the five winners of the contest, two are commuters on the WCCE!

Meet grand-prize winner, Robert McMullen, who won the Apple iPad and one-month free bus-ride coupons, the Grand Prize. Robert is not your typical commuter. Living and working in Washington County, he takes the WCCE to downtown Milwaukee for social activities. Once downtown, he uses the MCTS to get around the city. He grew up in Milwaukee County and used the public trans-

portation there — even after he could drive himself.

According to Robert, the main benefits of riding are to the environment. For example, by putting out less CO₂, it slows the rate of global warming just by a fraction. For his personal benefit, as he puts in his workday beginning at 4:00 a.m., by riding the bus he is able to decompress in the morning.

Robert would like to see the WCCE service eventually expand to weekends and reverse commutes to Washington County.

Robert's essay said, "I am saving the environment, and enough money to travel to Europe to, once again, ride their public transportation systems."

Meet Stephanie Wirsbinski, the winner of a month's worth of WCCE tickets. This Hartford resident works at the Medical College of Wisconsin and Children's Hospital. When her hours changed two years ago, she began riding the bus, catching it at the Pioneer Road stop in Richfield.

Stephanie likes being able to accomplish tasks, like paperwork, that would otherwise need to be

done at home — a



real time saver. She also likes to take advantage of the bus ride and read or catch up on some sleep. A little nap on the way home from work is pretty nice! When asked if there was anything she disliked about riding the bus, she responded that she dislikes waiting for the bus when it is cold outside.

Stephanie's response to the question of what she was saving for by riding the bus was, "My car has a lot of miles on it. I save over 11,000 miles a year by taking the bus. I have three kids, two are still in high school and active in sports. I use my car to drive them to all their activities, and let the bus drive me to work. It works out great!"

Congratulations to both Robert and Stephanie — and thank you for riding the Washington County Commuter Express.

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.

2010 SURVEY SUMMARY

Here's some interesting data we thought you might enjoy from the 2010 survey of WCCE commuters.

Thank you to all who participated in the survey.

Who is commuting?

- 90% drive their own car to the Park & Ride
- 64% have 2 vehicles at home
- 59% have a Bachelor's degree or more
- 91% work full-time
- 94% use the WCCE for work

How familiar are they with the WCCE?

- 38% have been riding WCCE for more than 4 years
- 96% are aware of the website
- 69% use the website 1-2 times a month
- **How did they learn about the WCCE?**
- 35% heard about the WCCE from a co-worker
- 18% heard about the WCCE from a friend

Where do our commuters live?

- 41% West Bend
- 14% Germantown
- 9% Hartford
- 8% Jackson
- 5% Slinger
- 4% Kewaskum
- 4% Hubertus
- 1-2 riders from: Allenton, Juneau, Campbellsport, Colgate, Lannon, Fond Du Lac, Mayville, Neosho, Menomonee Falls

COMMUTER ETIQUETTE

As the number of commuters continue to increase, resulting in more individuals on the WCCE motor coaches, it is important to remember to respect your fellow commuters with common courtesy. We are very fortunate to be using comfortable motor coaches instead of the traditional transit bus. For some riders, this is an hour commute each way. Some commuters are catching up on sleep or studying or working. Our goal is to help eliminate stress for our riders, not increase it. Listed below are guidelines to help make the commute an enjoyable ride for all individuals.

- All WCCE passengers are to act and behave appropriately while utilizing bus services.
- Be courteous of your fellow riders.
- Use only one seat per commuter unless extra seats are available; use overhead luggage compartments for extra items.
- When using cell phones, please use soft voices 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.
- If a passenger becomes offensive, threatens others, or is otherwise disorderly, the WCCE provider will report the incident in writing to the County. The County shall have the right to refuse service or impose suspension from use of the WCCE.
- Appeals regarding suspensions or refusal of service can be made to the Committee in writing.
- Any comments or suggestions, please email us at info@RideWCCE.com