

HOW TO ARRANGE FOR THE TAXI

262-238-TAXI (8294) Metro Line
262-284-TAXI (8294)

TDD: 262-284-0199

For the most efficient service, please have all of the following information ready **before** calling to reserve a taxi:

1. The date you will need a taxi.
2. The time of day you wish to be picked up. Please remember that this is NOT your appointment time. This is the time you want to be picked up.
3. Please advise if there is an appointment time.
4. Please check with the dispatcher for pick-up time the day before the ride.
5. Medical facilities will not allow Shared-Ride to pick up a patient after sedation.

In order to provide service, you will be asked to give the following information:

- Your name.
- Pick-up address (you must designate which entrance if there is more than one).
- Destination address and phone number.
- Number of passengers.
- Your phone number.
- The need for wheelchair-accessible vehicle.

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 may be scheduled to ride with you. Every attempt will be made to get you to your destination on time. Your taxi will arrive as close as possible to your scheduled pick-up time.

Information subject to change without notice.

OZAUKEE COUNTY SHARED-RIDE TAXI SERVICE

HOURS OF OPERATION

Monday-Friday: 5:00 a.m. to 11:30 p.m.

Saturday: 8:30 a.m. to 10:00 pm

Sunday: 8:00 a.m. to 6:00 p.m.

Comments or feedback about your Shared-Ride Taxi experience can be directed to Ozaukee County Transit Services, 262-238-8108.

Making a Title VI Complaint
Any person who believes he or she has been subjected to discrimination in the delivery of or access to public transportation services on the basis of race, color or national origin, may file a complaint with Ozaukee County Human Resources. Such complaint must be filed within 90 days after the alleged discrimination. For information on filing a complaint, contact:

Ozaukee County Human Resources
121 West Main Street
Port Washington, WI 53074

Local: (262) 284-8321
Metro: (262) 238-8321
Fax: (262) 284-8328
Hours: 8:30 a.m. - 5:00 p.m.

www.ozaukeetransit.com

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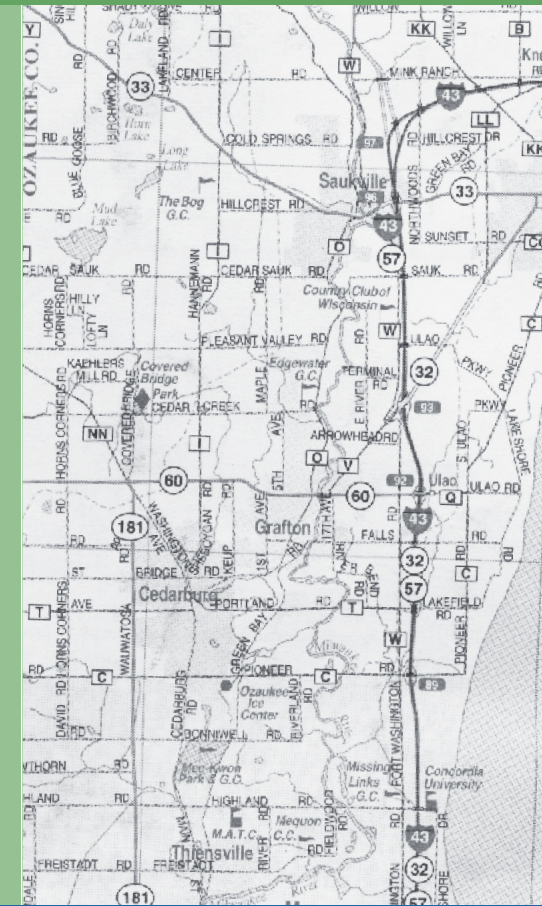
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SHARED
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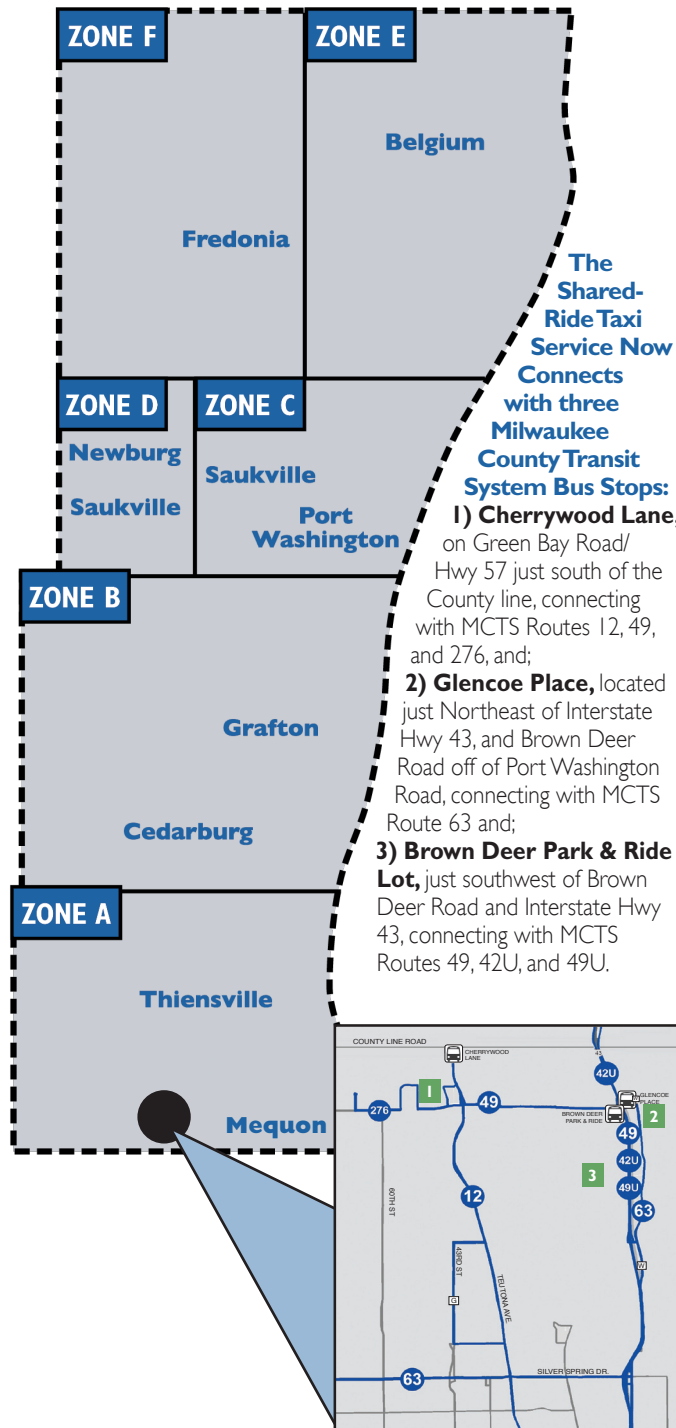
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TAXI RULES AND REGULATIONS

The Ozaukee County Shared-Ride Taxi Service is a public transportation program established by Ozaukee County and is operated under County authority. Please arrange trips using the taxi service in advance if possible.

- The Shared-Ride Taxi Service uses sedans and wheelchair-accessible vans. If needed, please request a wheelchair accessible van at the time of your call.
- All passengers must wear their seat belts at all times.
- All children under 4 or 40 lbs. must be seated in a secured child safety seat, and all 4-8 year olds that are between 40-80 lbs. must be in a child safety seat or booster seat provided by the passenger.
- **Passenger Behavior** – All Ozaukee County Shared-Ride passengers are to act and behave appropriately while utilizing taxi services. Ozaukee County Transit Services has zero tolerance for inappropriate behavior. If a passenger becomes offensive, threatens others or is otherwise disorderly, Ozaukee County shall have the right to suspend service for an individual for a given amount of time, up to and including permanent suspension from use of the Ozaukee County Shared-Ride Taxi. Determination of the length of time suspended shall be made by the Transit Director as deemed appropriate.
- All passengers must be ready and waiting for pick-up. 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 dropoff. **The taxi operator will wait up to three minutes**, before a “no-show” will be assessed. Passengers who do not come out after 3 minutes or do not cancel at least 30 minutes before their ride will be considered a no show.
- The taxi is not able to accommodate any drive-through requests.
- Eating, drinking or smoking is prohibited in the taxi.
- In the event of a “no-show,” all services for that day will be refused. A “No-Show” fine of \$3.00 for Students & Seniors/Disabled, and \$6.00 for Adults, will be collected at the next scheduled trip. Please pay by cash or check. Three “no shows” in 60 days can result in a suspension of service for one week or more!
- Service cannot be provided in areas where driveways or roads have not been cleared of snow.
- **We strongly encourage 24-hour advanced notice for all rides to ensure taxi availability for your trip, and require 24-hour advanced notice for all transfers to Washington County Taxi in Newburg.**
- Only ADA service animals allowed on board. No pets!
- Please advise dispatch of any special pickup instructions
- **A limit of (2) grocery bags or parcels that would fit on a customer’s lap are allowed on board per trip, to allow space for a maximum number of passengers.**

ZONE MAP



FARES

Based on one-way trip. Prepaid punch cards available upon request.

Within 1 zone	Within 2 zone	Within 3 zone	Within 4 zone
Adults			
\$3.25	\$4.25	\$5.75	\$7.00
Students (18 & Under)			
\$3.00	\$4.00	\$5.00	\$6.25
Seniors/Disabled (60+)			
\$2.75	\$3.75	\$4.50	\$5.75

One child (age 5 and under) rides FREE when accompanied by an adult. Any additional children ride at the student rate. Transfers to and from the Ozaukee Express are only \$1.

Zone A: Bordered by County Line Road on the South and Pioneer Road (Highway C) on the North

Zone B: Bordered by Pioneer Road (Highway C) on the South and Cedar Sauk Road on the North

Zone C: Bordered by Cedar Sauk Road on the South, Highway I on the West, and Dixie Road and Meadowlark Road on the North

Zone D: Bordered by Cedar Sauk Road on the South, the county line on the West, Highway I on the East, and River Park Road on the North

Zone E: Bordered by Dixie Road and Highway P on the South, the county line on the North, and Highway Kay-K on the West

Zone F: Bordered by River Park Road and Meadowlark Road on the South, the county line on the West and North, and Highway Kay-K on the East