



# SHARED RIDE TAXI

## JOINT PRESS RELEASE

FOR IMMEDIATE RELEASE

---

**WASHINGTON COUNTY SHARED RIDE TAXI &  
OZAUKEE COUNTY SHARED RIDE TAXI -  
DRIVER SHORTAGE AFFECTING SERVICE**

9/23/2021

The past 18 months has been a struggle for many businesses nationally, and Transit Services is not immune to these struggles. A nation-wide driver shortage is affecting the ability of Shared Ride Taxi to meet many ride requests. We always strive to accommodate as many rides as safely and efficiently as possible. At this time, Washington County Shared Ride Taxi and Ozaukee County Shared Ride Taxi cannot guarantee all rides will be available at all hours and days of normal operations, even with advance notice.

Both Counties are continuing to work with the contracted operator to remedy this situation. Driver wages have been increased to attract new, and retain current employees.

Hours of operation may fluctuate in the short term due to lack of drivers. Any changes in hours will be posted on [www.washcowisco.gov/transit](http://www.washcowisco.gov/transit) for Washington County or [www.ozaukeetransit.com](http://www.ozaukeetransit.com) for Ozaukee County. Riders will be notified by dispatchers if scheduled rides need to be cancelled.

Riders can help by calling for rides to appointments as soon as they are scheduled - a week or more ahead of time. Also, we request riders cancel any unneeded rides. Finally, please be kind to our essential workers - the drivers and dispatchers.

We would like to thank all of our riders for their patience, and all of our drivers and dispatchers for the phenomenal work they have done in this last year and half. We look forward to continued dedication as we move forward.

Anyone interested in becoming a driver can call:  
Washington County Shared Ride Taxi at 262-338-2908; or  
Ozaukee County Shared Ride Taxi at 262-284-8108.

Any questions can be directed to Joy Neilson-Loomis, Transit Superintendent via email at [transit@co.ozaukee.wi.us](mailto:transit@co.ozaukee.wi.us)

---

**Washington County Transit Services**  
2151 W. Washington Street PO BOX 285  
West Bend, WI 53090  
262-338-2908

---

**Ozaukee County Transit Services**  
741 W. Oakland Avenue PO BOX 994  
Port Washington, WI 53074  
262-284-8294