

CITY OF WEST BEND TAXI SERVICE

GO Riteway Transportation Group

1145 Lang St.
West Bend, WI 53090
(262) 334-3096

West Bend Shared-Ride Clients,

The West Bend Shared-Ride Taxi since its inception, is a “Shared-Ride” service operated on a “first come – first serve” basis. The West Bend Shared-Ride Taxi is not a subscription service guaranteeing rides for certain persons (or organizations) for a specific time. The ability to provide prearranged rides is subject to this “first come – first serve” policy.

Scheduling of transportation:

1. ALL appointments must be scheduled through the office (drivers are not permitted to schedule appointments).
2. If you desire transportation on a reoccurring basis (e.g. weekly), it is necessary to call the office on the Saturday, Sunday or three days prior to the week of your appointment. Inquire with the order desk/dispatch for more details.
3. Be sure to provide accurate information: name of rider, pick up date, time of pick up, phone number (if applicable), pick-up address and destination, and wheel chair lift (if applicable).
4. Multiple stops must be approved in advance by the order desk/dispatcher.
5. Eleven vans are used to provide service for the City of West Bend. The actual pick-up time can vary up to 30 minutes from the scheduled pick-up time. Please keep this in mind when scheduling your pick-up. The 30-minute response time is a **GOAL**, not a guarantee, especially in bad weather or even on very busy days.
6. We close promptly. You must call at least 60-minutes prior to closing to ensure a ride. Our card with days & times of service is enclosed.

Passenger rules:

1. The customer is responsible for making and canceling any appointments – clinics, daycare, etc. This includes students using this service for transportation to and from school. You must call to cancel when there is no school. Failure to do so will be considered a “NO SHOW”.
2. Because of the high demand for the taxi service, the driver will wait at your scheduled pick-up location for three (3) minutes only. If the taxi is running a little behind schedule, it is in your best interest to be ready and watching. If no one boards the van within three (3) minutes of its arrival, the driver is instructed by the dispatcher to continue on with next pick-up. Failure to appear for your scheduled pick-up is considered a “NO SHOW”.

3. Three (3) “NO SHOWS” will result in suspension from the taxi service for one (1) month.
4. Payment must be made at the time of pick-up. Failure to do so will result in denied boarding. Punch/coupon cards can be purchased at the office or through driver for advance ridership. Non-sufficient checks will result in cancellation of your ridership privileges until balance is paid in full.
5. No refunds are given. Trip fares are subject to change each year. Check with the office in October for upcoming fare changes.
6. Maximum of 2 carry-on packages per person is allowed as space is limited on the vans. This rule is strictly enforced.
7. For the safety and comfort of our customers and employees bad conduct will not be tolerated. Passengers can and have been denied for inappropriate behavior, including but not limited to: foul language, drunkenness, harassment, eating, drinking and not staying seated/buckled while the taxi is moving. All vehicles are smoke free.
8. To ensure that reduces or special fares are correctly applied, we reserve the right to ask for proper identification to verify age or disability status.
9. Transportation outside the city limits (maximum three miles) may be available at an additional charge of \$1.00 per mile in cash. Punch cards cannot be substituted for extra mileage charges.
10. Liability concerns restrict the driver’s ability to enter your home/business beyond your exterior doorway. Drivers may not assist wheel-chair passengers up or down steps. The City of West Bend Taxi Service is a Curb to curb service.
11. Taxi-related incidents are documented and may result in temporary or permanent suspension of ridership.
12. In inclement weather the taxi service reserves the right to change ride status to “essential rides only”. It is at the discretion of the order desk/dispatcher and/or service manager to deem if a ride is essential.
13. Rules, fares and policies are subject to change by the City of West Bend.

Please remember - Riding the taxi is a privilege, not a right, and your cooperation is greatly appreciated. Contact GO Riteway (262) 334-3096 if you have any questions or concerns regarding the West Bend Shared-Ride Service.