



All Vehicles Are Ramp or Lift Equipped

Working to provide affordable transportation options for the growing number of Walworth County's seniors, disabled citizens, individuals seeking entry-level employment, and individuals who cannot drive or choose not to drive....

- Nearly one out of every seven Walworth County residents reports an income below the national poverty line.
- Twenty-two percent of Walworth County's residents fall into the elderly or disabled demographic (~23,000 people).
- Roughly one third of all Walworth County households include at least one member who is aged 60 or older.

Walworth County Administration Department

Walworth County
Government Center
100 West Walworth Street
PO Box 1001
Elkhorn, WI 53121

Phone:
(262) 741-4352

Fax:
(262) 741-4390

*E-mail: [astanek@
co.walworth.wi.us](mailto:astanek@co.walworth.wi.us)*

www.wal-to-wal.com

*Information in this
brochure is current as of
April 2017*

Wal-to-Wal DIAL-a-RIDE

User's Guide



*A shared ride public transit
option for travel anywhere in
Walworth County*

Call (262) 723-4402

Hours of Operation

6am to 7pm Weekdays

7am to 5:30 pm Saturdays

One Way Fares

Effective April 2017

\$2.50 Seniors (60+) - children
under 18 - disabled riders

\$3.50 Adults (18+) traveling
within one community's
corporate limits

\$5.00 All other adult trips

\$8.00 Public or private
agency prepaid trips
regardless of category

Punch tickets/tokens not honored

Call 262-723-4402

Hours of Operation

6am to 7pm Weekdays

7am to 5:30 pm Saturdays

All DIAL-a-RIDE drivers are drug tested, licensed and CPR trained and all vehicles are camera equipped.

www.wal-to-wal.com

In accordance with Title VI of the Civil Rights Act of 1964, Walworth County will ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participating in, or denied the benefits of, or be subject to discrimination under any County program, or activity receiving federal financial assistance. The county further will ensure that federally supported transit services and related benefits are distributed in an equitable manner. Anyone who believes that their transportation rights under Title VI have been violated should contact: astanek@co.walworth.wi.us.

Customer Responsibilities

(Subject to periodic update and revision)

- We are sorry but no eating, drinking or smoking is allowed in the vehicle.
- A “no-show” for a scheduled ride without notice will result in suspension of service for that day. Multiple “no-shows” result in longer suspensions.
- A “no-show” is defined as a customer not being ready to depart more than 5 minutes after the scheduled pick-up time, scheduling a ride but not having the fare, or not cancelling a ride with at least a 2 hour notice.
- Only cash can be accepted. Drivers will attempt to make change but please try to have correct fare. Bills larger than \$20 cannot be accepted.
- Seat belt use is mandatory. All WI motor vehicle regulations apply.
- If arranging rides for more than one person you must notify the dispatcher. Rides for children under age 18 must be called in by an adult.
- Children under the age of 8 require an adult companion.
- Multiple destination trips must be negotiated in advance and will require additional fares. Trips through a drive-up window are not possible.
- A maximum of two shopping bags (or similar sized parcels) is allowed per customer (this is to allow adequate space for others).
- Disorderly behavior, threats, or abusive language toward drivers or other customers will result in a suspension of services .
- Service cannot be provided in areas where accumulated snow has not been cleared (driveways, private roads, parking lots, etc.).

QUESTIONS?

Can I request service with short notice?

Same day trips require at least one hour advance notice and cannot be guaranteed. For best service we suggest calling a day in advance.

Do I have to be elderly or disabled to use DIAL-a-RIDE service?

The service is available to the general public for any trip purpose.

How is DIAL-a-RIDE different from Walworth County Senior and Disabled Transportation Services?

Although they are both provided by the same operator they have different funding sources and program requirements. Questions asked when you call will determine which service you qualify for.

Why can't I get DIAL-a-RIDE service if both my trip origin and destination are within Whitewater's City Limits?

The City of Whitewater has its own shared-ride service available by calling Brown Cab at (920) 563-6303.