



All vehicles are ramp or lift equipped. Heavier passengers with over-sized mobility devices should request dispatch for a lift-equipped vehicle to maximize their safety. Reasonable modifications to service will be made to meet the needs of individuals with disabilities.

*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 senior 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.

*Sponsored by:*  
**Walworth County  
Administration  
Department**

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

**Information in this brochure is  
current as of July 2020**

**To order brochures  
(Spanish or English):**

**Phone:  
(262) 741-4357**

**Fax:  
(262) 741-4390**

**E-mail:  
walcotransportation@co.walworth.wi.us**

[www.wal-to-wal.com](http://www.wal-to-wal.com)

*"This program is funded in part by the  
Federal Transit Administration (FTA) as  
authorized under 49 U.S.C. § 5311 Formula  
Grants for Rural Areas (CFDA 20.509)."*

# 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**

**BY 4:00 PM THE DAY BEFORE**

**Hours of Operation**

**6:00 AM to 7:00 PM Weekdays**

**7:00 AM to 5:30 PM Saturdays**

**[www.wal-to-wal.com](http://www.wal-to-wal.com)**

## One Way Fares

**Effective April 2018**

**\$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

**6:00 AM to 7:00 PM Weekdays**

**7:00 AM to 5:30 PM Saturdays**

All DIAL-a-RIDE drivers are drug  
tested, licensed and CPR trained.

All vehicles are camera-equipped.

**[www.wal-to-wal.com](http://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: [nhill@co.walworth.wi.us](mailto:nhill@co.walworth.wi.us).

## Customer Responsibilities (updated)

- Rides should be requested by 4pm the day before service is scheduled. Same day ride requests will only be honored if a driver and vehicle are available --- which may not always be the case.
- Sometimes drivers may arrive as much as 10 minutes early. You will be allowed to start your trip early if you are ready. Drivers are required to wait only 5 minutes past your pick-up time.
- If, for some reason, you need to cancel your ride, PLEASE do so as early as possible. This may free up a van and driver for another passenger.
- A “no-show” for a scheduled ride without notice will result in suspension of service for that day. Multiple “no-shows” result in longer suspension.
- Only cash (or special vouchers) can be accepted. Seat belt use is mandatory. All Wisconsin 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.
- No more than two shopping bags are allowed per customer.
- 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?

Why all of the changes in service policies? (see the panel to the left)

**Demand for DIAL-a-RIDE trips has tripled in the first year of service. At the same time, the number of people requesting a ride and then not being there when a ride is scheduled has gotten as high as one out of every 10 ride requests. Changes were needed to be able to better keep up with demand.**

Why am I asked so many questions when I first register for service?

**VIP Services provides many different transportation services. Answers to the questions being asked help determine the type of service and fare. They also help determine if a vehicle with a lift will be required to transport you safely.**

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.**