



MILWAUKEE COUNTY TRANSIT SYSTEM



New option for Taxi riders effective 7/1/2009

Please click on the link below to view important information regarding changes to Taxi service for Transit Plus Clients effective 7/1/2009. If you have questions, please call the Transit Plus office at 414-343-1700.



TRANSIT PLUS

NEW INFORMATION ON TAXI SERVICE

BEGINNING JULY 1, 2009 THERE WILL BE AN ADDITIONAL TAXI OPTION FOR TRANSIT PLUS CLIENTS WHO USE TAXI SERVICE. A NEW TAXI DISPATCH PROVIDER HAS BEEN ADDED.

IF YOU WISH TO TRAVEL USING A TAXI YOU MAY CALL ONE OF THE FOLLOWING NUMBERS:

AMERICAN LOGISTICS: 1-877-762-6061 (TOLL FREE)
(Attach the enclosed sticker to the back of your Transit Plus ID card.)

AMERICAN UNITED: 414-220-5000

***Only call when you are actually ready to leave.**

DO NOT call both taxi companies for the same ride!! This may result in an additional charge to you and/or suspension of service.

A reminder on how taxi service under the Transit Plus program works:

1. Show the driver your Transit Plus identification card.
2. You pay the first \$3.25 for the ride.
3. You also pay the remainder of the meter amount after it reaches \$14.60. (Approximately a 3 mile ride)**
4. If you are receiving tickets from Milwaukee County you MAY NOT pay the additional amount using a ticket. **You must pay cash.**

**If you plan to make a trip that is longer than about 3 miles please plan ahead and consider using your van provider for the trip. If you take a longer taxi trip you will be required to pay cash for any meter amount over \$14.60

OTHER CHANGES TO TAXI SERVICE:

Drive-Through Trips

Drive-through trips are no longer allowed. If you need to pick up a prescription or wish to go to a drive through restaurant you must book a trip to your destination, get out of the cab and call for a return ride. A fare (and any overage) must be paid for both trips.

No Shows

The taxi driver must pull up to the pick up address and wait five minutes from the time of arrival before he is able to mark your trip a no-show.

Be ready and waiting for your taxi. Taxi drivers are not required to assist you from the door, or to wait more than five minutes once they arrive at the pick up location. Be very specific about the address for pick up.

If you call for a taxi and are not available within five minutes from when the driver arrives, your ride may be considered a no-show. If the driver arrives within one hour from the time of your request and you no-show, your ability to use a taxi may be suspended. **If your service is suspended, you will be required to pay a \$5 no-show fee to Transit Plus before taxi service is reinstated.**

Please be sure to document instances where a driver does not show up to service the ride, and contact the Transit Plus office.

Please note that during times of high demand or bad weather, your taxi may not arrive within one hour from your ride request.

If you request a ride and no longer want a ride, you must call immediately to cancel your order.

If you have further questions or comments, please contact the Transit Plus office at 414-343-1700.