



*A Public Transportation*

Effective April 1, 2016

INFORMATION  
&  
RESERVATIONS

715-424-4595

Complaint forms are available:  
Website: [www.wirapids.org](http://www.wirapids.org)  
Phone: 1-715-423-7818

**Service Area**

River City Cab, a "shared-ride taxi service", provides door-to-door service within the Wisconsin Rapids city limits and the surrounding communities, including, but not limited to, Kellner, Vesper, Port Edwards, Nekoosa and the Town of Rome. Priority is given to passengers within the Wisconsin Rapids city limits.

River City Cab is a demand response taxi service which picks up passengers based on advance reservation and delivers them to their destination using the most appropriate route.

More than one passenger may be picked up during any trip to be delivered to their destination of choice. A passenger changing their choice of destination while being transported may result in a delay to their destination and may not guarantee their arrival at their desired time.

**Hours of Service**

Monday - Thursday	5:00 am - Midnight
Friday-Saturday	5:00 am - 3:00 am
Sunday	7:30 am - 4:30 pm

Wheelchair service is provided 7 days a week, however, time limitations may vary.  
*(No service on New Year's Day, Memorial Day, Labor Day, Thanksgiving Day, Christmas Day)*  
*(Closed at 5:00 pm on Christmas Eve)*  
*(Last call before closing: 1/2 hour within city limits, 1 hour out-of-city limits)*

**DELAYS**

River City Cab is a "shared-ride taxi" service. Please allow adequate travel time to and from you appointments. Other passengers are scheduled to ride with you and additional time is needed to assist ADA passengers. Also, other factors such as weather and the train system, can create delays. WE WILL MAKE EVERY ATTEMPT TO SERVICE YOU AS REQUESTED.

**FARES**

(no bills larger than \$20.00 please)

Senior (60+ yrs)	\$ 2.00 one-way
ADA (qualified)	\$ 2.00 one-way
Regular (18-59)	\$ 3.50 one-way
Student (6-18)	\$ 2.75 one-way
Mid-State Tech College Student (within the Wisconsin Rapids city limits)	\$ 3.75 one-way
Pre-School (under 5)	No charge with adult to same destination
Pre-School (under 5) ( if dropped at pre-school. Regular fare for adult)	\$ 1.00
Out-of-city limits (beginning from Wis. Rapids city limits to destination. \$1.00 for each extra passenger)	\$ 1.25 per mile
No-Show	Must pay double fare at time of next pickup.

**Reservations  
715-424-4595**

For passengers not needing wheelchair or other special services, reservations are taken during service hours. A dispatcher will take your information and designate a pickup time. Please call at least 2 hours in advance. Do not leave a message on the answering machine. If you have an appointment time (such as a doctor's appointment), be prepared to be picked up at least 1/2 hour before your appointment time.

For passengers needing wheelchair or other special services, reservations are required at least 48 hours in advance. Please call Monday through Friday, 7:30 am - 5:00 pm. Do not leave a message on the answering machine after hours.

**Information required when requesting service:**

- Name
- Phone Number
- Day of the week, date, and appointment time
- Pickup location
- Destination location
- Number of passengers
- Will assistance be needed

## Policies

### RIVER CITY CAB SERVICE:

- Provides door-to-door service to assist passengers with packages (apartment buildings is front door, not passenger's apartment door).
- Does not transport bicycles, furniture or other large items. (Packages are limited to 25 lbs. Size of package is at discretion of driver).
- Provides special vehicles for wheelchair and mobility device passengers. (Requires reservations at least 48 hours in advance). Drivers will not carry folded wheelchairs.
- Provides service both within city-limits and outside the city-limits, with priority given to passengers within the city-limits.
- Allows drive-thru's for banks only.
- Allow drivers may only wait for a passenger if it is a parent of a young child(ren) being picked-up or dropped-off for school or day-care.
- Wait time is 3 minutes past reservation time or upon arrival.
- Allows service animals if properly leashed. All other animals (non-service) must be in a secured, portable container.
- Does not allow free rides.
- Will refuse future transportation to passengers if fare is unpaid or consistently No-Show.
- Will collect double-fare for no-show passengers that call back for a ride.

### PASSENGERS MUST:

- Wear a seat belt.
- Provide a proper child-restraint seat for each child 8 years old or younger. Passenger is responsible for properly securing the seat in the taxi.
- Provide their own wheelchair and step stool
- Be ready and waiting for your taxi.
- Limit conversation with the driver.
- Be considerate of other passengers by using proper personal hygiene habits.

## Policies, continued

### PASSENGERS MUST NOT:

- Use alcohol or tobacco products in the vehicle.
- Drink or eat in the vehicle.
- Verbally or physically abuse, threaten or attack any other passenger, driver or dispatcher.
- Bring any guns, firearms or other weapon not authorized by law onto the vehicle.
- Carry onto any vehicle hazardous material that could cause injury or damage to others.
- Engage in any activity which would distract the driver's attention from operation of the vehicle.
- Engage in any lewd or offensive conduct or indecent exposure.
- Leave food, wrappers, empty bags, or other garbage on the seats or floor.
- Make any marks, etchings, cuts or otherwise damage or deface seats or other City property.
- Operate cameras with a flash.
- Place anything on the floor that may roll or move when unattended.
- Play any radio, tape recorder, electronic devices, or musical instruments except through an ear phone.
- Put your feet on the seat, on the back of the seat, or against the wall.
- Release bodily fluids (blood, urine, feces, vomit, excessive salivation and/or other bodily fluids).
- Solicit for donations or signatures, distribute any form of literature, or sell paper, merchandise, etc.
- Throw objects within the vehicle.
- Use loud or offensive language.

Passengers violating River City Cab's policies and/or rules are subject to removal, citation or arrest.

## TITLE VI Notice to the Public

### Notifying the Public of Rights Under Title VI

## RIVER CITY CAB

- ✓ **River City Cab** operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with **Wheels of Independence, Inc.**
- ✓ For more information on the **River City Cab** civil rights program, and the procedures to file a complaint, contact 715-423-7818, email [woi\\_rcc@wctc.net](mailto:woi_rcc@wctc.net), re: Title VI Complaint ; or visit our administrative office at 2703 Industrial Street, Wisconsin Rapids, WI 54495.
- ✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact Wheels of Independence, Inc.: 715-423-7818, Fax: 715-423-8283, to arrange interpreting services.
- ✓ Si la información se necesita en otra lengua, entre en contacto con Wheels of Independence, Inc.: 715-423-7818, Fax: 715-423-8283 para organizar servicios de interpretación.
- ✓ Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-423-7818, Fax: 715-423-8283 npaj txhais tau cov kev pab cuam.

*Spanish/Hmong*