

## SERVICE INFORMATION

### For Efficient Service

It takes less time on our part if you have all the information for your reservation before you call the taxi. Please see, "How To Make A Reservation."

### How To Make A Reservation

When calling to reserve a taxi, please have the following information ready:

1. The date you need a taxi.
2. Time of day that you wish to be picked up.
3. You will then be asked to provide the following information:
  - your name
  - departure address
  - destination address
  - phone number
  - number of passengers
4. If you need to make a return reservation, please do so at this time.

When making your reservation, please give the time you wish to be picked up - **NOT** your appointment time. Taxi reservations can be scheduled in advance starting at 10:00 a.m. on Fridays for the following week only.

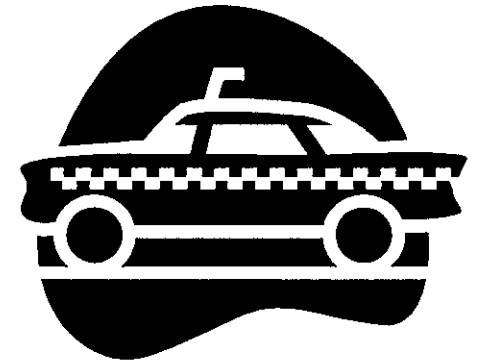
### Allow For Short Delays

We are a "Shared Ride Taxi" service, therefore please allow adequate travel time to and from your appointments and keep in mind that other passengers are scheduled to ride along with you. So please allow for some delays. The taxi will get behind periodically. Every attempt will be made to get you to your destination on time. Should the taxi be late by 10 minutes or more, please call to check if an error has been made in your reservation.

**Cancellations:** Please give a 30 minutes notice prior to your reservation time.

## POLICIES OF SERVICE

- We will not service problem passengers.
- No Smoking, Eating, Drinking or Abusive behavior will be allowed in the Taxi. Passengers who chose to violate this policy will be asked to exit the vehicle.
- Service to areas outside of the city limits is subject to taxi availability.
- We are a curbside taxi service **only**.
- Drivers can not make change for large bills. Please try to have the exact fare.
- Drivers do not assist passengers to, from or into their residence.
- Drivers will not leave their vehicle to enter a business or a residence to notify passengers of their arrival. Passengers should be ready and waiting.
- The taxi does not go through drive-thrus.
- A maximum of 2 grocery bags, parcels of equal size, or laundry baskets allowed on board per person per trip. We do not transport furniture, bicycles, or other large items. We need to allow space for a maximum number of passengers.
- Animals will not be transported unless they are in a pet carrier. This excludes guide dogs for sight impaired passengers.
- Taxi Tickets with any part of the ticket code number missing or altered will not be accepted.
- Passengers can be refused service if fare is not paid upon departure.
- Drivers, upon arrival will wait only 3 minutes past your appointment time.
- No Show's and COA's (cancel on arrival) are subject to paying \$3.25 charge prior to future service. \$6.50 if departure address is outside the City Limit.
- A 25¢ gas surcharge may be applied to the base fare on days that fuel prices surpass the WisDOT Section 85.20 approved fuel allowance.



A SHARED RIDE TAXI SERVICE

**125 N. Rural Street  
Hartford, WI 53027**

**PHONE: (262) 673-8223**

**TDD: (262) 673 - 8224**



EFFECTIVE: JANUARY 1, 2017

## GENERAL INFORMATION

### Hartford City Taxi Service Area

Service area for the City Taxi includes the City of Hartford and 1 mile outside of the city limits, with the exception of the Aurora Health Center in Slinger. Service will still be provided in Dodge County up to a 10 mile limit.

### Special Trips

The Hartford City Taxi provides out of town service to and from Hartford ONLY with advanced notice of 5 to 7 days going TO the Milwaukee Airport and TO/FROM the Milwaukee or Columbus Amtrak Station or the Milwaukee Greyhound Station. Confirmation to be made only with the availability of a second driver and a vehicle.

### Radio/Telephone System

The Hartford City Taxi is equipped to take calls in the vehicle on weekends and during non-supervised office hours. To help the driver better serve you, please follow these steps:

1. Upon pickup of your call and driver identification of City Taxi a BEEP will follow, then you may speak. (If you talk before the beep the driver will not hear you.)
2. When the driver responds and speaks to you, wait again for the BEEP signal to sound. At this time you may speak.
3. When you are finished, pause and the BEEP will signal again for the driver.

The radio/phone is set up on a time system and will disconnect after 3 minutes. If you are disconnected and have not completed your call, please call again. Have all of your taxi information ready for the driver **before** you call for a reservation. Please see, "How To Make A Reservation."

## HOURS OF SERVICE

### Hours of Service

#### • January through May & September though December

Sunday.....9:00 a.m. to 4:00 p.m.  
Monday - Friday.....6:00 a.m. to 9:00 p.m.  
Saturday.....8:00 a.m. to 8:00 p.m.

#### • June through August (Summer Hours)

Sunday.....9:00 a.m. to 4:00 p.m.  
Monday - Friday.....6:00 a.m. to 8:00 p.m.  
Saturday.....8:00 a.m. to 8:00 p.m.

\*Please remember that the drivers first pick up in the morning is 15 minutes after the hour. Also, at the end of the day the last pick up is 15 minutes before the advertised time of closing.

### Holidays

The Hartford City Taxi Service is closed on Holidays. Notice will be posted in Taxi vehicles and advertised on the Hartford Radio Station WTKM, Local Cable access channel and in the Hartford Times Press. A notice will also be on the Taxi's outgoing message.

### Special Needs



The Taxi vehicles are wheelchair accessible. When making taxi reservations, **notice must be given** if the passenger is in a wheelchair or if you need curbside assistance into the vehicle. We are a curbside service only, so please arrange for special help if needed. Additional time is needed to service wheelchair passengers. Please be considerate of other passengers.

## FARES

### City of Hartford Taxi Fares

- Senior/Handicap with "Taxi Card".....\$ 3.25
- All passengers with "Taxi Ticket".....\$ 3.25
- All passenger without "Card/Ticket"....\$ 3.50
- Children 3 and under.....FREE

**(Children 3 & under must be accompanied by a responsible person)**

- Wait Charges..... .25¢ per minute
  - Package Pick Up Delivery...\$ 6.50 per trip
- (Within City Limits ONLY)**

### Out of City Limits Charges

- All passengers.....\$ 3.50
  - Out of Town (per mile).....\$ 1.25
- (All Taxi Fares & Out of Town Charges are per passenger, per trip)**

### Special Trip Charges

1 - passenger.....\$ 46.50  
Each additional passenger.....\$23.50

### Taxi Tickets/Cards

#### **(City Residents ONLY)**

Taxi Tickets (8 tickets per sheet) are available at the Recreation Department during office hours only. You may also order tickets in advance through the dispatcher 8am until 4pm Monday through Friday. Cost is \$26.00 a sheet. Taxi Discount Card applications are available at the Taxi office or through the taxi driver. Only city residents that are seniors (60 and older) and handicapped customers are eligible for the Taxi Discount cards.

