



Washington County Highway Department

Commissioner: Scott Schmidt PE, PLS

Process for Reasonable Modification Requests for Individuals with Disabilities

The Washington County Transit (through the contract service providers) providing public transportation, shall respond to individuals with disabilities with requests for reasonable modifications to policies and procedures. Please reference The Washington County Transit Policies and Procedures for Riders and Providers.

This document is on the website: www.ridewcce.com

Also available by request.

- 1) An individual with a disability requesting a reasonable modification shall describe what they need in order to use the transit service.
- 2) When feasible, the individual with a disability requesting a reasonable modification shall give a minimum of a day advanced notice prior to a scheduled ride by either phone or mail. This is in order to have an enough time to process and review the request. Email maybe an option, but emails are **not** guaranteed to be monitored on a daily basis.

By phone... Washington County Shared Ride Taxi Dispatch
1-888-285-8294 or 262-338-2908

By mail... Attn: Transit Manager
Washington County Highway Department
900 Lang Street
West Bend, WI 53090

Or
Washington County Shared Ride Taxi
510 Schoenhaar Drive
West Bend, WI 53090

By email... taxi@ridewcce.com (note: emails are not guaranteed to be monitored on a daily basis).