



To Schedule a Ride:

Contact Walworth County Connect at VIP Services Transportation

Phone: 262-723-4402

Email: transportation@vip-services-inc.org

Visit WalworthConnect.com to learn more about Share and Care rides and how Walworth County Connect can help get you where you want to go.

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: walcotransportation@co.walworth.wi.us.

Reservations: What do I need to know?

1. Reservations are required and are based on availability.
2. Request rides when the ride date and time are known. A flexible date and time allow more rides to be accommodated.
3. The Share Ride program requires a minimum of 24-hour advance notice from the pickup time.
4. The Care Ride program requires a minimum of 48-hour advance notice from the pickup time.
5. Same-day ride requests may be accommodated if a driver and vehicle are available.
6. Routine or repeating rides are allowed for dialysis appointments, employment, and education purposes up to one month at a time.
7. Riders with a wheelchair or mobility device should advise the dispatcher of the size of their device when requesting a ride so a proper vehicle is dispatched.
8. Multiple trips must be arranged in advance and require additional fares.
9. Drive-thru trips are not allowed.
10. If arranging rides for more than one person, you must notify the dispatcher when requesting the rides.
11. Rides for children under age 18 must be called in by an adult. Children under the age of 8 require an adult companion.
12. **If a rider needs to cancel a ride, PLEASE do so as early as possible. This may free up a vehicle and driver for another rider.**



Walworth County Connect Transportation Services are provided in cooperation with the Wisconsin Department of Transportation and is managed by the Walworth County Administration Department

Contact us:

Walworth County Government Center
100 West Walworth Street
Elkhorn, WI 53121
www.WalworthConnect.com

The County currently contracts with VIP Services, Inc., a 501(c)(3) non-profit organization located in Elkhorn, to provide transportation services for both programs.

The Share Ride 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).

Rider Guide information is current as of October 2025 and is subject to change without notice. Program questions, ordering of rider guides (Spanish or English), and agency vouchers should be directed to the County Transportation Mobility Manager at 262-741-4356 or via email at walcotransportation@co.walworth.wi.us.



CARE RIDE SHARE RIDE

Connecting our community, one ride at a time.

Schedule a Ride: 262-723-4402

Visit: WalworthConnect.com

Rider Guide



Shared-Ride Taxi Program:

This shared ride service is available to the general public for any trip purpose within Walworth County, offering curb-to-curb service or door-to-door upon request. The entire county is fully served by Share Ride except rides starting and ending in the City of Whitewater, which are not included due to federal funding rules.

Important: Share Ride requires 24-hour advance notice to ride.

One Way Fares: Effective Jan. 1, 2024

Shared-Ride Pricing	
Fare	Category
\$3.00	Seniors (age 60 and older) Children (under age 18) People with Disabilities
\$5.00	Adult (age 18 years and older) travelling within one community's corporate limits
\$6.00	All other adult trips
\$11.00	Agency prepaid trips regardless of category

Share Ride Hours of Operation:
 6:00 AM to 7:00 PM Weekdays
 7:00 AM to 5:30 PM Saturdays
 8:00 AM to 6:00 PM Sundays

No service on the following holidays:
 New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, & Christmas Day

Please note our Service Policies:

These policies are in place to make everyone's journey safe and efficient for all riders and drivers. Thank you for your cooperation!

1. Our services are shared ride, meaning more than one rider may be in a vehicle at the same time.
2. All vehicles are equipped with cameras and a ramp or lift.
3. All drivers are drug tested, licensed, caregiver-background checked, and CPR certified.
4. Drivers may arrive as much as 10 minutes early. Riders will be allowed to start their trip early if they are ready.
5. Drivers are required to wait up to 5 minutes past the scheduled pickup time.
6. Drivers can only accept cash or agency vouchers for rides.
7. Seat belt use is mandatory. All Wisconsin motor vehicle regulations apply.
8. Eating, drinking, smoking, or vaping is not allowed in the vehicle.
9. A maximum of two shopping bags are allowed per rider. This is to ensure adequate space for other riders.
10. Disorderly behavior, threats, or abusive language toward drivers, transportation office staff, or other riders will result in a suspension from the County's transportation services.
11. Service cannot be provided in areas where accumulated snow has not been cleared (driveways, private roads, parking lots, etc.).
12. Reasonable modifications to service will be made to meet the needs of people with disabilities.

No-Show Events – what are they, and what do I need to know as a rider?

We understand things can happen at the last minute to prevent a rider from fulfilling a scheduled ride, but please note our expectations:

1. A 'No-Show Event' is defined as:
 - Not being ready to depart more than 5 minutes after the scheduled pickup time
 - Scheduling a ride but not having the fare
 - Refusing a scheduled ride
 - Not cancelling a ride with at least a 2-hour notice prior to the scheduled pickup time; also known as a 'Late Cancellation'
2. A 'No-Show Event' for a scheduled ride without notice will result in suspension of service for that day.
3. Multiple 'No-Show Events' within a certain timeframe will result in suspension from the County's transportation programs.

Program policies are available at: www.WalworthConnect.com



Specialized Transit Program:

This program provides rides outside the county for non-emergency medical appointments for Walworth County residents who are age 60 and older, people with disabilities, and qualified Veterans. The Care Ride service provides door-to-door service primarily within a 70-mile radius of Elkhorn, WI.

Important: Care Ride requires 48-hour advance notice to ride.

One Way Fares: Effective Jan. 1, 2024

Care Ride Pricing	
Fare	Category
\$18.00	Medical trips to: Beloit, Burlington, Fort Atkinson, Harvard, Janesville, Mukwonago
\$30.00	Medical trips to: Johnson Creek, Kenosha, Madison, Milwaukee, Monroe, Racine, Rockford, Waukesha

Care Ride Hours of Operation:
 6:00 AM to 7:00 PM Weekdays
 7:00 AM to 5:30 PM Saturdays
 No Service on Sundays

No service on the following holidays:
 New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, & Christmas Day

