

## Paratransit Levels of Service & Fares

Basic – Basic Service is origin to destination transportation designed to pick-up and drop-off riders near the front door. This is also referred to as curb-to-curb. (\$2.00 one-way during OTS bus hours\*)

Premium - Premium Service is when driver assistance is requested by the rider beyond the vehicle. It is triggered when the driver leaves the vehicle unattended for a substantial amount of time, the vehicle is out of the driver's sight, or when assistance is requested beyond basic service. (\$3.00 one-way during OTS bus hours\*)

After-Hours - Beyond OTS bus hours, the service is available 24 hours a day, 7 days a week. After-hours trips include all service provided outside of OTS bus hours\*, on observed holidays, or on Sundays. (\$5.00 one-way)

\*OTS bus hours are 6:15 am—6:10 pm, Monday-Saturday.

One personal care attendant per program user is permitted to ride free. One companion may accompany a program user, but must pay the same fare as the user and share the same origin and destination. More companions may ride if space is available. Information about accompanying riders is provided to dispatch when the ride is scheduled.

### OTS Bus Fares (with ADA card)

Oshkosh City Bus Routes—50 cents

Bus service to Neenah—\$1

*All OTS fares are subject to change.*

## Rider Policy

To request a copy of OTS's complete rider policy, please call: 232-5341 or email: [transit@ci.oshkosh.wi.us](mailto:transit@ci.oshkosh.wi.us)

### Paratransit Customer Feedback:

To provide feedback about the service, please feel free to call 920-232-5341 or email [transit@ci.oshkosh.wi.us](mailto:transit@ci.oshkosh.wi.us).

OTS welcomes customer feedback.

### How to Schedule a Ride?

- For ambulatory users (green card), call City Cab at (920) 235-7000
- For non-ambulatory users (yellow card), call Cabulance at (920) 426-3900

### Please schedule your ride at least one day in advance.

Riders should be prepared to provide the dispatcher the following information: first name; last name; phone number; program used or card color; how they intend to pay the fare; origin address; destination address; accompanying companion(s), if needed; accompanying equipment (e.g., oxygen tank and respirators); and desired arrival time.

OTS paratransit programs are funded by the City of Oshkosh, Winnebago County, State of Wisconsin, Federal Transit Administration, and user fares.

## OSHKOSH TRANSIT SYSTEM

926 Dempsey Trail, Oshkosh, WI 54902

Phone: 920-232-5340

Fax: 920-232-5343

E-mail: [transit@ci.oshkosh.wi.us](mailto:transit@ci.oshkosh.wi.us)

Web: [www.oshkoshttransit.com](http://www.oshkoshttransit.com)

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# ADA Paratransit Program Information



# OTS

## OSHKOSH TRANSIT SYSTEM

926 Dempsey Trail  
Oshkosh, WI 54902

## Service Description

As required by the Americans with Disabilities Act, Oshkosh Transit System (OTS) offers paratransit service to individuals with disabilities within the City of Oshkosh whose condition prevents them from using the bus service. This is a shared-ride, demand response sedan or lift-equipped van service provided through a contract with Cabulance and City Cab.

### How to become eligible?

You must apply for an Americans with Disabilities Act (ADA) card with the American Red Cross office to receive benefits. You will need to certify in writing that you have a qualifying disability that prevents you from using OTS bus service and need ADA paratransit service. The review process may require you to get a medical examination by a medical provider designated by the City.

### To request an ADA application:

Please contact the American Red Cross office at 231-3590. Or download the application at: [www.oshkoshtransit.com](http://www.oshkoshtransit.com)

Mail or hand deliver completed applications to:

American Red Cross  
515 S. Washburn St., Suite 201  
Oshkosh, WI 54904

### Benefits\*

You are entitled to several benefits with an ADA card. Sedan service is provided to ambulatory riders with disabilities. This program is called Dial-a-Ride ADA. Program users receive a green ID card. For riders with wheelchairs, Cabulance service (lift-equipped vans) is provided. Cabulance users receive a yellow ID card.

Either service can be used for any purpose you choose as long as your travel is within the city limits of Oshkosh. See the "Levels of Service" section of this brochure for more info on costs and service hours.

\*If an individual with disabilities is able to use the bus for certain trips during bus hours, the individual must utilize the fixed-route bus routes for those trips. Your ADA card allows you to ride OTS buses for half the cash fare.

### Important Service Policies

**Advanced Scheduling – Rides**  
should be scheduled at least one day in advance (at least the day prior to the requested trip—for next day service).

**Same Day Scheduling**—Same day service should only be requested when circumstances out of the rider's control would not allow for advanced scheduling. Riders requesting same day service may be denied service, if advanced scheduled demand consumes system capacity. If same day service can be provided, riders may experience longer wait times and/or delayed pick-up times.

**Card**—All eligible riders will receive a paratransit program card after their application is processed. The card must be current and be presented to the driver each time a ride is taken. If your card is approaching the expiration date, contact Red Cross to re-apply.

**Pick-up Window** – When your pick-up time is scheduled in advance, the vehicle can arrive anytime within a 30-minute pick-up window, which is defined as fifteen minutes before and fifteen minutes after the scheduled pick-up time. For example, if your appointment is scheduled for 9:00 am, the pick-up window time frame is 8:45 am – 9:15 am. It is the rider's responsibility to be prepared to board

the vehicle within the pick-up window.

**5 Minute Wait Time** – Once the vehicle arrives for a pick-up, the driver will wait up to 5 minutes for a passenger. If the rider is not prepared to board, the trip will be counted as a no-show and the vehicle will be dispatched to another location.

**No-Shows** – As stated above, a no-show occurs when the rider is not available to board a vehicle during a scheduled pick-up. Each no-show is documented and a pattern of no-shows may result in service suspension.

**Cancellations** – If you need to cancel a trip, the cancellation should occur more than one hour prior to the scheduled pick-up time. A late cancellation (less than 1 hour) is considered a no-show.

**Common Wheelchair** – ADA defines a common wheelchair as a 3 or more wheeled device that is no larger than 30X48 inches (measured 2 inches above the ground). When occupied, the device should weigh no more than 600 pounds. Some Cabulance vehicles can accommodate a combined person and chair weight of up to 800 pounds and slightly wider chairs. If beyond these maximum capacities, the paratransit vehicles can not safely provide a ride.

**Carry-ons**—Each eligible rider is allowed to carry-on up to four (4) carry-ons. This includes personal belongings and grocery bags.

**Steps** – Drivers are able to help riders up or down no more than 2 steps.

**Safety** – To ensure safety, our rider policy prohibits seriously disruptive behavior, public health threats, and refusal to comply with policies & safety rules.