

Fares

Basic – \$3.50 one-way during OTS bus hours*

After-Hours - \$5.00 one-way trip for service provided outside of OTS bus hours*, on observed holidays, or on Sundays.

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

Fares are subject to change.

Rider Policy

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

Paratransit Customer Feedback:

To provide feedback about the service (complaints, compliments, or other comments), please feel free to call 920-232-5341 or email transit@ci.oshkosh.wi.us.

OTS welcomes customer feedback.

Bus System = Freedom

The Oshkosh Transit bus system is a great way for seniors to access many important destinations in Oshkosh. The bus is affordable and safe. Below are two great reasons to try the bus.

- Senior riders age 60 and over can ride the bus for half the cash fare (50 cents).
- Rides to and from the Oshkosh Seniors Center are **free** with a bus ID card provided at the Oshkosh Seniors Center.

Each bus contains accessible features, including: kneeling capability (bus lowers to make the first step easier); a ramp for wheelchair boarding; on-board wheelchair securement areas; and stop announcements by drivers.

If you would like training on how to use the bus or have questions, feel free to contact Oshkosh Transit System.

The Dial-A-Ride program is 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

Web: www.oshkoshtransit.com



Search "Oshkosh Transit"

DIAL-A-RIDE for Seniors

Program Information



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What is Dial-A-Ride?

Dial-A-Ride is a subsidized cab service that offers reduced fares to seniors, individuals with disabilities, and low-income workers. This brochure provides info about Dial-A-Ride for seniors.

Dial-A-Ride for seniors is only available for City of Oshkosh residents. It is a curb-to-curb service that can be used for trips within the City of Oshkosh.

The Dial-A-Ride Program is shared-ride, which means there could be other people in the vehicle with you. It is non-emergency transportation. If you have a medical emergency, call 911.

Provider of service:

Oshkosh City Cab
2723 Harrison Street
(920) 235-7000

How to become eligible?

Senior residents (age 60 and over) of the City of Oshkosh are eligible for the program. To obtain a required card (brown card), visit the Oshkosh Seniors Center and provide proof of age.

How to schedule rides?

Once you have received a Dial-A-Ride program card, call **235-7000** to schedule your trips.

Scheduling info:

Trips should be scheduled at least the day prior to the requested trip (for next-day service). 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.

When you call to schedule a trip, riders should be prepared to provide the dispatcher the following information: first name; last name; phone number; how they intend to pay the fare; origin address; destination address; and desired arrival time.

Return trips that can not be scheduled are termed "will-call." These include return trips from medical appointments and grocery stores. Will-calls can not be scheduled because it is impossible to pre-determine an accurate time when you will be ready for pick-up.

Service policies:

Card – All eligible riders will receive a Dial-A-Ride card from the Seniors Center. The card must be presented to the driver each time a ride is taken.

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.

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

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

Other Oshkosh Transit paratransit programs

If you have a disability that prevents you from using OTS buses, you may be eligible under Oshkosh Transit's ADA paratransit programs. To request an ADA application, please contact the American Red Cross office at 231-3590. Or download the application at: www.oshkoshtransit.com