

## Fares

One-Way Fares:

\$6 (if township contributes)

or

\$12 (if no township participation)

*A number of townships participate in the Rural Program and pay half of the passenger fare for each ride. Contact OTS or your township to determine if a contribution is provided.*

For riders with disabilities (red card), one personal care attendant per program user is permitted to ride free with the program user.

## Service Hours

OTS's paratransit programs are available 24/7, including holidays. However, the number of vehicles & drivers available during non-peak periods (Monday-Saturday 6 pm-6am, Sundays, and holidays) is reduced. To ensure service availability, advanced scheduling is necessary.

## 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)

The Rural Program is funded by Winnebago County, the State of Wisconsin, the Federal Transit Administration, participating townships and user fares.

## 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, call City Cab at (920) 235-7000

For non-ambulatory users, call Cabulance at (920) 426-3900

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.

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

## 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.oshkoshtransit.com](http://www.oshkoshtransit.com)

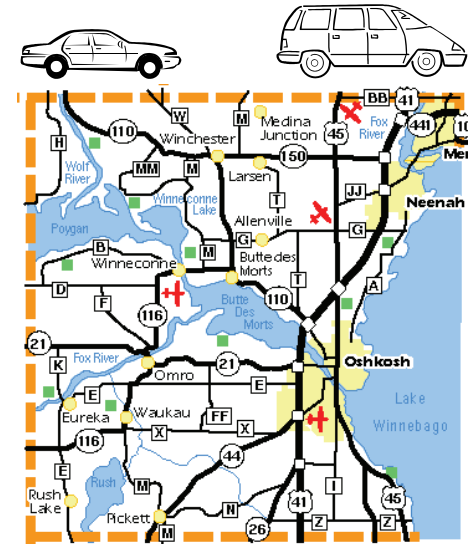


Search "Oshkosh Transit"

# Rural Transportation Program Information:

## Under 60 and Over 60

Transportation programs offered by Oshkosh Transit for seniors and individuals with disabilities in rural Winnebago County



# OTS

## OSHKOSH TRANSIT SYSTEM

Phone: 920-232-5340  
[www.oshkoshtransit.com](http://www.oshkoshtransit.com)

## Service Description

In partnership with Winnebago County, the Oshkosh Transit System offers two programs to help fill basic transportation needs of rural residents in Winnebago County\*. Below are descriptions of each program:

### Rural Over 60 Program -

The Rural Over 60 Program provides sedan service to seniors (age 60 and over) in rural Winnebago County. This service can be used for any trips within the county. Each participant is limited to 10 one-way rides per month\*\*. Successful applicants will receive a **blue card**.

### Rural Under 60 Program -

The Rural Under 60 Program provides sedan and lift-equipped van service to rural residents with a qualifying disability in Winnebago County. This service can be used for any trips within the county. Each participant is limited to 10 one-way rides per month\*\*. Successful applicants will receive a **red card**.

*\* The rural programs exclude residents of the Cities of Menasha, Neenah and Oshkosh.*

*\*\*The 10 ride limit is tracked on the program user's card and by the transportation provider. Agency tickets do not count toward the 10 ride limit.*

## How to become eligible?

You must apply for a rural card with the American Red Cross office to receive transportation. Please note that qualifying disabilities are verified through the application process. The process may require applicants to get a medical examination by a medical provider designated by the city.

### To request an application:

Please contact the American Red Cross office at 231-3590. Or a downloadable application can be found 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

## Important Service Policies

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

**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, 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 capacities, the paratransit vehicles can not safely provide a ride.

**Steps** – If needed, 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.

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