

WHAT IS GO CONNECT?

GO Connect is a new, microtransit service that will provide flexible scheduling to those wishing to connect to area transit services. This service will be provided through a contract with Oshkosh City Cab and Cabulance and will open access to jobs, education, and healthcare.

HOW DOES IT WORK?

Riders will be able to request a ride for direct service to and from the Oshkosh Downtown Transit Center and the Neenah Transit Center during the service hours. Similar to ride-hailing services, riders will schedule trips in-advance and will travel in vehicles shared with other passengers.

SERVICE HOURS

GO Connect service hours are Monday through Saturday from 6:15 AM – 6:45 PM. There is no service on the following holidays: New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas, or days celebrated as such.

FARES

The cost of each one-way trip will be \$5.00. Exact fare is required. Drivers cannot provide change. GO Connect one-way passes are also available on the Token Transit App.



All GO Transit & GO Connect fares are subject to change.

HOW DO I SCHEDULE A TRIP?

Call GO Connects vendor, City Cab at 920.235.7001 by 4:30 pm the day before desired travel. Unfortunately, same day rides are not available. While our service only runs Monday – Saturday, City Cab takes calls 24/7.

Riders should be prepared to provide the dispatcher with the following information: first name; last name; phone number; how they intend to pay the fare; accompanying equipment (e.g. oxygen tank & respirators). Non-ambulatory riders with mobility devices requiring an ADA accessible vehicle must specify their needs to dispatch when scheduling.

IMPORTANT SERVICE POLICIES

Advanced Scheduling – All rides must be scheduled by 4:30 pm the day prior to the trip. Any rides not scheduled in advance will not be covered by the program and rides will be subject to full meter fare.

Pick-up Window – 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 pick-up 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 – Each no-show (defined above and under "Cancellations") is documented and three no shows within a three month period will result in suspension of service for 30 days.

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.

Wheelchair Capacity – GO Transit vehicles can safely accommodate wheelchairs up to 30" wide, 48" long and up to 600 pounds when occupied. GO Transit per ADA/FTA regulations may decline to carry a wheelchair/occupant if the combined weight exceeds that of the lift/ramp specifications or if the carriage of the wheelchair is demonstrated to be inconsistent with legitimate safety requirements. Riders must provide mobility device

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

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

HOW DO I CONTINUE MY TRIP?

GO Transit buses operate from Monday through Saturday. See table below for hours of operation by route and where each route begins and ends daily service.

Route	Hours of Operation	Beginning & Ending Point
1	6:15 AM – 6:45 PM	Mallard & Evans
2	6:15 AM – 6:45 PM	Smith/North High
3	6:15 AM – 6:15PM	New York & Bowen
4	6:26 AM – 6:30 PM	Logan & Jackson
5	6:15 AM – 6:45 PM	West Transfer Point
6	6:15 AM – 6:45 PM	Walmart
7	6:15 AM – 6:15 PM	West Transfer Point
8	6:15 AM – 6:45 PM	Mineshaft
9	6:15 AM – 6:45 PM	Walmart

Cash Fares

Adult (6-59)	\$1.50
Seniors (60 and older)	\$.75
Persons w/ Disabilities	\$.75
Disabled Veterans (DVA Service Connected ID)	FREE
Kids (5 and under)	FREE

Need help planning your route once you arrive in **Oshkosh**? Visit our website at rideGOtransit.com for trip planning and route maps or call us at 920.232.5340.

For fare information, trip planning or other information regarding routes in **Neenah**, please contact **Valley Transit** at 920.832.5800 or visit their website at myvalleytransit.com.

FEEDBACK & RIDER POLICY

To provide feedback or request a copy of GO Transit's complete rider policy, please call: 920.232.5340 or email: transit@ci.oshkosh.wi.us



In partnership with Winnebago County, GO Transit manages GO Connect to help fill basic transportation needs of residents in Winnebago County.



OSHKOSH



NEENAH

Direct service to and from the Oshkosh Transit Center and the Neenah Transit Center

920.232.5340

www.rideGOtransit.com

Effective: April 3, 2023