

# GO Connect System Information and Policies



*GO Connect is a service of GO Transit*

GO Transit  
926 Dempsey Trail  
Oshkosh, Wisconsin 54902  
[www.rideGOtransit.com](http://www.rideGOtransit.com)  
(920)232-5340

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## **SECTION I: GO CONNECT SERVICE DESCRIPTION**

### **A. Service Background**

GO Transit offers a microtransit service called GO Connect. GO Connect transports riders between the Oshkosh Downtown Transit Center located at 110 Pearl Ave and the Neenah Transit Center located at the corner of E Doty Ave. and Walnut St. GO Connect is a demand response service where the vehicle does not follow a fixed-route or schedule. The goal of GO Connect is to provide mobility options and to fill gaps where no other means of transportation exists.

GO Connect services are provided by a contractor. The contractor utilizes sedans and accessible vans to serve the needs of ambulatory and non-ambulatory riders. The service is shared-ride, so a rider may share the vehicle with other users during their trip. The current provider is Oshkosh City Cab Company and Cabulance.

This document is designed to provide information regarding GO Connect.

### **E. Service Reservation, Scheduling and Fare**

GO Connect riders reserve trips by calling the service provider's dispatch number. Riders should be prepared to provide the dispatcher the following information: first name; last name; phone number; how they intend to pay the fare; accompanying equipment (e.g., oxygen tank and respirators); and desired pick-up time.

Riders must reserve trips by 4:30 pm the day prior to the trip. Advanced service scheduling is required to allow the provider to meet all trips effectively.

There are two types of advanced reservation: next day and subscription. Next day service includes trips scheduled by 4:30 pm the day prior to the trip. Subscription service is defined as trips that are scheduled in advanced and set up for a rider to occur on a regular basis (daily, weekly, or monthly).

The cost of each one-way trip will be \$5.00. Exact fare is required. Drivers cannot provide change. One-way trips can also be purchased on the Token Transit App.

## **SECTION II: SERVICE POLICIES**

To ensure safe, efficient and effective service, the following policies have been established.

### **A. Trip Scheduling/Reservations**

Arrangements for a ride must be scheduled with the provider's dispatcher by 4:30 pm the day prior to the trip.

During periods of high demand, it may be necessary for dispatchers to negotiate pick-up times; however, individuals will not be required to schedule a trip more than one hour before or after the desired pick-up time.

If the amount of future subscription service demand limits the provider's capacity to meet next day service requests, subscriptions may be capped at 50 percent of all scheduled trips.

The provider's dispatchers assign drivers to trips to ensure maximum effectiveness of the system and meet all demand. The dispatcher will not assign any passenger exclusively to a specific driver or allow passengers to request specific drivers.

### **C. 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.

### **D. 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. It is the rider's responsibility to have clear visibility of the area where a vehicle would arrive for pick-up. The rider should be prepared to approach the vehicle when it arrives.

### **E. Cancellations**

When a rider needs 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 (see "No-Shows" below).

### **F. No-Shows**

A no-show occurs anytime the rider is not available to board a vehicle within 5 minutes after the vehicle arrives for a scheduled pick-up. The no-show definition includes rides that were not properly cancelled. Each no-show is documented. Three no shows in a three month period will result in a suspension of service for 30 days.

### **G. 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.

## **H. Driver Assistance**

If needed, drivers are able to assist all riders when boarding and alighting vehicles, including securement.

GO Connect drivers do not provide assistance when there is a direct threat to the health or safety of the driver and/or passenger and may deny transport. This includes unsafe assistive equipment or environmental factors, like travel across terrain when there is risk to safety. Drivers will assess whether a particular level of assistance constitutes a direct threat on a case-by-case basis.

Any assistive equipment, including, but not limited to, a wheelchair or power mobility device, must be in working order and safe to transport. Below are a few conditions that may qualify the device as unsafe to transport:

- Wheels, axle or other parts are loose/broken
- Tires are flat
- Batteries display leaks or there is insufficient/no charge

If a rider's mobility device breaks down while in transit, drivers will make every effort to transport the rider to a safe place.

## **I. Prohibited Behaviors**

To ensure safety, our rider policy prohibits seriously disruptive behavior, public health threats, and refusal to comply with rules. If the prohibited behavior results from a disability, GO Transit may require that a personal care attendant ride with the individual to control the prohibited behavior.

## **L. Medical Equipment**

GO Connect allows individuals to bring medical equipment such as respirators and portable oxygen tanks on board vehicles. Oxygen tanks should remain upright at all times and must be secured to the mobility device or held in an upright position.

## **N. Carry-ons**

Each eligible rider is allowed to carry-on up to four (4) carry-ons. This includes personal belongings and grocery bags. Medical equipment, like oxygen tank and mobility device, do not count toward the carry-on limit.

## **SECTION III: RIDER POLICY**

The purpose of the rider policy is to set guidelines for refusal or suspension of transportation services administered or provided by GO Transit. This policy covers all transportation services, including the fixed-route bus, microtransit and paratransit system.

This policy applies to circumstances and/or behaviors that occur on GO Transit/GO Plus/GO Connect property, vehicles, or while boarding vehicles.

Service may be refused, suspended, or conditioned due to the following circumstances and/or behaviors:

- Documented Pattern of No-Shows
- Seriously Disruptive Behavior
- Public Health Threats
- Refusal to Pay the Applicable Fare
- Refusal to Comply with Safety Rules

### **A. No-Shows**

A no-show is defined as the act of a person, who, having scheduled a GO Connect trip, changes his/her mind about making the trip but does not cancel the appointment, allowing the vehicle to arrive but not boarding it. The definition also includes cancellations less than one hour before the scheduled pick-up time but does not include incidents like scheduling problems, late pickups and other operational problems of the provider. The provider will wait up to 5 minutes for each rider after arriving at the pick-up location.

GO Transit does not count as no-shows [or late cancellations] any trips due to our contractor's error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required five minutes
- Long hold times that prevent callers from canceling trips by telephone in a timely manner

GO Transit does not count as no-shows [or late cancellations] situations beyond a rider's control, such as:

- Medical emergency
- Family emergency

GO Transit's GO Connect provider will maintain records of no-show incidents and forward the records to GO Transit as warranted.

Each no-show will count as one occurrence.

The first and second occurrence of no-show will trigger a phone call. A third occurrence of no-show within three months will result in a 30-day suspension of service.

All suspension notices include a copy of this policy, information on disputing no-shows and how to appeal suspensions.

Suspensions typically begin on Sundays.

## **B. Seriously Disruptive Behavior**

Service may be refused to customers who engage in violent, illegal, or seriously disruptive behavior. Seriously disruptive behavior includes, but is not limited to, the following:

### *GO Connect Service*

- Getting out of a seat while a GO Connect vehicle is in motion
- Leaving a GO Connect vehicle while it is parked to pick-up or drop-off another customer
- Refusing to wear a seatbelt or refusing to exit the vehicle

### *All Service*

- Disturbing a vehicle operator while the operator is driving
- Disturbing other customers
- Violent behavior
- Physically or verbally threatening vehicle operator, dispatcher or other customers
- Smoking or e-cigarette use while onboard a vehicle
- Damaging or destroying vehicle equipment
- Engaging in conduct or activity that is a danger to the customer, other customers, or the driver
- Offensive language

## **C. Public Health Threats**

Service will be refused to any person who poses a potential public health threat. Examples of public health threats include, but are not limited to the following:

- The existence of excrement on clothes or on hands
- The existence of other body fluids, such as blood or vomit

## **D. Refusal to Comply with Safety Rules**

A person that refuses to comply with posted safety rules or driver instructions may be refused service.

## **E. Service Refusal Process**

The vehicle operator has the authority to refuse service on the day of the violation. Violations of these rules will be reviewed by GO Transit staff for further action.

The Transportation Director, or his/her designee, is authorized to suspend or refuse the provision of service to individuals who: (1) violate GO Transit's no-show policy; (2) engage in violent, seriously disruptive, or illegal conduct; (3) pose a public health threat; (4) refuse to pay the applicable fare; or (5) refuse to

comply with safety rules. The term of the suspension or refusal of service shall depend on the nature and seriousness of the prohibited conduct.

To the extent feasible, the individual shall be notified in writing. The written notification will state the specific basis for the proposed action and the proposed sanction. If the basis of the suspension involves no-shows, the individual will also be notified about the appeals process.

## **F. Appeals Process**

The City of Oshkosh elects not to be bound by Chapter 68 of Wis. Statutes, in regard to the administrative appeals process.

If service is suspended due to a no-show policy violation, the following appeals process must take place.

As listed in the written notification, the individual will have sixty (60) days to appeal the decision. Through written correspondence, the person may request a personal appearance to present written and oral information and arguments. Failure to respond is considered a default finding and the denial or suspension will be sustained. The appeal should be in writing and addressed to: Transportation Director, 926 Dempsey Trail, Oshkosh, WI 54902. The Transportation Director will review the appeal and make a final determination within thirty (30) days. GO Connect's review may involve consultation with the City Attorney's office.

The individual will be notified in writing about the final determination, the reasons for it, and the sanctions imposed, if any. The individual can request an appeal of GO Connect's final determination. The individual will have ten (10) days to appeal this decision. This appeal should be in writing and addressed to: Transportation Director, 926 Dempsey Trail, Oshkosh, WI 54902. The City of Oshkosh's Transit Advisory Board will review and make a final determination of the appeal at the next regularly scheduled Transit Advisory Board meeting.

If a decision is not made within 30 days of completing the appeals process, transportation is provided until and unless a decision to deny the appeal is issued.

## **G. Complaints**

GO Transit strives to provide safe, affordable, and dependable transportation to all users. GO Transit shall not discriminate against an individual with a disability in connection with the offering of transportation services.

Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any GO Transit program or activity because of their disability may file a complaint with GO Transit. Federal law requires that GO Transit investigate, track, and report ADA complaints. Complaints must be filed, in writing, within 180 days from the date of the alleged discrimination, and will be investigated within thirty (30) days of



submission. While not required, complainants are encouraged to use the ADA Complaint Form which can be found at [www.rideGOtransit.com](http://www.rideGOtransit.com) under the Special Programs/Riders with Disabilities tab (ADA complaint form) or at our administrative offices.

Complaints may be submitted by email, phone or in person to the following:

GO Transit  
Operations Manager  
926 Dempsey Trail  
Oshkosh, WI 54902  
[transit@ci.oshkosh.wi.us](mailto:transit@ci.oshkosh.wi.us)  
Phone: 920-232-5340  
Fax: 920-232-5343

Investigating a complaint includes interviewing all parties involved and key witnesses. The Transit Operations Supervisor or Manager may request relevant information such as files, records, electronic information, and other sources of information from all involved parties. The complainant has thirty (30) days from the original complaint date to respond to the Transit Operations Manager with the requested information.

If the Transportation Operations Manager does not receive the requested information within thirty (30) days from the original complaint date, GO Transit can administratively close the complaint. The complainant will be informed of the complaint closure through a registered, return receipt letter.

After the Transportation Operations Manager reviews the complaint and any additional information, one of two (2) letters will be issued to the complainant based on its findings:

1. Complaint Closure Letter: This letter will state that GO Transit is found to be in compliance with ADA regulations. The letter will include an explanation of why GO Transit was found to be in compliance, and provide notification of the complainant's appeal rights.
2. Letter of Finding: This letter will state that GO Transit is found to be non-compliant with ADA regulations. The letter will include a summary of allegations, each violation referenced, the applicable regulations, and a brief description of proposed remedies and actions taken. If the complainant wishes to appeal the decision contained in the Letter of Finding, he/she will have ten (10) days after receipt of the Letter of Finding to do so

If the complainant is not satisfied with the findings and/or actions taken by GO Transit, the complainant may file his/her complaint with the FTA's Office of Civil Rights.

Federal Transit Administration  
Office of Civil Rights East Building, 5th Floor-TCR,

1200 New Jersey Ave., SE  
Washington, DC 20590  
(888) 446-4511  
[www.fta.dot.gov](http://www.fta.dot.gov)

GO Transit will make reasonable efforts to assist persons with disabilities, non-English speakers, and others unable to file a written complaint. This document is available in accessible formats upon request. To obtain paper copies of this ADA Complaint Process, as well as information regarding these accessible formats or assistance with completing forms, call GO Transit's administrative office at 920-232-5342.

GO Transit prohibits retaliation against individuals because they have filed a discrimination complaint or otherwise participated in a discrimination investigation. Any alleged retaliation should be reported in writing to the Transit Director.

All ADA complaint records will remain on file at the Go Transit office for 7 years in accordance with the standards and requirements for the management of records outlined in Chapter Adm. 12 (Wisconsin Statue § 19.21(1))