

SERVICE DESCRIPTION

GO Plus offers ADA paratransit service to individuals with disabilities within the City of Oshkosh whose condition prevents them from using the bus service. It is a shared-ride, demand response lift-equipped van or sedan service provided through a contract with Oshkosh City Cab and Cabulance. Since the service is shared ride, the rider may share the vehicle with other riders during the trip. The service is designed to comply with the Americans with Disabilities Act (ADA).

HOW TO BECOME ELIGIBLE

You must complete an ADA application to determine eligibility. The application process evaluates if the applicant has a qualifying disability that prevents him/her from using GO Transit bus service.

TO REQUEST AN ADA APPLICATION:

Please contact GO Transit at 232-5340 or download the application at: rideGOtransit.com

Send or mail completed applications to:

Email: transit@ci.oshkosh.wi.us

Mail: 926 Dempsey Trail

Oshkosh, WI 54902

Fax: (920) 232-5343

PROGRAM BENEFITS*

If you qualify for GO Plus ADA paratransit service, you will receive a green or yellow ADA card, which entitles you to paratransit rides. Green cards are provided to ambulatory riders with disabilities (sedan service). Yellow cards are provided to riders with wheelchairs (lift-equipped van service).

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 & Fares” 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, the individual must utilize the fixed-route bus routes for those trips.*

IMPORTANT SERVICE POLICIES

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

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 GO Transit to re-apply.

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 (occurrences defined above and below) 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.

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.

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.

Title VI Notice: GO Transit is committed to ensuring that no person is excluded from participation in, or denied benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended (“Title VI”). If you believe you have been subjected to discrimination, you may file a written complaint with GO Transit - Attn: Title VI Complaints, 926 Dempsey Trail, Oshkosh, WI 54902. Please feel free to contact GO Transit for more info.

MA Transport: Non-emergency medical transportation for Medicaid or BadgerCare Plus members is administered by the State of Wisconsin (Dept of Health Services) and is not a program of the City of Oshkosh or GO Plus.

LEVELS OF SERVICE & FARES

Basic – Basic service is curb-to-curb. Origin-to-destination service (additional driver assistance) is provided when needed by the rider due to physical barriers or the nature of the rider’s disability.
(**\$3.00** one-way during GO Transit bus hours*)

Premium - Premium service occurs when additional driver assistance is requested beyond basic at the origin and/or destination. Premium service includes service when the vehicle is left unattended for a substantial amount of time or when the vehicle is out of driver’s sight. Premium service does not include assistance up or down more than two stairs or transfers (e.g., assistance from mobility device to bed).
(**\$4.00** one-way during GO Transit bus hours*)

After-Hours - After-hours service include all trips provided outside of GO Transit bus hours* or on Sundays. (**\$6.00** one-way)

*GO Transit bus hours are 6:15 am—6:45 pm, Monday-Saturday. There is no bus service or paratransit services on the following holidays: New Year’s Day, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas, or days celebrated as such.

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 must be provided to dispatch when the ride is scheduled.



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

HOW TO SCHEDULE A RIDE

For ambulatory riders (w/ green card), call City Cab at (920) 235-7000

For non-ambulatory riders (w/ yellow card), call Cabulance at (920) 426-3900

Please schedule your ride by 4:30 pm the day prior to the trip. 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);

GO TRANSIT - REDUCED BUS FARES

With your ADA card, you qualify for reduced bus fares. The bus system is a great way to travel in Oshkosh. GO Transit’s reduced cash fares for individuals with an ADA card, a Medicare Card or seniors (age 60 and over) are very affordable.

Reduced Bus Fares:

GO Transit City Bus Routes.....**\$0.75**
Route 10 Bus Service to Neenah.....**\$1.50**

Beyond low fares, the bus is accessible and safe. Each bus includes kneeling capability, a ramp, securement areas, stop announcements, and friendly drivers. If you would like training on how to use the bus, feel free to contact GO Transit.

FEEDBACK & RIDER POLICY

To provide feedback about the service or request a copy of GO Transit’s complete rider policy, please call: 920-232-5340 or email: transit@ci.oshkosh.wi.us.



PLUS ADA PARATRANSIT

PROGRAM INFORMATION

920.232.5340 www.rideGOtransit.com

Effective: July 2022