

SERVICE DESCRIPTION

In partnership with Winnebago County, GO Plus offers a Rural Program to help fill basic transportation needs of rural residents in Winnebago County*. Below are descriptions of the 2 categories under the Rural Program:

Over 60 -

The Over 60 Rural 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**. Once processed, you will receive a **blue card**. To renew your blue card, just call GO Transit at least 2 weeks prior to the expiration date on the card and we will mail you a new card.

Under 60 -

The Under 60 Rural 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**. Once approved, you will receive a **red card**. To renew your red card, you can request an application as described in the “How to Become Eligible” section in this brochure. Completed applications should be sent to GO Transit at least 2 weeks prior to the expiration date on your card.

* The rural programs exclude residents of the Cities of Menasha, Neenah and Oshkosh. The service is shared-ride, so the rider may share the vehicle with other riders during the trip.

**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.

This program is non-emergency transportation. If you have a medical emergency, call 911.

HOW TO BECOME ELIGIBLE

You must apply for a rural card from GO Transit to receive transportation. Please note that qualifying disabilities are verified through the application process for the Under 60 Rural Program.

To request an application:

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

Send or mail completed applications to:

Mail: GO Transit, 926 Dempsey Trail,
Oshkosh, WI 54902;
Fax: (920) 232-5343; or
Email: transit@ci.oshkosh.wi.us

IMPORTANT SERVICE POLICIES

Advanced Scheduling – All rides should be scheduled by 4:30 pm the day prior to the trip.

Card –All eligible riders will receive a paratransit program card. The card must be current and 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 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 a pattern of no-shows will 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 – The maximum weight capacity is 800 pounds (person + chair). The maximum chair width is 33.5”. 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.

GO Plus is the name of the paratransit system managed by GO Transit. The Rural Program is one of the paratransit programs offered under GO Plus.



LEVELS OF SERVICE & FARES

The level of service is curb-to-curb.

One-Way Fares*:

\$7 one-way

*Rides should be scheduled in advance. See "How to Schedule a Ride" section.

A **\$1.00** convenience fee is added to the fare for all one-way trips scheduled after 4:30 pm the day prior to the trip. This fee does not apply to return trips from medical appointments.

If needed by a rider with disabilities, one personal care attendant per program user is permitted to ride free. Information about the personal care attendant must be provided to dispatch when the ride is scheduled. The personal care attendant must share the same origin and destination as the program user.

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

SERVICE HOURS

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

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

**Remember to schedule your ride
by 4:30 pm the day prior to the trip
to avoid the convenience fee.**

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 equipment (e.g., oxygen tank and respirators); and desired arrival time.

Rider must provide mobility device.

FEEDBACK & RIDER POLICY

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

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



**PLUS
RURAL**

TRANSPORTATION

**PROGRAM
INFORMATION**

920.232.5340 www.rideGOtransit.com

Effective: March 2019