

SERVICE DESCRIPTION

Senior Dial-A-Ride is a shared-ride, demand response sedan or mini-van service provided through a contract Oshkosh City Cab. The service is available to residents of the City of Oshkosh age 60 and over.

It is a curb-to-curb service that can be used for trips within the City of Oshkosh. "Shared-ride" means there could be other people in the vehicle with you.

Senior Dial-A-Ride is non-emergency transportation. If you have a medical emergency, call 911.

GO Plus is the name of the paratransit system provided by GO Transit. Senior Dial-A-Ride is one of the paratransit programs provided under GO Plus

HOW TO BECOME ELIGIBLE?

Senior residents (age 60 and over) of the City of Oshkosh are eligible for the program. To obtain a required card (brown card), visit the Oshkosh Seniors Center and provide proof of age.

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. The card must be current and be presented to the driver each time a ride is taken.

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 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.

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.

Driver Assistance – No driver assistance is provided to the passenger beyond the vicinity of the vehicle. This includes help with stairs, opening doors and carrying the rider's belongings.

OTHER GO PLUS PROGRAMS

If you have a disability that prevents you from using GO Transit buses, you may be eligible under GO Plus's ADA paratransit program. To request an ADA application, please contact GO Transit. Or download the application at: www.rideGOtransit.com.

LEVELS OF SERVICE & FARES

Basic – \$4.50 one-way fare during GO Transit bus hours.* The level of service is curb-to-curb.

After-Hours - \$6.00 one-way fare. “After-hours” trips include all service provided outside of GO Transit bus hours* and on Sundays.

*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.

GO TRANSIT - REDUCED BUS FARES

If you qualify for Senior Dial-A-Ride, you are also eligible for reduced bus fares. All you need to do is show the bus driver proof that you are age 60 or older. The bus system is a great way to travel in Oshkosh. GO Transit’s reduced cash fares are very affordable.

Reduced Bus Fares:

GO Transit Bus Routes.....**\$0.75**
Route 10 Bus Service to Neenah.....**\$1.50**
Reduced Punch Pass (20 rides).....**\$15.00**

Wait there’s more...Bus rides to and from your residence to the Oshkosh Seniors Center are **FREE** with a bus ID card provided at the Oshkosh Seniors Center.

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.

All GO Transit & GO Plus fares are subject to change

HOW TO SCHEDULE A RIDE?

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 (“Senior Dial-A-Ride”); how you intend to pay the fare; origin address; destination address; and desired pick-up time.

When the above info is prepared call:

Oshkosh City Cab at (920) 235-7000

GO PLUS CUSTOMER FEEDBACK

To provide feedback about the service, please feel free to call 920-232-5340 or email transit@ci.oshkosh.wi.us.

RIDER POLICY

To 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 SENIOR DIAL-A-RIDE

A large, stylized background graphic featuring a grid of white lines on a grey background. The word "PLUS" is written in large, semi-transparent letters across the center of the grid.

PROGRAM INFORMATION

920.232.5340 www.rideGOtransit.com

Effective: July 2022