

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 Running, Inc and Oshkosh City Cab. 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: www.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 should be scheduled by 4:30 pm the day prior to the trip.

Same Day Scheduling—Same day service includes trips scheduled after 4:30 pm the day prior to the trip. An additional \$1 convenience fee is added to the fare for same day trips. This fee does not apply to return trips from medical facilities. Same day service can be denied by dispatch when vehicles are filled with advanced scheduled demand. If same day service can be accommodated, riders may experience longer wait times and/or delayed pick-up times.

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 – 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 (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 – 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.

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.

(\$2.00 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).

(\$3.00 one-way during GO Transit bus hours*)

After-Hours - After-hours service include all trips provided outside of GO Transit bus hours*, on observed holidays, or on Sundays. **(\$5.00** one-way)

Convenience Fee - A **\$1.00** convenience fee is added to the fare for all one-way trips not scheduled by 4:30 pm the day prior to the trip. This does not apply to return trips from medical appointments or other trips that cannot be scheduled by the contractor.

*GO Transit bus hours are 6:15 am—6:45 pm, Monday-Saturday.

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 Running Inc at (920) 231-0994

Please schedule your ride at least 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); and desired arrival time.

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.....**\$.50**
Route 10 Bus Service to Neenah.....**\$1.00**

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.

FEEDBACK & RIDER POLICY

To provide feedback about the service or request a copy of GO Transit's complete rider policy, please call: 920-232-5341 or email: transit@ci.oshkosh.wi.us .



PLUS ADA PARATRANSIT

PROGRAM INFORMATION

920.232.5340) www.rideGOtransit.com

Effective: January 2016