

## 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.

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## 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.

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## IMPORTANT SERVICE POLICIES

**Advanced Scheduling** – All 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 provided, riders may experience longer wait times and/or delayed pick-up times.

**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 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.

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## 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](http://www.rideGOtransit.com) .



## LEVELS OF SERVICE & FARES

**Basic** – \$3.50 one-way fare during GO Transit bus hours.\* The level of service is curb-to-curb.

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

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 does not apply to return trips from medical appointments.

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

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## 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.....	<b>\$0.50</b>
Route 10 Bus Service to Neenah.....	<b>\$1.00</b>
Reduced Punch Pass (20 rides).....	<b>\$10.00</b>

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 trips in advance (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**

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## GO PLUS CUSTOMER FEEDBACK

To provide feedback about the service, please feel free to call 920-232-5341 or email [transit@ci.oshkosh.wi.us](mailto:transit@ci.oshkosh.wi.us).

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## RIDER POLICY

To request a copy of GO Transit’s complete rider policy, please call: 232-5341 or email: [transit@ci.oshkosh.wi.us](mailto:transit@ci.oshkosh.wi.us)

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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 graphic on the right side of the page. It features a grid of white lines on a grey background, with the word "PLUS" written in large, white, semi-transparent letters. Overlaid on this is the text "PROGRAM INFORMATION" in a bold, white, sans-serif font.

## PROGRAM INFORMATION

920.232.5340 ) [www.rideGOtransit.com](http://www.rideGOtransit.com)

Effective: December 2013