

# Rider Policy



GO Transit  
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Oshkosh, Wisconsin 54902  
[www.rideGOtransit.com](http://www.rideGOtransit.com)  
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## **INTRODUCTION**

The purpose of this document is to provide information and set guidelines that ensure safe transportation for all GO Transit customers. The policies in this document cover GO Transit's bus system.

## **GENERAL INFORMATION**

### **A. Service Background & Mission**

GO Transit's transportation options include fixed-route bus service within the City of Oshkosh, paratransit services to elderly and disabled individuals, paratransit service to low-income workers, and intercity bus service to Neenah. This policy document focuses on GO Transit fixed-route and intercity bus service. This includes fixed routes within the City of Oshkosh and one intercity bus route to the City of Neenah.

GO Transit's mission is to provide reliable, affordable and accessible public transportation options to support our community's mobility needs.

For more information about GO Transit or any topic covered in this document, call (920) 232-5340 or email [transit@ci.oshkosh.wi.us](mailto:transit@ci.oshkosh.wi.us) . GO Transit utilizes Facebook and Twitter as additional sites for communication with riders.

### **B. Accessibility**

Each bus contains accessible features, including: kneeling capability (bus lowers to make the first step easier); a ramp for mobility device boarding; on-board mobility device securement areas; and stop announcements by drivers.

GO Transit drivers are trained to safely secure wheelchairs. GO Transit requires that all mobility devices such as wheelchairs and scooters be secured using the proper four (4) point securement devices on board all fixed-route buses. GO Transit strongly encourages, but does not require, users in mobility devices to use the provided lap and shoulder belts. GO Transit drivers also assist with the use of ramps and securement devices, as necessary.

GO Transit will provide to its passengers, upon request, service materials including maps, applications and policies in an accessible format. If an accessible format is unavailable, GO Transit will accommodate the individual's request to the best of its ability.

### **C. Fares**

Below is the current fare schedule (fares are subject to change):

Cash Fare (6 years through 59 years)	\$ 1.00
Senior Citizen (60 years and over) <sup>1</sup>	\$ .50
Individuals with Disabilities <sup>1</sup>	\$ .50
Children (under 6 years old) <sup>2</sup>	FREE
Disabled Veterans <sup>3</sup>	FREE
UWO Students, Staff & Faculty <sup>4</sup>	FREE
FVTC Students <sup>4</sup>	FREE
Tokens (20 rides)	\$25.00
Punch Pass (20 rides)	\$20.00
Reduced Punch Pass (20 rides) <sup>1</sup>	\$10.00
Monthly Pass (unlimited rides)	\$25.00
3-Month Pass (unlimited rides)	\$60.00
E.A.A. One Way Cash Fare	\$ 1.50
Neenah-Oshkosh Route Cash Fare	\$ 2.00
Neenah-Oshkosh Route Reduced Cash Fare <sup>1</sup>	\$ 1.00

Riders must pay the exact fare to ride. Drivers are unable to make change.

Fare notes:

1. To qualify for reduced fare, riders must be prepared to show the bus driver an applicable form of ID. This includes proof of age (age 60 or older); a valid ADA paratransit card; or valid Medicare Card.
2. Only 3 children (age 5 and under) per fare paying rider are eligible for the free fare.
3. To qualify, riders need to be prepared to show the bus driver a Department of Veterans Affairs ID that says “service connected” on it.
4. To qualify, UWO riders need to be prepared to show the bus driver their Titan ID and FVTC riders need to show their student ID with current semester sticker.

#### **D. Bus Passes**

The monthly or 3-month bus passes are good for unlimited rides on any route in the City of Oshkosh. The monthly or 3-month bus pass is not valid for Route 10 trips to/from the City of Neenah (trips north of Kope Ave). Bus passes are available for sale at outlets throughout the City, including GO Transit’s Office, City Hall and the Oshkosh Public Library. A list of current pass outlets can be found at [www.rideGOtransit.com](http://www.rideGOtransit.com) or by calling 232-5340.

Other bus pass info:

- The bus pass is valid for the calendar month or months shown on the pass.
- GO Transit is not responsible for replacing lost or stolen bus passes.
- Bus passes are non-transferable.

## **E. Transfers**

A transfer is needed when you cannot get to your final destination on the first bus you board and need to transfer to another bus to reach your destination. A transfer is a paper receipt issued to a passenger by the bus driver after a fare is paid. It allows the rider to board another bus for no additional fare.

Transfers are accepted at multiple bus stops throughout the route system. Common timed transfer point locations include the Downtown Transit Center, West Transfer Point, Walmart and Mallard Ave./Evans St.

Tips and notes about transfers:

- Tell the driver which bus you will transfer to when boarding your first bus.
- Most transfers expire 60 minutes after issue.
- The Route 10 bus will accept transfers at the Downtown Transit Center when the rider's destination is south of Kope Ave.
- GO Transit will honor late transfers when normal service is interrupted.

## **F. Bike Racks**

All GO Transit buses are equipped with a bike rack. This includes Route 10 service to Neenah. The bike racks are available year round. There is no additional fare when the bike rack is used. Each bike rack holds two bikes.

The racks will support most bikes. However, bikes that do not safely fit in the rack will not be allowed. This includes all recumbent bikes, tandem bikes, three-wheeled bikes, and other non-standard bikes that are tall enough to obstruct a bus operator's view. Motorized bikes are not allowed. Additionally, bikes with wheel dimensions of less than 16 will not be allowed. Children under 12 must be accompanied by an adult for loading and unloading bikes on GO Transit buses. Items that protrude from the bicycle, such as flags/poles are not allowed.

While there is no training or certification required to use the bike racks, GO Transit will provide a brief demonstration to anyone that would like to learn how to use the bike rack. To schedule an appointment, call GO Transit at 232-5340.

For more information regarding the bike racks, visit [www.rideGOtransit.com](http://www.rideGOtransit.com) .

## **G. Complaints**

GO Transit strives to provide safe, affordable, and dependable transportation to all users. If for any reason the service does not live up to these expectations, passengers are encouraged to register a complaint with GO Transit. A thorough and prompt investigation of all complaints shall be conducted by GO Transit.

Complaint Process:

- 1) All complaints will be documented at the source (driver, dispatch, director, supervisor, etc). If the complaint alleges an ADA or Title VI violation, the FTA Region VI Office and City Attorney are notified.
- 2) The complaint will then be submitted to the Operations Supervisor (fixed-route) or Transit Operations Manager (paratransit) for review and action. Paratransit complaints are forwarded to the applicable contractor for review and response.
- 3) The Operations Supervisor (fixed-route) or Transit Operations Manager (paratransit) will investigate the nature of the complaint both with the customer and the alleged offender. If the complaint involves a contracted service, the contractor's supervisor will assist with the investigation.
- 4) The Operations Supervisor (fixed-route) or Transit Operations Manager (paratransit) will contact the customer with the results of the complaint. Response and other info is documented.
- 5) A copy may be submitted to the Director of Transportation.

## **SERVICE POLICIES**

### **A. Designated Bus Stop Locations**

GO Transit bus stops are marked by green and white signs located along routes. It is important that you board and depart the bus at the marked bus stop to ensure effective and safe service.

Each sign will display either a single route number when served by one route or multiple numbers if served by more than one route.

### **B. Strollers, Walkers & Carts**

Riders may bring aboard strollers or carts. This equipment must have the ability to be folded and be kept clear of aisles and doorways aboard buses.

Seniors and customers with disabilities have priority use of the Priority Seating area aboard buses. If these seats are not in use, open strollers may be parked in this area. This will help you to avoid blocking the aisle. Children remaining in the stroller while onboard must be secured in the stroller. Please yield this space if a customer with disabilities, a senior, or a person using a mobility device wishes to board. On buses, you may request use of the access ramp to help you board and exit.

Please fold your stroller in the event that a bus becomes crowded, in order to make room for others. Be aware that when the bus is crowded, a GO Transit employee may ask you to fold your stroller or wait for another vehicle. Please follow their instructions. Also, during certain periods of high ridership, we may require that all strollers be folded before you board.

Children in an open stroller should be seated and secured in the stroller before boarding the bus.

### **C. Lost Articles**

If you lose or forget something on a bus or at a GO Transit facility, contact GO Transit at 232-5340. Articles that are found are held at the office (926 Dempsey Trail) for 30 days, except perishables. Lost bikes are transferred to the Oshkosh Police Department after 24 hours.

### **D. Priority Seating**

The seating area near the front of the bus is designated as priority seating. These seats are reserved for riders with disabilities and seniors. Other riders must yield these seats when needed by a rider with disabilities or a senior rider. All riders must yield fold-down seats or other moveable seats in wheelchair securement locations when needed by a wheelchair user.

### **E. Driver Assistance**

Drivers are able to provide some assistance to riders with disabilities when boarding and alighting vehicles. GO Transit drivers do not provide assistance when the safety of drivers or passengers is at risk. When a driver's or passenger's safety is at risk, GO Transit staff may recommend use of a mobility device, personal care attendant or paratransit service for the user.

### **F. Medical Equipment**

GO Transit allows individuals to bring medical equipment such as respirators and portable oxygen tanks on board vehicles. Oxygen tanks should remain upright at all times and must be secured to the mobility device or held in an upright position.

### **G. Carry-ons**

Each eligible rider is allowed to carry-on only those items that can be safely carried in one trip on board without driver assistance. Carry-on items must be controlled at all times without blocking seats or aisles. Large items must be out of the aisle.

Items that cannot be brought on the bus includes, but is not limited to, the following:

- Hazardous or combustible materials
- Large items that cannot be stored out of the aisle
- Bikes

- Items that are leaking and could potentially spill in the bus' interior

## **H. Service Animals & Pets**

As required by the Americans with Disabilities Act, GO Transit permits service animals to accompany individuals with disabilities on vehicles and facilities. A service animal is defined as animal trained to provide assistance to an individual with a disability. The handler of the service animal must be able to maintain control of the animal and ensure that it does not threaten the safety of other riders.

Beyond service animals, GO Transit also permits the transport of small animals that are caged and fit on the rider's lap.

## **I. Prohibited Conduct on Buses and at Facilities**

The following conduct is prohibited:

- Eating is prohibited on the bus. Drinks are permitted if they are in a spill-proof container secured with a screw-top lid.
- Throwing anything on, at or out of the bus.
- Vandalism – all incidents on buses or at facilities will be treated as a police matter.
- Littering.
- Possession or use of controlled substances or alcoholic beverages on buses shall not be permitted.
- Soliciting money or distribution of literature on buses or at facilities.
- Fighting or acting in any manner that disrupts or impedes the safe operation of the bus.
- Profane, degrading or threatening comments.
- Tobacco use (smoking and chewing) and e-cigarettes are prohibited on all vehicles and facilities.
- Any noise that would distract the driver. Keep cell phone ringers and conversations at a low volume level that does not disturb others. Headphones must be used with sound emitting electronic devices. Headphone volume must be kept at a level that is inaudible to other riders.
- Riders without shoes or shirts will be denied service.

## **J. Reasonable Modifications**

Upon request, reasonable modifications may be made to GO Transit policy or practice to ensure that our transportation services are accessible to people with disabilities. Riders can request reasonable modifications of policy and practice in advance by calling (920) 232-5340, email [transit@ci.oshkosh.wi.us](mailto:transit@ci.oshkosh.wi.us) or writing GO Transit at 926 Dempsey Trail, Oshkosh, WI 54902. GO Transit will review the

request and respond with a written decision in 10 business days. If the decision requires more than 10 business days, the written response will indicate when a written decision can be expected.

## **RIDER RESPONSIBILITIES & TIPS**

### **A. Rider Responsibilities**

GO Transit strives to provide a safe, comfortable and enjoyable riding experience. Please show your respect and courtesy to fellow riders, property owners along our bus routes, and drivers by following the conduct guidelines listed below:

- Arrive at your bus stop early and be ready to board with the correct fare before the bus reaches your stop.
- Wait for bus to stop before boarding and allow any departing passengers to leave before you board.
- Always follow the bus driver's instructions. Our professional drivers are trained to make everyone's trip safe and convenient.
- Once on board, please be seated. Stay seated while the bus is in motion. Keep legs, bags and other objects out of the aisle.
- If the bus is crowded and no seats are available, move to the rear of the bus and hold onto the rails. If standing, do not stand in front of the yellow line located on the floor near the driver.
- Passengers are expected to exhibit appropriate social behavior while on board the bus and at bus stops. Be courteous to other passengers and the driver just as you would like to be treated courteously.
- It is recommended that children 11 and under be accompanied by an adult or a responsible youth (at least 12 years old).
- Signal your stop about one block before your stop.
- Cross the street after the bus has left the bus stop.

### **B. Winter Riding Tips**

During winter weather events (snow and ice), some buses may experience temporary delays due to road conditions and other traffic. When delays occur, GO Transit drivers' primary focus is maintaining safe bus service.

Below are some tips to improve your riding experience during snow and ice events.

- Plan ahead by taking an earlier bus trip to avoid being late to your destination. If possible, avoid peak travel times when traffic is heavy.

- Dress warmly in layers and arrive at your stop on time. Even though some routes may experience delays, others may be running on time.
- At the downtown transit center, GO Transit drivers wait no more than 3 minutes past their scheduled departure time. This helps to keep the system on time and allow for others waiting in the cold to be picked up in a timely fashion.
- If a bus stop is covered by snow, ice or a snow bank, DO NOT stand in the street or on top of the snow bank. These locations can be slippery and pose a hazard. Please wait on the sidewalk by a cleared driveway or corner and wave to the driver to stop. Drivers are trained to look for passengers at safe locations.
- Please wait at least 10 minutes beyond the scheduled time before calling GO Transit to inquire about a late bus. GO Transit dispatchers can provide information on overall schedule delays, but cannot radio individual routes. This keeps radio communication free for emergencies and allows the drivers to concentrate on safety.
- If your stop is located on a steep hill, please walk to the nearest level boarding area and wave to the driver. This will help the bus to avoid becoming stuck on a slippery slope.
- Wait until the bus has come to a complete stop before you approach.
- Have your fare ready when you board. This small act helps GO Transit drivers maintain their schedule throughout the year, but especially when we are experiencing weather related delays.
- Melting snow and ice can cause the floor of the bus to become slippery. Please hold onto the handrails and seat backs when walking through the bus.
- Please give your driver ample notification of your desired stop.
- When approaching your destination, the driver will stop at the nearest safe location.
- When you exit the bus, be sure you move directly away from the door and do not walk alongside the bus.

## **SERVICE REFUSAL AND SUSPENSION**

This policy applies to circumstances and/or behaviors that occur on GO Transit property, vehicles, or while boarding vehicles.

Service may be refused, suspended, or conditioned due to the following circumstances and/or behaviors:

- Seriously Disruptive Behavior
- Public Health Threats
- Refusal to Pay the Applicable Fare
- Refusal to Comply with Rules or Policy

### **A. Seriously Disruptive Behavior**

Service may be refused to customers who engage in violent, illegal, or seriously disruptive behavior. Seriously disruptive behavior includes, but is not limited to, the following:

- Disturbing a vehicle operator while the operator is driving
- Disturbing other customers
- Violent behavior
- Physically or verbally threatening vehicle operator, dispatcher or other customers
- Smoking while onboard a vehicle
- Damaging or destroying GO Transit property
- Engaging in conduct or activity that is a danger to the customer, other customers, or the driver
- Offensive language

If the prohibited behavior results from a disability, GO Transit may require that a personal care attendant ride with the individual to control the prohibited behavior.

## **B. Public Health Threats**

Service will be refused to any person who poses a potential public health threat. Examples of public health threats include, but are not limited to the following:

- The existence of excrement on clothes or on hands
- The existence of other body fluids, such as blood or vomit

## **C. Refusal to Comply with Rules or Policy**

A person that refuses to comply with a rule, policy or driver instruction may be refused service.

## **D. Service Refusal Process**

The vehicle operator has the authority to refuse service on the day of the violation. Violations of these rules will be reviewed by GO Transit staff for further action.

The Transportation Director, or his/her designee, is authorized to suspend or refuse the provision of service to individuals who: (1) engage in violent, seriously disruptive, or illegal conduct; (2) pose a public health threat; (3) refuse to pay the applicable fare; or (4) refuse to comply with rules or policy. The term of the suspension or refusal of service shall depend on the nature and seriousness of the prohibited conduct.

To the extent feasible, the individual shall be notified in writing. The written notification will state the specific basis for the proposed action and the proposed sanction.

## TITLE VI NOTICE

GO Transit is committed to ensuring that no person is excluded from participation in, or denied the 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. A Title VI complaint form is available at [www.GOtransit.com](http://www.GOtransit.com) under “Comments and Questions.” Contact GO Transit for additional info on Title VI obligations.