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Welcome Aboard

Riding Facts ng Size: Unlimited

GOTRANSIT Serving Greater Oshkosh

User Guide

VISIT OUR WEBSITE AT <u>WWW.RIDE</u>GOTRANSIT.COM TO USE THE TRIP PLANNER APP, EXPLORE MOBILE FARE OPTIONS, FIND THE LATEST DETOUR INFO AND VIEW PRINTABLE MAPS OF EACH ROUTE



FOLLOW US ON FACEBOOK DOWNLOAD THE GO TRANSIT OSHKOSH BUS TRACKING APP



This User Guide is a summary of basic information regarding GO Transit bus service. For more detailed information regarding the service, please feel free to contact GO Transit.

Fares & Passes

Cash Fares

Pay your exact fare as you board the bus. Drivers are unable to make change.

| _ | |
|--|---------|
| Adult (Ages 6-59) | \$1.50 |
| Seniors (Age 60 and older) ¹ | \$.75 |
| Persons with Disabilities (w/ ADA Paratransit or Medicare Card) ¹ | \$.75 |
| Disabled Veterans (w/ DVA Service Connected ID) ¹ | Free |
| Kids (ages 5 and under) ² | Free |
| Tokens | |
| Tokens (\$35 per pack of 20) | 1 token |

Punch Passes

Each punch pass includes 20 punches.

| | Cost | |
|---------------------|------|---------|
| Punch Pass | \$30 | 1 punch |
| Reduced Punch Pass³ | \$15 | 1 punch |

Monthly Passes (best value)

Valid for unlimited rides for the calendar month or months shown on the pass.

| One Month Pass | \$35 | |
|-----------------------|------|--|
| Bulk (3) Month Passes | \$90 | |

More about fares & passes:

- All passes and tokens are sold at GO Transit's Office at 926 Dempsey Trail (on Route 6). Additionally, monthly passes are sold at City Hall and the Oshkosh Public Library.
- Monthly and punch passes can also be purchased by mail.
- Passes must be signed by the rider to be valid. A monthly pass can only be used by the person
- that signed it and is non-transferable. • Punch passes (20 punches) can be purchased
- from all drivers and at the GO Transit Office. When the punch pass is presented to the driver, the driver will punch it once. On the twentieth punch, the driver will collect the card. If you want to transfer to another bus ask for a transfer and say which bus you are transferring to when boarding.
- Visit www.rideGOtransit.com or call 232-5340 for more information about fares & passes.

Footnotes:

- ¹ To qualify for reduced or free fares, riders must show the applicable form of ID.
- ² Up to 3 children (age 5 and under) per fare paying rider are eligible to ride free of charge. ⁵ To use a Reduced Punch Pass, rider must show driver proof of age (age 60 or older), valid ADA paratransit card or valid Medicare Card.

GO Connect

GO Connect is a new, microtransit service that will provide flexible scheduling to and from the Oshkosh Downtown Transit Center and the Neenah Transit Center during GO Transit bus service hours. Riders will schedule trips in-advance and will travel in vehicles shared with other passengers. The cost of each one-way trip will be \$5.00. Exact fare is required. Drivers cannot provide change. GO Connect one-way passes are also available on the Token Transit App. Call GO Connects vendor, City Cab at 920.235.7001 by 4:30 pm the day before desired travel.

All routes, schedules, policies and fares are subject to change.

Hours of Service

GO Transit buses operate from Monday through Saturday. See table below for hours of operation by route and where each route begins & ends daily service.

| Route | Hours of Operation | Beginning & Ending Point |
|-------|---------------------------|--------------------------|
| 1 | 6:15 AM - 6:45 PM | Mallard & Evans |
| 2 | 6:15 AM - 6:45 PM | Smith/North High |
| 3 | 6:15 AM - 6:15 PM | New York & Bowen |
| 4 | 6:26 AM - 6:30 PM | Logan & Jackson |
| 5 | 6:15 AM - 6:45 PM | West Transfer Point |
| 6 | 6:15 AM - 6:45 PM | Walmart |
| 7 | 6:15 AM - 6:15 PM | West Transfer Point |
| 8 | 6:15 AM - 6:45 PM | Mineshaft |
| 9 | 6:15 AM - 6:45 PM | Walmart |

There is no bus service on the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas, or days celebrated as such.



Bus Stops



GO Transit bus stops are marked by distinctive blue and white signs located at stops along the routes. It is very important that you wait for the bus at the bus stop to ensure effective and safe service. Each sign will display either a single route number (left sign) when served by one route or multiple numbers (right sign) if served by more than one route.

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Please plan to arrive at your bus stop a few minutes early.

Travel Training

GO Transit provides free training and other resources to any community member that would like to learn how to use the bus. We call this program "Travel Training." The program is designed to help firsttime riders and individuals with disabilities become familiar and comfortable with riding the bus.

GO Transit is also able to help you plan a trip over the phone or via email.

Paratransit - GO Plus

Paratransit service is provided for individuals with disabilities that are unable to board, ride or alight a bus; or when environmental or architectural barriers prevent an individual with disabilities from getting to or from a bus route stop. Paratransit is a shared-ride, demand response sedan or lift/ramp-equipped van service.

Our paratransit service is called GO Plus. GO Plus also offers other programs for low-income workers and seniors. Contact GO Transit for more information on available programs, qualifications and **GOPLUS** how to apply.

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 a another bus for no additional fare.

Transfers are accepted at transferpoints. Common timed transfer point locations include the Downtown Transit Center, West Transfer Point, Walmart and Mallard Ave/Evans St. The most common transfer points between routes are indicated with a red dot on the route map side.

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.
- GO Transit will honor late transfers when normal service is interrupted.



Downtown Transit Center (110 Pearl Avenue)

Safe Riding

For your safety, please keep in mind the following policies. Thanks for being a safe rider!

- Always follow the bus driver's instructions. Our professional drivers are trained to make everyone's trip safe and convenient.
- Respect other riders. This includes no foul/offensive language, fighting, vandalism, littering, tobacco use and e-cigarette use.
- No food or drinks in open containers are allowed on
- Don't cross the street in front of the bus when you get off. Always wait for the bus to leave before crossing.
- Large items (including strollers) must be out of the aisle.
- Passengers must be able to safely board and carry all
- carry-ons or personal belongings in one attempt.
- No hazardous materials are allowed on the bus. No weapons or firearms are allowed on the bus.
- Please offer the front seating area to seniors and passengers with disabilities.
- Please be seated. If 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.

Other Transportation

| Provider | Phone number |
|---------------------|----------------|
| Cabulance Inc | (920) 426-3900 |
| Fond du Lac Transit | (920) 322-3650 |
| Kobussen Buses LTD. | (920) 303-2269 |
| Lamers Bus Lines | (800) 236-1240 |
| Oshkosh City Cab | (920) 235-7000 |
| Valley Transit | (920) 832-5800 |

Contact GO Transit

Please contact GO Transit when you have a question, comment or suggestion. We would be happy to help plan your trip or provide any other information that will make your trip easier.

Call: (920) 232-5340 transit@oshkoshwi.gov Email: Mail: **GO Transit** 926 Dempsey Trail

Visit:

Oshkosh, WI 54902 www.rideGOtransit.com



GO Transit's Office is located at 926 Dempsey Trail (on Route 6). Office hours are 8:00 AM - 4:30 PM, Monday - Friday. GO Transit's Office is closed during holidays observed by the City of Oshkosh.

Hearing impaired passengers may contact GO Transit by using the Wisconsin Telecommunications Relay System (WTRS). The numbers for the WTRS are: Nationwide: 711, TTY: 800-947-3529, and Speech to Speech: 800-833-7637.

Upon request, GO Transit will provide materials, including maps and policies, in an accessible format to the best of its ability.

Other Information

Bike 'N Ride

All GO Transit buses are equipped with a bike rack. This service is available year round on all GO Transit bus routes. There is no additional fare when the bike rack is used.

For more information on how to use the bike racks, please visit our website at www.rideGOtransit.com

Accessibility

Each bus is equipped with accessible features, including: kneeling capability (bus lowers to make the first step easier), a ramp for wheelchair boarding, on-board wheelchair securement areas, and stop announcements by the driver. GO Transit drivers are trained to safely secure wheelchairs. While onboard, mobility devices, such as wheelchairs and scooters, are secured using the proper four (4) point securement.

Lost & Found

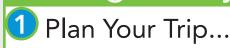
If you have lost an item on the bus or at other GO Transit facilities, call our information number (920) 232-5340. Articles that are found are held at the GO Transit Office (926 Dempsey Trail) for 30 days, except perishables. Lost bikes are transferred to the Oshkosh Police Department after 24 hours.

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. Contact GO Transit for additional info on Title VI obligations.

Riding is Easy



Use the Route Map on the reverse side to determine which route is closest to your origin and destination point.

Tip #1: Use Google Transit to plan your trip. This app can be found on GO Transit's website (www.rideGOtransit.com) or through Google Maps. Tip #2: If you are a first-time bus rider, feel free to call GO Transit at 232-5340. We would be happy to help.

Check The Schedule...

Each route on the map includes lettered timepoints which indicate when the bus will reach key points along the route. Each route's timetable provides the bus's arrival times at each lettered point. Use this information as a reference to determine what time you should arrive at your bus stop.

Tip: It's a good idea to arrive at your stop 3-5 minutes early.

Catch Your Bus...

As the bus approaches, stand ready at your stop and get your fare or transfer ready. Also, be sure to check the route name and number, which appears above the windshield and on the side of the bus. If your destination requires you to transfer, ask your driver for a transfer slip as you board your first bus. See "Transfers" above for more info.

Enjoy Your Ride...

About a half block before your stop, use the pull cord located along and above each window to signal the driver to stop. If another passenger has signaled your stop, do not ring again.

Tip: Feel free to ask the driver any questions you may have when boarding or exiting the bus or while at the Downtown Transit Center.