

Rider Policy



GO Transit
926 Dempsey Trail
Oshkosh, Wisconsin 54902
www.rideGOtransit.com
(920) 232-5340

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Table of Contents

INTRODUCTION	3
GENERAL INFORMATION	3
A. Service Background & Mission	3
B. Accessibility	3
C. Fares	3
D. Bus Passes	4
E. Transfers	4
F. Bike Racks	5
G. Complaints	5
SERVICE POLICIES	6
A. Designated Bus Stop Locations	6
B. Strollers, Walkers & Carts	6
C. Lost Articles	6
D. Priority Seating	6
E. Driver Assistance	6
F. Medical Equipment	7
G. Carry-ons	7
H. Service Animals & Pets	7
I. Prohibited Conduct on Buses and at Facilities	7
J. Reasonable Modifications	8
RIDER RESPONSIBILITIES & TIPS	8
A. Rider Responsibilities	8
B. Winter Riding Tips	9
SERVICE REFUSAL AND SUSPENSION	10
A. Seriously Disruptive Behavior	10
B. Public Health Threats	11
C. Refusal to Comply with Rules or Policy	11
D. Service Refusal Process	11
TITLE VI NOTICE	11

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 and paratransit services to elderly and disabled individuals, and full-time, low-income workers. This policy document focuses on GO Transit fixed-route bus service.

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@oshkoshwi.gov. GO Transit utilizes Facebook as an additional site 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 or the Quantum Automatic Wheelchair Securement Station 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)	\$ 2.00
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Senior Citizen (60 years and over) ¹	\$ 1.00
Individuals with Disabilities ¹	\$ 1.00
Children (under 6 years old) ²	FREE
Disabled Veterans ³	FREE
FVTC Students ⁴	FREE
OASD Middle and High School Students ⁵	FREE
3-Month Pass (unlimited rides)	\$105.00
E.A.A. One Way Cash Fare	\$ 5.00
E.A.A. unlimited rides	\$35.00

Fare Capping through WisGO app/card only, does not apply to cash fare:

Daily Maximum	\$ 4.00
Monthly Maximum	\$40.00

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

Fare notes:

1. To qualify for reduced fare, riders must utilize their WisGO app/card. Riders must apply and be approved for the reduced fare program. The reduced fare card will be issued to qualified riders by GO Transit.
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, Fox Valley Technical College riders need to show their current student ID.
5. To qualify, Oshkosh Area School District middle and high school riders must utilize their WisGO student bus pass.

D. Bus Passes

The 3-month bus pass is good for unlimited rides on any route in the City of Oshkosh. This pass is available for sale at GO Transit’s Office.

Other bus pass info:

- The bus pass is valid for 90 days from the date of activation (first use/tap).
- Bus passes are non-transferable.
- The bus pass can only be utilized through the WisGo app/card.

E. Transfers

GO Transit will not issue transfers. Riders using cash to purchase fare will need to pay the fare each time they board a bus. Riders using the WisGO app/card will not be charged for fares within 90 minutes of a previously paid fare and will reach their daily fare max once they have paid for two one-way fares (maximum daily charge \$4).

F. Bike Racks

All GO Transit buses are equipped with a bike rack. 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 920-232-5340.

For more information regarding the bike racks, visit 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 information 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 blue 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. 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.

C. Lost Articles

If you lose or forget something on a bus or at a GO Transit facility, contact GO Transit at 920-232-5340. 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 include, but are 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.
- Occupying any transit bus or transit property for any purpose other than transportation to/from designated transit stops, or waiting to board a public transit vehicle (riders shall board the next available vehicle on their route and minimize dwell time)
- Occupying any transit bus or transit property after transit operating hours which are Monday – Saturday from 6:15 a.m. to 6:45 p.m.

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@oshkoshwi.gov 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
- Smoking on GO Transit property or at bus shelters
- 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
- Indecent exposure

- Public indecency

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 open sores, 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 under "Comments and Questions." Contact GO Transit for additional information on Title VI obligations.

