

NORTHERN WINNEBAGO DIAL-A-RIDE

Welcome to the Northern Winnebago Dial-A-Ride. The 2022 Dial-A-Ride Service will be provided by Valley Transit II (VTII) through a new service provider, Running, Inc.

For 2022, we will be going electronic. There will not be any user cards or tickets! All Fox Crossing riders will still be required to have an approved application on file with the Village of Fox Crossing, at least 1 work day prior to calling for ride.



ELIGIBILITY:

- Village of Fox Crossing and Cities of Neenah and Menasha residents
- Age 60 and over (Ambulatory).

HOURS OF SERVICE:

Monday thru Friday:	6:00 a.m. - 7:00 p.m.
Saturday:	6:00 a.m. - 2:00 p.m.
Sunday:	By Reservation Only

Transportation will not be available: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

FOR A RIDE:

Please schedule your ride by 5:00 p.m. the day before your trip.

1. Call VTII (Running Inc) at **920-832-5789** and ask for the Dial-A-Ride service. Give your name, pick-up address, destination, and time service is required.

The vehicle will arrive within a **30 minute window** of your scheduled pick up time. Please be ready to leave. The driver will only wait 5 minutes before continuing on to the next rider. Each person is responsible for being ready to enter the vehicle when it arrives in this window of time.

Example: If you call for a 12:30 ride, the driver could be at your location anytime between 12:00 and 1:00. You must be ready to leave when they arrive.

2. **You will only be allowed to bring up to 4 bags into the van.**
3. The 2022 rates will remain at \$3.50 per one-way ride. **Valley Transit II (Running Inc) requests that you have the exact change when paying for your transportation.**

In addition to the fare that you pay per one way trip, the Village of Fox Crossing pays approximately \$14.35 per trip. Fox Crossing is able to offset some of this amount with grant funding received through Valley Transit. For further fare information, please call Valley Transit II (Running Inc.) at 920-832-5789.

4. **For all rides, you will need to cancel at least one hour in advance to avoid being charged for the ride.**
5. You may **reserve a regular schedule of service**, if you work a regular schedule or have regularly scheduled appointments. However, if you do not need your regular pick-up, you must notify the transportation service one hour in advance or you will be charged for the trip.

The transportation service has the right to pick up more than one patron on any trip and guarantees reasonable service time. Each patron is responsible for his or her own fare.

Please note that if there is inactivity by you for one year, your application will automatically be removed from our rider list file. You will then need to re-register.

For questions or problems with the program call the Fox Crossing Finance Department at 920-720-7106. For any complaints, please contact Valley Transit at 920-832-5800.

Due to the cost, the Village of Fox Crossing will gratefully accept tax exempt contributions to continue this service on a long-term basis.

We know that we can count on your cooperation in making this service transition satisfactory to all whom need to use it.

Sincerely,

FOX CROSSING

Myra Piergrossi
Finance Director