

WEGO Summer Tips for Young Riders

- WeGo recommends that children age 12 or under be accompanied by an older teenage (age 16+) or adult at all times.
- WeGo trips are most effectively accessed by using the WeGo Powered by Via app on the passenger's smart phone (iPhone or Android). Passengers without smart phones can call the WeGo office to request a ride, but the time to process such requests will take longer.
- WeGo is an on-demand service which means that trips may/not be available at the desired time. Passenger may receive a "Seats Unavailable" message which will require that they wait for 3 to 30 minutes before making another attempt to secure a seat. **The passenger must be able to manage him/herself while waiting for an available vehicle.**
- The passenger must be ready to board when the WeGo van arrives. If after 3 minutes, the passenger has not presented him/herself, the van will depart. The passenger will be charged for the missed trip and must rebook a new trip.
- The passenger must be able to independently board and alight the vehicle without the assistance of a driver or other adult unless s/he is approved as an ADA client (a completed application is required for ADA consideration).
- The passenger must be able to independently navigate their way from the vehicle to their final destination without the assistance of a driver or other adult.
- The passenger must be able to follow all applicable rules (no eating, drinking, wear masks when required, etc.)
- Unlike school bus drivers, WeGo drivers do not monitor passengers after they have exited the vehicle.
- WeGo vans are particularly busy from 6am to 8am and again from 4pm to 6:30pm. It is highly recommended that trips to camp and other recreational sites be made during non-peak hours.

For additional questions or information, scan the QR code to visit the WeGo webpage or contact Hall Area Transit at 770-503-3333.

