

# WeGo Fact Sheet

## Public Vanpool Service

**WeGo** is a new public vanpool service operating within Hall County. Just use your smartphone to download the app called “WeGo powered by Via”, set-up your account and Away WeGo!

### **How does the new WeGo service work?**

The WeGo service uses a state-of-the-art computer algorithm to connect passengers with nearby vans to get you from point A to B. The WeGo van will come straight to your location **OR** meet you at a virtual bus stop that will take you 3 - 5 minutes to walk. Follow directions on the app and keep it open to stay abreast of possible changes to the pick-up location or arrival time.

**What if I have a disability and cannot get to a “virtual bus stop”?** Call the office at 770-503-3333 and request an ADA Application. If approved, future WeGo vans will be directed to pick you up and drop you off at the exact location.

**What are the hours of operation?** WeGo operates from 5:15am - 9:00pm Monday through Friday, with the exception of major holidays.

**How much does it cost to use WeGo and how do I pay for the ride?** A WeGo ride costs \$2.00 for the first 5 miles and 50 cents for every additional mile. There is a place on the WeGo app to enter and store debit or credit card information. Users who prefer to pay cash can purchase vouchers by visiting our office, but call us first at 770-



503-3333 so we can be on the lookout for you.

**What is the normal wait time to be picked up by a WeGo driver?** Wait times will vary from 15 - 90 minutes depending on driver availability, but the WeGo app removes all the guess work as customers can now track the location of the vehicle in real time. Peak hours are from 5:00am - 11:00am and 3:00pm - 7:00pm. If your trip is time sensitive, start the booking process 1 to 2 hours early.

**What happens if I choose the wrong drop-off address?** Be very careful when booking your trip and check the destination address before boarding the vehicle. If you discover that the location you’ve chosen is incorrect, you must exit the vehicle and rebook the trip. The driver will not take you to your revised address as they must drop-off and/or pick-up other scheduled passengers.

**How is WeGo funded and who operates the service?** WeGo is a public transit service funded by the Federal Transit Administration, the City of Gainesville and Hall County Government. Vehicle operators are employees of the City of Gainesville.

## What are the rules for using WeGo?

### Things You Can Do on WeGo

- Smile
- Dream
- Enjoy the ride
- Read a book
- Make a new friend
- Count your blessings
- Quietly pray or meditate
- Have pleasant conversations with other passengers
- Pat yourself on the back for using public transit
- Consider a random act of kindness

### Things You CANNOT Do on WeGo

- Eat – Drink – Smoke - Curse
- Be unkind - Be unsafe - Be a nuisance
- Leave trash
- Speak loudly
- Use your cellphone speaker
- Damage the van
- Threaten others
- Carry more than 4 bags
- Distract the vehicle operator
- Refuse to follow reasonable requests from the vehicle operator or supervisor

### Other Helpful Information

- Using the app to book a trip will take less time than calling the office dispatcher to book the trip for you. Seriously, the dispatchers use the exact same app as the passengers.
- WeGo is NOT a taxi service and cannot wait for you even when making a quick stop.
- WeGo is NOT designed to provide skilled medical transport service.
- Consider holding a small flashlight to indicate your location when it's dark outside.
- If you live in a mobile park community, mark your address in the WeGo app as a "Favorite" so the driver can locate you.
- If you have a disability that makes it impossible for you to access a virtual bus stop, please call the office at 770-503-3333 to request an ADA Application.
- The average trip is less than 5 miles and takes less than 20 minutes so R-E-L-A-X.

**Our Mission** is to provide safe, efficient and effective public transit services to connect people with the people, places and things that are important to you.

**Our Goal** is to fulfill our mission.

**Our Objective** is to learn something new each day to improve service.

# INSTRUCTIONS FOR BOOKING WeGo TRIPS

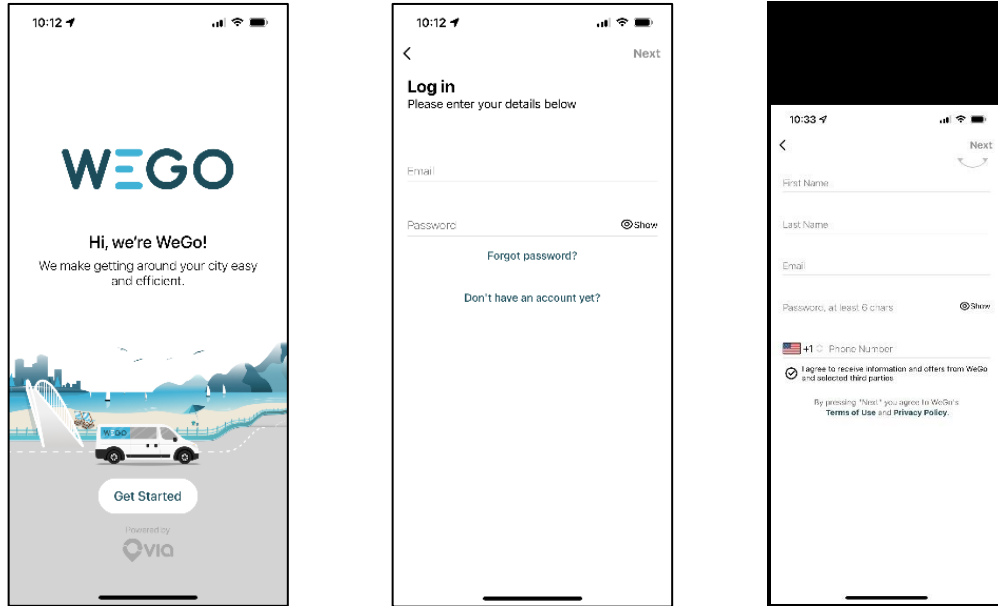
## How do I book a Trip on WeGo?

### 1. Use your smartphone to download the app “WeGo Powered by Via”

From the Apple App Store:

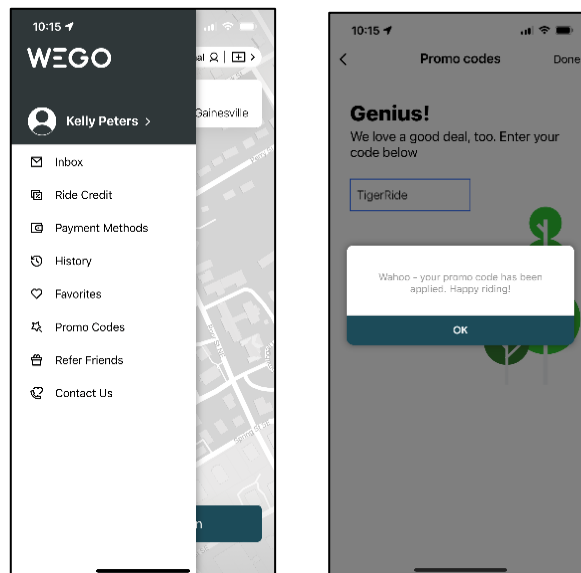
<https://apps.apple.com/us/app/wego-powered-by-via/id1529797309>

From Google Play for Android: [https://play.google.com/store/apps/details?id=hall.georgia&hl=en\\_US&gl=US](https://play.google.com/store/apps/details?id=hall.georgia&hl=en_US&gl=US)

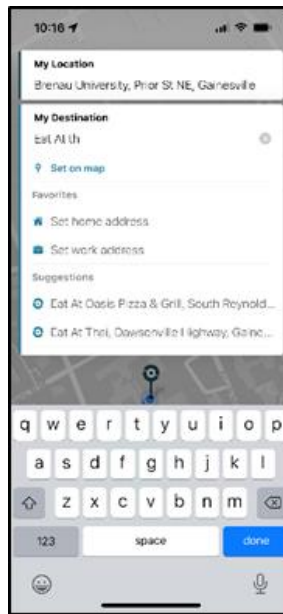


### 2. Follow Login Instructions / Create an Account

- Please note that you Do Not need to provide any credit/debit/pre-paid card information but without a card on file you will need to purchase ride credit sold as voucher codes with exact cash at the WeGo office at 687 Main St SW from 10:00am - 2:00pm Monday through Friday.
- Using a Voucher Code**, go to the menu in the upper Left-Hand corner of your screen, indicated by Three Line Slashes.



Select Promo Codes to enter your voucher code, make sure you enter the code exactly as it is written. **Then Click on Done.**



### 3. Main screen will appear with “Confirm my Location”

### 4. To book your trip

#### a. Confirm your Location

- i. Type in your residential address or a business & select from suggestions that appear below. If using a residential address make sure all information is correct. It is easy to mis-type addresses because some streets have directional markers like S, NE, SW, etc. Often, it’s better to use a location name when going to a business then entering the address. Example, if you type in Walmart you will see 2-3 locations appear as options. Try and enter the name of the location first to prevent booking the wrong address.
- ii. Sometimes when requesting a specific business your booking may change from a specific store to the larger shopping area. Residential Address may also change to drop off location near the requested address.
- iii. Before pressing Confirm My Location make sure the Location is Correct. If it is not correct you will need to re-enter the location and confirm.

#### b. Confirm your destination.

Follow the same rules as above.

#### c. Confirm the number of passengers.

All passengers must be booked to the ride as all seats are counted by the operating system. Babies, children and Personal Care Assistants must be counted at the time of booking to ride the van.

#### d. If both Pick Up and Drop Off locations are correct and passenger count is correct select “Book this Ride”.

Occasionally the service will be experiencing high demand, and you will receive the following message. You cannot set a time for a pickup when booking a trip. If you receive this message, you will need to keep trying until a ride becomes available.

