Dial-A-Ride 2026 920-832-5789

Northern Winnebago Dial-A-Ride, service provided by Running Inc./Valley Transit II

Reduced-fare transportation for residents of the Cities of Neenah and Menasha aged 60 years and older who do not require the use of wheelchairs. Wheelchair accessible transportation is available through Valley Transit at 920-832-5800.

1. Obtain Program Certification: Request program information and certification by calling (920) 886-6125, applying at a location listed below, or applying online at https://neenahwi.seamlessdocs.com/f/2026DAR. **If you have been certified in a previous year, you are automatically certified and will not need to be certified in the new year.**

2. Make your trip reservation: Call 920-832-5789, and ask for the Dial-A-Ride service. Provide your name, address, destination, and appointment time. **Trip reservations must be made before 4:30 p.m. at least one day before your trip.** Remember to make your return trip reservation at the same time if needed. You may book trips up to 14 days in advance. Cancellations must be made one hour before your scheduled pick-up time.

3. Take your trip: The vehicle may arrive up to 15 minutes before or after your scheduled pick-up time. Riders should be ready to depart 15 minutes before the scheduled pick-up time should the vehicle arrive. The driver can only wait 5 minutes for you after the vehicle arrives for your pick-up.

4. Pay your fare: The fare for a one-way trip is $3.50. (No ticket is necessary.) Please have the correct change.

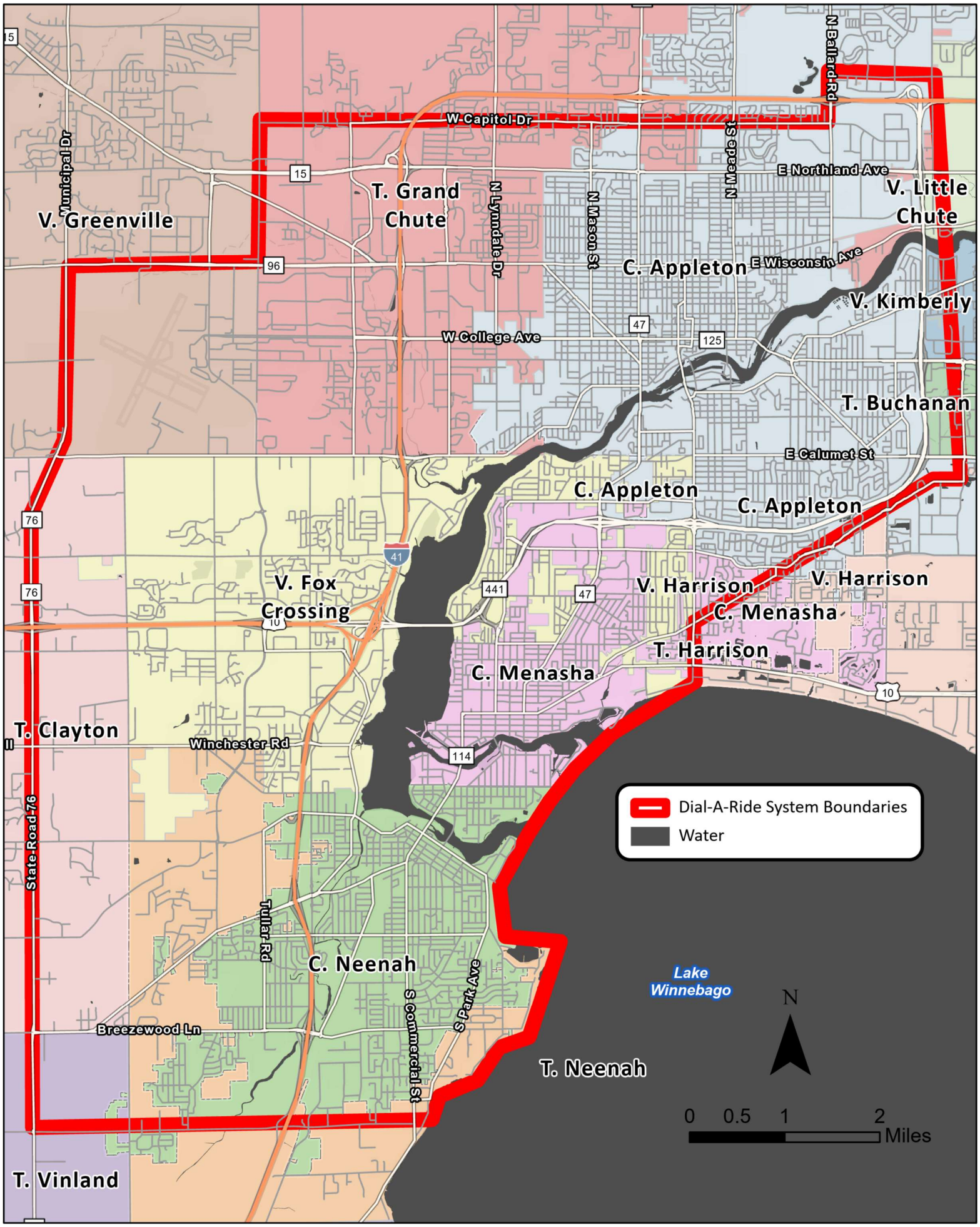
5. Call for a same-day trip after a medical appointment, if necessary. There may be a wait of up to one hour from the time the call is received for a “will call” trip.

6. Hours: Dial-A-Ride service hours are 6:00 A.M. to 7:00 P.M. Monday through Friday, 6:00 A.M. to 2:00 P.M. Saturday and Sunday. Closed New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

7. Comments: Should you have comments, compliments or complaints about the service, please contact Valley Transit at 920-832-5800.

DIAL-A-RIDE PROGRAM CERTIFICATION LOCATIONS

Neenah City Hall, Clerk’s Office 211 Walnut Street Neenah, WI 54956	920-886-6100
Menasha Senior Center 116 Main Street Menasha WI 54952	920-967-3530
Neenah Public Library 240 E. Wisconsin Avenue Neenah WI 54956	920-886-6315

Dial-A-Ride is made possible by support provided by:
Federal and State of Wisconsin Transportation Grants
United Way Fox Cities
Winnebago County
Cities of Neenah and Menasha

Dial-A-Ride System Boundaries