

# Milwaukee County Transit System

1942 NORTH 17TH STREET • MILWAUKEE, WISCONSIN • 53205-1697 • (414) 344-4550

vital then. vital now.



## Changes to your GO Pass

Dear GO Pass passholder:

**Please read this information carefully.**

As you may have heard, the GO Pass program has changed to help support the sustainability of the transit system and viability of the program. As of January 1, 2017, GO Pass recipients must be a Milwaukee County resident and meet one of the following conditions:

- 1. Must be over the age of 65 and currently receiving Medicaid or FoodShare benefits; or*
- 2. For residents under 65:*
  - a. Must be receiving Social Security income through SSI or SSDI, or have a Veterans Disability designation; and*
  - b. Must receive Medicaid benefits or FoodShare benefits.*

The updated program will require users to pay \$1 a day to ride.

**Our records indicate that you do not qualify for the updated program. Your GO Pass card will be turned off on Monday, June 12, 2017.**

If you believe you may qualify for the updated GO Pass now or sometime in the future, or want to see if your income qualifies you for other state and federal programs please call:

414-289-5800

We expect to receive a high volume of calls in early May. If you would like to reduce the likelihood of a wait time, we encourage you to call in mid to late May or early June, as changes are not going into effect until mid-June.

(over)

Please read the information below for a timeline of changes to the program and options you have to continue to receive a reduced fare when riding MCTS.

## **Reduced Fare Options**

Some of the current GO Pass passholders may be eligible for the MCTS reduced fare of \$1.10 a ride, \$2 for a 1-Day pass, or \$32 for a 31-Day Pass. You can visit any MCTS fare outlet (including MCTS Administration at 1942 N. 17<sup>th</sup> St.) to get a Reduced Fare M•CARD as well as to load money and passes onto the card. Visit [RideMCTS.com](http://RideMCTS.com) for fare outlet locations and to see all the eligible fares.

## **Timeline**

April 2017 – Letters sent to all current GO Pass users updating them on their status.

All riders who received this letter but believe they may qualify for a GO Pass based on their income, may call 414-289-5800 during normal business hours to receive information on how to check eligibility. We expect to receive a high volume of calls in early May. If you would like to reduce the likelihood of a wait-time, we encourage you to call in mid to late May or early June, as changes are not going into effect until mid-June.

June 12, 2017 – All Go Pass cards for users who do not qualify for the program will be turned off and can no longer be used to ride any MCTS bus.

June 26, 2017 – Administration of the GO Pass program (i.e. issuing new and replacement GO Pass cards) changes from MCTS administration to the Milwaukee County Aging and Disability Resource Centers (1220 W Vliet St, 3<sup>rd</sup> floor).