



Rider Guidelines & Policies

- Seatbelts are required for all riders
- No smoking, eating, drinking, weapons or offensive behavior
- Please bring exact fare; drivers do not make change
- For the safety and efficiency of our shared service, all items must be under the rider's control and off of seats or aisles. Riders are responsible for loading and unloading their own items in one trip to ensure timely service for all; drivers are unable to assist with carrying items and cannot wait for multiple trips.
- **No service on these holidays:**
New Year's Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, Christmas Day

How to Ride BOOKING YOUR DEMAND RESPONSE RIDE

- Use the Rides on Demand app or call dispatch at 330-800-5210



- Book up to two weeks in advance
- For demand response, less than 24-hour notice may be accepted if vehicles are available
- Vehicles will arrive within a 15-minute pickup window
- Return rides should be scheduled in advance

BE READY

Please be at your pickup location five minutes before your scheduled time. The driver will wait five minutes before continuing their route.

NO-SHOW & CANCELLATIONS

Please call to cancel at least one hour in advance. No-shows for 25 percent or more of scheduled trips in 30 days may result in suspension. You may appeal by calling dispatch.

Civil Rights & Complaints TITLE VI

WayGo operates without regard to race, color or national origin.

ADA (AMERICANS WITH DISABILITIES ACT)

WayGo does not discriminate based on disability.

To file a Title VI or Americans with Disabilities Act complaint, contact:

Kevin White
Public Transportation Manager
kwhite@woosteroh.com
330-263-5255

City Hall – 538 N. Market St.,
Wooster, Ohio 44691

REASONABLE MODIFICATIONS

Requests for service modifications can be made at booking.
Call 330-263-5255 for more info or to file a complaint.

WAYGO
Wooster-Wayne Community Transit

System Brochure

Your ride around Wooster
and Wayne County

Introducing WayGo!

WayGo is the new, affordable way to get around Wooster and nearby areas in Wayne County. With fixed routes and demand response options, we're making local travel easier for everyone.

Contact Us

Dispatch Line - 330-800-5210

For questions please call 330-263-5255 or visit Wooster City Hall 538 N. Market Street Wooster, Ohio 44691

TTY: 1-800-750-0750

Brochure available in other formats and languages upon request.

What is WayGo?

WayGo is Wooster and Wayne County’s public transportation system, offering:

Fixed Route Bus Service

Runs hourly on a loop through Wooster, making regular stops along the way.

Demand Response Service

For curb-to-curb pick-up and drop-off outside of the fixed route service area. WayGo demand response currently serves areas one mile outside of Wooster city limits with a goal to expand throughout Wayne County in the future.

All services are shared-ride and ADA accessible. Riders may be picked up or dropped off along the way.



The mission of WayGo is to serve the people of Wayne County by providing safe, reliable, and inclusive transportation. Connecting residents to jobs, healthcare, education, and community resources—enhancing quality of life and strengthening the fabric of our local communities.

Fares & Accessibility

PER ONE-WAY RIDE

	General Public	Seniors (62+), Veterans, Persons with Disabilities
Fixed Route	\$1.00	Free
Demand Response	\$5.00	\$3.00

To receive the reduced fare, riders must provide proof of eligibility during their first trip. Once verified, your status will be saved in our dispatch system for future rides

Acceptable forms of verification include:

- State-issued ID showing date of birth (for seniors)
- SSA benefits verification or award letter
- VA Disability letter
- Signed and dated doctor’s note on official letterhead
- Reduced fare ID from another transit agency

*All documents must be signed, dated, and provided on official letterhead where applicable.

Fixed Route Service

Monday through Friday: 7 a.m.–8 p.m.

Saturday: 10 a.m.–6 p.m.

Fare: \$1 for the general public
Free for seniors, veterans, and people with disabilities

ROUTE INFO

Buses depart hourly from the Wayne County Public Library and make regular stops. For a map please visit RideWayGo.com

Accessibility

All WayGo vehicles are wheelchair accessible and equipped with ramps or lifts for mobility devices and walkers.



PARATRANSIT SERVICE

Paratransit service is available for Wooster and Wayne County residents and visitors.

To apply for service, please contact:

Kevin White
Public Transportation Manager
kwhite@woosteroh.com
330-263-5255

Or pick up an application at City Hall:

538 N. Market St., Wooster, Ohio 44691

Need a More Flexible Ride?

WayGo demand response is a curb-to-curb service that picks you up and drops you off in areas one mile beyond city limits, with special service to and from the Wayne County Career Center.

SERVICE HOURS

Monday through Friday: 6 a.m.–7 p.m.

Saturday: 10 a.m.– 6 p.m.

FARES (ONE-WAY)

\$5 General Public /
\$3 Seniors, Veterans, or Persons with disabilities

HOW TO BOOK

- Use the app or call dispatch at 330-800-5210. Two-hour notice is preferred.
- Trips may be scheduled up to two weeks in advance.