

Coming July 1, 2024

GoGastonia FREQUENTLY ASKED QUESTIONS

What is microtransit?

Microtransit is tech-enabled, shared, public transportation that lives in the space between traditional fixed-route transit and ride-hailing technology. Microtransit improves mobility access by using on-demand technology and attracting new riders to public transportation. Microtransit uses intelligent booking and routing algorithms to make operations more efficient.

What are the benefits of microtransit?

- Scheduled rides
- Reduced wait times and shorter travel times
- Smaller, more efficient vehicles
- Increased ridership
- Greater accessibility for passengers
- Expanded service area

How do I book a GoGastonia ride?

1. Anyone in Gastonia can use Go Gastonia by downloading the GoGastonia app (which will be available for download starting the last week of June).
2. Create an account.
3. Book a ride by entering your pickup and drop-off address. Choose the ride proposal that works best for you and tap “book this ride.”
 - a. *Tap the accessibility icon in your profile to be able to request wheelchair vehicles.*
4. Check the app to see your designated pickup point, or “virtual bus stop”. It may be a short walk away, but it helps to cut down on detours and make your journey faster.

Riders with mobility issues who have the accessibility feature toggled on will not need to walk to a virtual bus stop, and will rather be picked up and dropped off at their exact location.

Do I need a smartphone to book a GoGastonia ride?

No, you don't need a smartphone to use Go Gastonia! You can also book a ride by calling (704) 753-7439.

What are the days and hours of operation?

Monday - Friday, 5:30 a.m. – 6:30 p.m. & Saturdays, 8:00 a.m. – 6:00 p.m.

Does the service operate on holidays?

The service does NOT operate on the following holidays:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day

The service will operate on a Saturday schedule (8:00 a.m. – 6:00 p.m.) on the following holidays:

Martin Luther King Jr. Day, Good Friday, Friday after Thanksgiving, and Christmas Eve

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Do I have to use a credit or debit card to ride?

No, tickets can be purchased with cash at the Bradley Station for passengers who do not use a credit or debit card. Tickets can be used to book your ride.

How much does it cost to ride?

Regular Fare is \$2.00 one way.

Elderly & Handicapped Fare is \$1.00 one way.

Children under 5 years old are free with a paying adult.

Will Go Gastonia fares surge like Uber and Lyft?

No way! GoGastonia functions as public transit, versus as a consumer ride hailing service (though, it can feel as luxurious and convenient as an Uber or Lyft). We will not be raising fares based on external factors such as weather, time of day, or the cost of gas.

What is the service area?

Transit passengers in Gastonia no longer have the limitations of the fixed route. GoGastonia can transport you anywhere within the City limits of Gastonia.

Where will I be picked up?

Through using virtual bus stops vs. physical ones, GoGastonia will provide transit coverage to the entire city population of more than 80,000 residents, meaning that no one in Gastonia will be farther than 1-2-minute walk to the nearest Go Gastonia “virtual bus stop”.

What is the wait time for the driver to pick me up?

The average wait time will be approximately 15 minutes from the time that you book the ride.

How many people will be in the vehicle?

Go Gastonia vehicles can carry up to five passengers. GoGastonia uses AI-based algorithms from software and operations provider Via to aggregate passengers headed in the same direction into one vehicle, allowing for quick and efficient shared trips.

Will I be required to bring a car seat for my child?

Due to liability, parents will need to supply their own car seats.

What age do you have to be to ride alone?

The minimum age for riders to ride solo is 13 years old. Passengers under the age of 13 must ride with an adult.

Is this going to be safe?

Yes, Go Gastonia is dedicated to prioritizing the safety of our riders and drivers, which is why prospective drivers are required to complete extensive screening, onboarding and training. Riders will be given a specific vehicle identifier when booking a ride, and both riders and drivers have access to live support throughout the duration of the ride. All vehicles are also equipped with security cameras.