



What is a Neighborhood Electric Vehicle?

Neighborhood electric vehicles (NEVs) are all-electric, low-speed shuttles that travel up to 25 mph. The gO'side Shuttle will provide a new, fun and sustainable way to travel to your favorite Downtown Oceanside destinations.

Why does Oceanside need a NEV?

The gO'side shuttle pilot project aims to provide connections to the Oceanside Transit Station and relieve traffic congestion and parking challenges in Downtown Oceanside. It will also make it easier for people to navigate the area without relying on a car. The shuttle will provide an accessible, zero-emissions option for people who want to access Oceanside's many shops and recreational activities, as well as dining, transit, healthcare, jobs and residential areas.

Who is funding this project?

The gO'side shuttle pilot project is a partnership between SANDAG, the City of Oceanside, and Visit Oceanside. In addition to funds provided by SANDAG, the City of Oceanside, and Visit Oceanside, shuttle costs will be offset through fares revenue collected from gO'side riders.

How do I book a ride on the gO'side Shuttle?

First, download the [Circuit app](#) and create an account. Select the Downtown Oceanside location from the menu. Then, enter your pick-up location and select your drop-off location. Select your number of passengers and if you need a wheelchair-accessible vehicle. Tap "Request" when ready. A gO'side Shuttle will pick you up and drop you off at your destination. Along the way, the vehicle may pick up other passengers who request a ride.

Do I need the Circuit App to ride the gO'side Shuttle?

While using the Circuit App is the fastest way to book a ride, you do not need the Circuit app to ride the gO'side Shuttle. However, the app provides many helpful features for riders to access their drivers and track their incoming ride. If you do not have a smart phone, the shuttles can be booked with a phone call instead at (760) 547-7870.

Can I schedule my ride in advance?

As an on-demand service, the gO'side Shuttle currently does not allow riders to book/schedule rides in advance. When you are ready to ride simply use the [Circuit app](#) or call 760.547.7870 to book a ride.

Is the Circuit App the same as the North County Transit (NCTD)/Metropolitan Transit System (MTS) PRONTO App?

The Circuit app is a separate app that may be downloaded at Google Play or App Store. Riders will need to create an account to use the app after download. The gO'side Shuttle is not operated by NCTD or MTS.

If I don't have access to a smart phone, can I still ride the gO'side Shuttle?

Yes, you can request a ride by calling 760.547.7870.

Will my ride on the gO'side Shuttle be shared?

Your trip may be shared with other gO'side riders, similar to an Uber Pool.

How will I know my ride is on the way?

You can track your ride on the [Circuit app](#). You will be able to see updates as your ride approaches the stop. If you provide your mobile number in your account, you can also receive phone calls from the driver when necessary.

Will my ride pick me up from the exact address I call it to?

Yes, however please note that the driver will stop in a safe location as close as possible to the address and call you with instructions if necessary.

What is the approximate wait time for the gO'side Shuttle after a ride has been requested?

The goal wait time for the gO'side Shuttle is 15 minutes or less. However, during this pilot phase with limited shuttles in service, wait times may be longer. Shuttle hours may be shifted to meet consumer demand.



Will the shuttle vehicle be wheelchair accessible?

Yes, a wheelchair accessible ride is available upon request through the mobile Circuit App or by calling 760.547.7870.

Where can I take the gO'side Shuttle?

The gO'side Shuttle can take you anywhere in Downtown Oceanside from the Harbor south to Vista Way west of I-5, in addition to the East Side neighborhood and Country Club Lane. The Oceanside Transit Center is within the service area. If using the App, the service area boundary will be shown prior to selecting your pick-up and drop-off location. Please see the below map for the gO'side service area.

How much does a ride on the gO'side Shuttle cost?

A fare of \$3 per rider will be charged with a cap of \$6 for groups of more than two riders.

Why did the gO'side Shuttle introduce a fare?

The small fare provides for better rider management, shorter wait times and offsets the costs to the City of Oceanside.

What are The gO'side Shuttle's operating hours?

The initial operating plan is as follows and is subject to change due to demand and funding sources:

Hours of Operation May – November 2023 (Daily)

Mon – Wed Noon to 10 p.m.

Thurs – Sat 10 a.m. to 10 p.m.

Hours of Operation December 2023 – April 2024

Mon – Tues No service

Wed – Sun 10 a.m. to 10 p.m.

Can groups ride The gO'side Shuttle together, or is it only for individuals?

The Shuttle Service is available to individuals or groups up to 5. When you request the ride via the [Circuit app](#), you will be prompted to select the number of seats that are needed for your trip.

Can I bring my bicycle on the shuttle?

These shuttles are designed for short trips and small cargo. Although bicycles cannot be stored on the NEV shuttle, there are many bikeways and multi-use paths available in Oceanside for people to use for riding and rolling. This Bicycle Map shows all the routes Oceanside has to offer.

Can I bring my surfboard on the shuttle?

These shuttles are designed for short trips and small cargo. The shuttles cannot currently store surfboards; however, you can ride with a boogie board.

Can I bring my pet on the shuttle?

Pets are welcome on the shuttles at the discretion of each individual driver and the other passengers in the vehicle. Please speak with your driver when they arrive to confirm it is acceptable. Please follow this pet etiquette:

- Pets are not allowed on seats
- Your pet must stay on your lap or on the floor between your legs at all times
- Pets must remain inside the vehicle at all times

Where can I find more information about this service?

Please visit the main project website at www.ridegoside.com. More information on riding with Circuit can be found at <https://www.ridecircuit.com/faq>.

Are there any advertising opportunities?

There are many advertising opportunities. To contact a sales rep please visit: <https://www.ridecircuit.com/advertise>.

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 ఉచిత భాషా సహాయం | ການຊ່ວຍເຫຼືອດ້ານພາສາພຣີ | Kaalmada Luqadda ee Bilaashka ah | Безкоштовна мовна допомога



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