



RIDER'S GUIDE



Providing Transit Service in
Black Hawk, Bremer, Buchanan, Butler,
Chickasaw, and Grundy Counties



Iowa Northland Regional Transit Commission
229 E. Park Ave.
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(319) 233-5213
1-800-369-3022
www.inrcog.org/rtc.htm

Regional Transit Commission Rider's Guide

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Welcome to RTC

The Iowa Northland Regional Transit Commission (RTC) is pleased to provide you with transportation services. We look forward to serving your transportation needs.

This guide provides the general policies and procedures for all users of our system.

Our telephone number is:

(319) 233-5213
or
1-800-369-3022

TDD or TTY users may contact us by calling Relay Iowa at (800) 735-2942.

Our website is:
www.inrcog.org/rtc.htm

We hope you enjoy
riding RTC

Service

RTC provides transportation service to the general public within our service area. Our service is generally provided curb-to-curb, however, if requested, door-to-door service may be provided from outside the door of the pick-up location to the entrance of the building of the drop-off location. **Drivers will not enter homes or buildings and will not close or lock doors. Passengers should be able to exit on their own or have the appropriate assistance from an aide.**

RTC reserves the right to schedule your trip on any accessible vehicle(s). In all cases, a trip is defined as a one-way ride regardless of the length of the ride.

RTC is also able to provide service to individuals and groups using a dedicated vehicle. Because this type of service is provided outside of regular RTC services, it is more costly for the rider(s) and is subject to vehicle and driver availability. This service can be scheduled through the RTC office.

Service will be provided to the best of our ability based on space, time, and driver availability.

Service Area

RTC provides transportation services to persons in Black Hawk, Bremer, Buchanan, Butler, Chickasaw, and Grundy counties. However, RTC does not provide service for one-way trips that begin and end in the Waterloo-Cedar Falls metropolitan area.

Fares

Riders are charged a fare based on the actual cost of each one-way ride. RTC works with numerous agencies that provide riders with financial assistance for their transportation needs. Riders not receiving financial assistance will be charged the cost of their rides. Current fares can be found on our website or by calling the RTC office.

Reservations

Reservations must be made at least twenty-four (24) hours in advance of the trip. If service requiring a dedicated vehicle is requested, reservations must be made at least two (2) weeks prior to the date of the trip. Reservations may not be accepted for service the same day.

When you make your reservation, please be ready to provide the following information:

- The date you wish to ride.
- The number of passengers.
- The exact address of where you are to be picked up.
- The exact address of your destination.
- The time you wish to be picked up and/or the time of your appointment.
- The time you wish to return.
- Any special equipment that you may use such as a wheelchair, walker, or scooter.
- Your phone number.

We request that you schedule the return time of your trip when making your reservation. When a reservation is made without a return time scheduled, the return trip may be worked-in, if possible. This type of work-in may cause a lengthy wait for your return trip.

To make a reservation for a ride call:

(319) 233-5213

or

1-800-369-3022

On-time Arrivals

Passengers should be ready at the scheduled pick-up time. Drivers will wait no longer than five (5) minutes beyond the scheduled pick-up time. Drivers arriving ten (10) minutes before the pick-up time or ten (10) minutes after the pick-up time are considered to be operating on time.

Destinations

Drivers are instructed to stop at the scheduled destination only. Travel arrangements with more than one destination will be treated as separate trips and must be scheduled as such.

Drivers will not enter a facility to look for a passenger. Passengers should be ready at the door of the scheduled location when the vehicle arrives.

Upon arrival at a destination, if the driver finds the destination locked or unattended, the passenger will be returned to the trip origin as soon as the driver's schedule permits. A second attempt to transport the

passenger to that destination may not be made during the same day. A destination may not be changed after the passenger is on board the vehicle.

Medical Trips

Please make every attempt to schedule medical trips between the hours of 9:00 a.m. and 2:00 p.m. Emergency medical trips should be handled by an ambulance service.

Passenger Assistance

Drivers will assist passengers as needed including providing walking support or maneuvering of a wheelchair (excluding wheelchairs on steps).

Drivers will not run errands for passengers. Please do not ask them to do so. Drivers will not make multiple trips to carry packages, such as groceries or laundry, or to handle heavy packages. Passengers who have an item(s) that they cannot carry should make separate arrangements for package delivery.

Wheelchairs

Passengers using wheelchairs will not be assisted up or down steps. A ramp shall not have a grade in excess of standard grade, which is 1:12. All wheelchairs should be in good working order and have fully functional foot rests and brakes which must be in the lock position when the passenger is on the lift or when the vehicle is in motion. All wheelchairs will be tied-down or secured while the vehicle is in service and all riders will wear seatbelts. We encourage our wheelchair riders to have seatbelts permanently attached to their wheelchairs. RTC will not provide wheelchairs for riders.

Seatbelt Policy

RTC requires that appropriate seatbelts be worn and buckled at all times by our drivers and passengers. Seatbelts that are required include shoulder, lap, vest and/or wheelchair securements or tie-downs, as is appropriate to the driver or passenger. Failure to comply with this policy shall result in RTC refusing to provide service to the passenger. There are no exceptions to this policy.

Changes, Cancellations, No Shows

We request at least one-half (1/2) hour notice of any change or cancellation. Any cancellation received less than one-half (1/2) hour before the scheduled pick-up time will be regarded as a **no-show**, and will be subject to the policy provided below.

A **no-show** is defined as no one boarding the vehicle once it arrives, on time, for a pick-up. After the first no-show, the passenger will be reminded of this policy. Two no-shows in a thirty (30) day period of time will result in suspension of service for two (2) weeks. If, after being suspended for two weeks, the passenger is again a no-show it will result in a thirty (30) day suspension. **All no-shows will be billed or charged to the rider or agency responsible for paying for the trip.**

**To cancel a ride call:
(319) 233-5213
or
1-800-369-3022**

To cancel a ride, provide your name and phone number, as well as the date(s) and

time(s) of the rides you wish to cancel. In addition, please provide the address of the pick-up and destination of each ride you wish to cancel.

Inclement Weather

RTC shall decide when inclement weather warrants delaying or canceling service. Please watch KWWL TV or go to kwwl.com for weather related announcements concerning RTC service.

Holidays

Service will not be provided on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving Day, and Christmas Day or days celebrated as such.

Safety

Please keep ramps, sidewalks, and driveways free of ice, snow, toys and other obstructions that may present a safety hazard to you and the driver. Drivers are not to lift passengers and/or wheelchairs under any circumstances.

Passengers carrying hazardous or dangerous materials or items (i.e., explosives, knives [other than a pocket knife], kerosene, gasoline, firearms, etc.) will not be allowed on RTC vehicles. No alcoholic beverages or illegal drugs are allowed on the bus.

Proper Conduct

All passengers are expected to exercise appropriate conduct on RTC vehicles. RTC reserves the right to revoke riding privileges of riders who threaten the health, welfare, or safety of other passengers or the driver. Swearing, biting, fighting, hooliganism, sexual harassment or any threatening behavior will not be tolerated. RTC vehicles are smoke-free.

Aides

An aide, or someone providing assistance to a passenger, may ride RTC vehicles if space is available. An aide's ride must be scheduled along with the passenger when making a reservation. There is no cost for an aide to ride provided they are necessary to assist the passenger.

Animals

Any and all assistance animals may be carried on RTC vehicles provided they are trained and necessary to assist a passenger.

Cell Phone Use

RTC drivers are not required to carry cell phones. Consequently an RTC driver, who chooses to do so, will utilize the cell phone only in case of an emergency, such as contacting 911 or to call for assistance in case of a mechanical breakdown. RTC drivers will not make phone calls on behalf of any riders.

Donations

The Hawkeye Valley Area Agency on Aging (HVAAA) helps to financially support senior transportation in our service area. As such, HVAAA has prioritized their support for trips to HVAAA meal-sites, medical appointments, grocery stores, local dialysis facilities, and pharmacies. HVAAA encourages donations be made by our senior riders to help support these services. All donations or contributions are used to support and expand transportation service.

Other Transit Providers

RTC maintains contracts with other agencies that provide open-to-the-public services on our behalf. These providers will do their best to serve you, but their service is based on space, vehicle, and driver availability. A list of our current contractors, contact information, and fares is found on our website at www.inrcog.org/rtc.htm.

If you do not have access to the internet and want further information about our subcontractors, call RTC at (800) 369-3022.

