



522 10th Ave. East
P.O. Box 1240
Spencer, Iowa 51301



PASSENGER GUIDE

1-800-358-5037

(712) 262-7920

Serving these Northwest Iowa counties:

**Buena Vista, Clay, Dickinson, Emmet, Lyon, O'Brien, Osceola, Palo Alto,
and Sioux**

All services are open to the general public, including persons with disabilities.

Welcome to **RIDES!**

The **Regional Transit Authority/RIDES** is a private non-profit organization established in 1976 to provide you, our valued passenger, with reliable, efficient, and caring transportation services. We look forward to serving your transportation needs. The purpose of this guide is to define for you the general policies and procedures we have in place to better serve you. We ask that you read, and abide by, the information in this guide.

Our Address and Telephone Numbers are:

Regional Transit Authority/RIDES
522 10th Avenue East
P.O. Box 1240
Spencer, IA 51301

Phone: All Counties- 1-800-358-5037
In Spencer- (712) 262-7920

Types of Service

- **General Transportation- RIDES** provides transportation service to the general public within our 9-county service areas. As a rule, the service provided is curb-to-curb. However, door-to-door service may be provided if requested. This means service will be provided to you from outside the door of your home or other originating building to the door of your destination. Passengers should be able to exit their home on their own or have the appropriate assistance from a personal aide or service animal. **RIDES** will allow one (1) aide (or service animal) to ride, at no cost, provided notification is received by our scheduling staff at the time the trip reservation is made.

In all cases, a Trip is defined as a one-way ride, regardless of the length of the ride.

- **Special Medical Trips (TMS)-** Special Medical Trip services are defined as any ride with a destination outside of city limits or out of county for your medical appointments and/or procedures. All "Special Medical Trip" services are scheduled through TMS. Any Changes must be approved by TMS.
- The PHONE NUMBER for TMS is **1-866-572-7662**, use this number for Medicaid Transportation only!

Service Area

All **RIDES** services are open to the general public. Passengers who have trip origins and/or trip destinations within Buena Vista, Clay, Dickinson, Emmet, Lyon, O'Brien, Osceola, Palo Alto, and Sioux counties, will be served to the best of our ability.

Fares

RIDES charges a fare for each one-way trip. Correct change is required. Our Drivers do not carry change. Fares must be paid at, originating pick-up time.

Reservations

We request that reservations be made at least twenty-four (24) hours before the trip.

Trip pick-up times may be negotiated with you up to within one hour of the requested time. This means that if you request to be picked up at 8:30 a.m. to be to work by 9:00 a.m. we may request that you be picked up as early as 7:30 a.m. Likewise, if you are finishing work at 3:00 p.m. we may arrange to pick you up anytime between 3:00 p.m. and 4:00 p.m. Please be assured that every effort will be made by our scheduling staff to provide service as close to your scheduled time as possible.

When you make your reservation, please be sure you have the following information ready:

- Your name
- The date you wish to ride
- 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
- Whether or not you need assistance to the vehicle
- Any special equipment that you may use such as a wheelchair, walker, scooter, or oxygen supply apparatus.
- Whether an aide or service animal will be accompanying you

To make reservations for a ride, please call:

All Counties 1-800-358-5037

Spencer (712)262-7920

On-Time Arrivals

Due to scheduling demands, traffic, weather or other conditions, Drivers may arrive fifteen (15) minutes *before or after your scheduled* pick-up time. Our Drivers are instructed to wait **no longer than three (3) minutes** upon arrival. We therefore request all of our Passengers be **ready** fifteen (15) minutes prior to the scheduled pick-up time and **willing** to wait up to fifteen (15) minutes after the scheduled pick-up time.

Medical Appointments

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

Passenger Assistance

Drivers are instructed and ready to assist passengers as needed. Assistance may include walking support or maneuvering of a wheelchair (excluding wheelchairs on steps).

However, our Drivers are instructed not to run errands for passengers and cannot accept responsibility for closing or locking home doors. Please do not ask them to do so.

Drivers are also not permitted to make multiple trips to carry your packages, such as groceries or laundry, or to handle heavy packages. If you have one or more items that you are unable to carry, please make separate arrangements for package delivery.

Wheelchairs

RIDES vehicles are equipped with electric wheelchair lifts and wheelchair-fastening security devices. Lap belts and shoulder harnesses are available on all **RIDES** vehicles. For your safety:

- Passengers using wheelchairs will not be assisted up or down any steps on or outside of the vehicle.
- A ramp must be of standard grade (1:12). ***If you are unsure as to the proper construction of your ramp, please call us. We will be happy to conduct an at-home inspection at no cost to you and make recommendations, if needed.***
- All wheelchairs should be in good working order and have fully functional brakes.
- Brakes must be in the “lock” position when the passenger is on the lift and when the vehicle is in motion.
- All wheelchairs are **required** to be strapped-down or secured while the vehicle is in service.

Destinations

Our Drivers are permitted 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 in advance.

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

Upon arrival at a destination, if a Driver finds the destination locked or unattended, the passenger will be returned to the trip origin as soon as the Driver's schedule permits. We will make every attempt to schedule a second attempt to transport the passenger to that destination during the same day.

A destination may not be changed once the passenger is on board the vehicle.

Changes, Cancellations

We request at least one hour notice of any change or cancellation. You will need to provide your name and phone number, as well as the date(s) and time(s) of the ride(s) you wish to cancel. In addition, please provide the address of the pick-up and destination of each ride you wish to cancel.

To cancel a ride, please call:

All Counties 1-800-358-5037

Spencer (712)262-7920

No Shows

Any cancellation received one-half (1/2) hour or less from the scheduled pick-up time will be regarded as a 'no-show', and will be subject to our 'no-show' policy provided below.

A 'no-show' is defined as no one boarding the vehicle once it arrives for a pick-up. After the first 'no-show', the Passenger will receive a reminder of this policy.

Weather

During inclement weather, **RIDES**, in general, will follow the lead of the local school districts for delaying or canceling service. When schools have been dismissed for holidays, vacations or other purposes, **RIDES** will decide when the inclement weather warrants delaying or canceling service.

Safety

Please keep ramps, sidewalks, and driveways free of ice, snow, toys, and other obstructions that may present a safety hazard to you and our Driver. Drivers are not to physically lift passengers and/or wheelchairs.

It is strongly recommended, that anyone riding a **RIDES** vehicle use the safety lap belts and shoulder harnesses.

Hazardous or dangerous materials/items (i.e.: kerosene, gasoline, firearms, etc.) are **NOT** allowed on **RIDES** vehicles.

Proper Conduct

All Passengers are expected to exercise appropriate and respectful conduct on **RIDES** vehicles. **RIDES** reserves the right to revoke riding privileges of any Passenger or service animal who threatens the health, welfare, or safety of our other Passengers or the Driver

Holidays

Service is not provided on the observed days of the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Service Animals

Any and all service animals carried on **RIDES** vehicles may be transported provided they are trained and are necessary to assist a passenger.

We hope you enjoy riding with

The logo for Rides, featuring the word "Rides" in a red, cursive script font. The letter "R" is significantly larger and more stylized than the other letters, with a long, sweeping tail that extends to the right and then curves downwards.

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