

Your Regional Transit Authority: RIDES is a private non-profit organization established in 1976 to provide you, our valued passenger, with safe, reliable, efficient, transportation services. It is our goal to not only meet but exceed your expectations every ride every time.

We are honored to provide your transportation needs.

In all cases, a trip is defined as a one-way ride, regardless of the length of the ride. RIDES charges a fare for each one-way trip. Correct change is necessary as RIDES drivers do not carry change. Fares must be paid by, or at, originating pick-up time. For more information regarding agencies that provide financial assistance related to transportation cost, please feel free to contact our office or see our link to

Please be prepared to provide the following information when arranging for transportation services.

- Your name or full name of passenger(s)
- A contact phone number
- Method of payment
- 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 circumstances associated with the passenger ie: wheelchair, walker, scooter, or oxygen supply devices.
- Whether an aide or service animal will be accompanying you/passenger.

Holidays

RIDES will not provide services on the following days:

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

Service Animals

Official service while working animals are welcome on RIDES vehicles passenger mobility. Animals and Pets may travel with their human but must be secured in a solid pet carrier for duration of the trip.

Passenger Pick Ups

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.

Drivers will not enter a facility to look for a passenger. Please be ready at the specified 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.

Making a 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.

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, on time, for a pick-up. After the first 'no-show', the passenger will receive a reminder of this policy. Two 'no-shows' in a thirty (30) day period can result in suspension of service for two (2) weeks. All 'no-shows' will be billed or charged to the passenger or agency responsible for paying for the trip(s).

Inclement 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. Cancellation of services will be announced via local radio stations.

Prohibited Materials

Please do not board a bus with any hazardous or dangerous materials. Kerosene, gasoline, firearms, are **NOT** allowed on RIDES vehicles.

Passenger Conduct

All passengers are expected to exercise appropriate and respectful conduct on RIDES vehicles. RIDES reserve 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.

- No eating or drinking on-board (unless for health reasons)

- No riding with open containers of alcohol or with illegal drugs
- No abusive, threatening, or obscene language or actions
- No deliberate fare evasion
- No physical abuse of another rider or the driver
- No petting guide dogs or other service animals without the permission of the owner
- No playing of radios, cassette tape players or compact disk players or other noisy electronic equipment (without headphones), or other noisy equipment while on board.
- No operating or tampering with any vehicle equipment
- Littering is prohibited
- Shirts and shoes or other footwear (if ambulatory) must be worn
- Baby strollers must be folded and stored to not block the aisle or cause injury to persons on the bus.
- Head, arms, and other body parts must be kept inside the bus
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Para Transit

All RIDES vehicles are equipped with mobility device lifts/ramps.

Passengers dependent on mobility devices must have personal assistance to be maneuvered up/down steps prior to boarding the vehicle.

Standard ramps are of grade (1:12). If you are unsure as to the proper construction of your ramp, please contact us for a free at-home inspection.

For optimal safety mobility devices should be in good working order and have fully functional brakes.

Brakes will be required to be in the lock position and power chairs turned off while a passenger is on the lift and when the vehicle is in motion.

Mobility devices are required to be secured while the vehicle is in service. It is the adopted RIDES policy that a 4 point securement system will be used combined with the use of a lap and shoulder belt. Refusal to comply with the use of mobility securement and or lap belts for ambulatory passengers will result in a non-transport.

All passengers are required to wear a lap a belt.

Making Trip Reservations

RIDES requires that reservations be made at least twenty-four (24) hours before the trip for trips with in the Lakes Service Area, Sheldon and Spencer. The remaining service areas are demand response and trips may be requested same day and will be scheduled pre availability.

Medical Trips are exempt from 24 hour policy and all non emergency medical requests will be serviced as close to the requested time as possible.

To ensure your desired trip time advanced reservation is encouraged in all service areas.

ELIGIBILITY FOR CHILDREN SIX YEARS OF AGE AND UNDER

All children under four (4) years of age must be accompanied by an adult. They cannot ride unattended. Children under four(4) years of age will be considered for Para transit eligibility based on the functional ability of both the accompanying adult and the child (as a team) for bus service. All children under the age of 7 must have a designated adult or guardian be present for boarding the bus upon pick up for debarking upon drop off. If an adult is not present the child will be return to point of pick up origin.

PURCHASING TICKETS

Tickets may be purchased at the following locations:

RIDES Regional Transit Office Spencer Iowa or by request through the mail

Payment must be received prior to tickets being mailed:

Send payment to:

RIDES Regional Transit Authority
522 10th Ave. E. Spencer Iowa 51301

The information in this Guide describes policies and procedures for the riders of RIDES . The Guide is not a listing of legal advice and does not create any legal obligation on the part of anyone. In the event of a conflict between the Guide and any current law, or any policy or contractual obligation of RIDES regional Transit Authority, the law, policy, or contract will prevail. This is merely a reference for riders and others and may be modified occasionally. If you have any questions about its content, please contact RIDES.

FARES

The fare must be paid when boarding the vehicle.

Riders who do not have fare will not be transported and will be assessed a no show.

Fares can be paid in one of the following ways:

Cash.

Exact fare only. Drivers carry no change. Cash fares may be paid with coins or dollar bills. Note:

Round trip payments are not accepted by the drivers. Each trip must be paid for separately. Check.

Checks should be made out to RIDES Regional Transit Authority. Checks must be written in the amount of each separate trip.

One ticket must be paid for each separate trip. Tickets are nonrefundable. RIDES is not responsible for lost tickets or passes.

RIDES service is by advance reservation only. You or a caregiver can make a reservation by calling 712-262-2790 or 1-800-358-5037 Between 8:00 a.m. and 5:00 p. m.

Please be prepared with the following when scheduling a trip.

- Your name

Both first and last-additionally your middle initial is helpful to separate from like names

- The date and day of the week you need to ride
- The time you need to be picked up

Allowing boarding time and travel time if scheduling for as set appointment time

- The exact address where you are being picked up from
- The name of the facility and the exact address you are traveling to
- The time you want your return trip (if applicable)
- Any special instructions that may benefit the driver

Examples: Landmarks for address, best parking for bus.

- If a personal care attendant or a companion will be traveling with you
- If a service animal will be traveling with you
- Whether you will be using a mobility aid such as a wheelchair, walker, or scooter
- Any additional information that will assist in providing the best trip possible.

The customer service representative will enter this information into our computer scheduling system.

The customer service representative will then repeat what they understood your request to be. Please pay close attention to what is repeated back to you. We strongly encourage you to record or journal the date of your call, time of call, and the person you spoke with.

Scheduling Tip: Although it is difficult to know ahead of time exactly when you will be ready for your return trip, it is very important to schedule the time as accurately as possible. Leave some extra time if you are not sure. If you are going to a doctor's office or other medical appointment, let the person who is making your medical appointment know you will be using RIDES service. Ask them how long the appointment will take. This will help you to set your return time with RIDES. If you have an appointment, allow some extra time to get from our vehicle to your destination. For example, if you have an appointment at 9:00 a.m., you might want to tell the customer service representative you would like to arrive no later than 8:45 a.m. Similarly, leave time to arrive for your return trip. For example, if you work until 5:00 p.m., you might want to ask the customer service representative for a 5:15 p.m. pick up.

Standing Order Trip Service

If you need a ride to the same place, at the same time, at least once a week, a standing order trip may be a good option for you. This service allows you to schedule these trips with one call. You will then be automatically placed on the schedule each week. Ask the customer service representative about this option. If you establish a standing order trip it is important to let us know immediately if your schedule changes on a particular day. This way, we can make the change on our schedules. For example, if you have a trip to school each weekday, keep us updated on holiday and vacation times when school is not in session or if your place of employment is closed for the holiday. This will help us avoid unnecessary trips.

CHANGING YOUR RESERVATION

If you need to change a reservation, you must call a RIDES customer service representative between the hours of 8:00 a.m. and 5:00 p.m. preferably no later than 24 hours before your scheduled trip if that is not possible please notify us as soon as possible. Requests for changes to your reservation on the day of your trip can not be guaranteed. Please do not ask the driver to make changes to your trip, ie: dropping you at a different address. Drivers are not allowed to make changes to their manifests.

CANCELLING YOUR RESERVATION

RIDES understands that on occasion a trip will need to be cancelled. Please call during regular business hours 8:00 a.m. and 5:00 p.m. and speak with a service representative to cancel your trip. After regular business hours, rides may be cancelled by leaving a message on the voicemail. Please leave a full message including your first and last name, the date, and time of the trip(s) information you want to cancel. Rides can also be cancelled online at www.nwiarides.org Click on *Cancel My Trip*.

No-Show

RIDES adheres to the following **No Show Policy**.

Q. What is considered a no-show?

A. A no-show is when a trip is scheduled but then a rider:

- 1) Cancels the trip too close to the scheduled pickup time to allow the trip to be rescheduled for someone else.
- 2) Without any notice to RIDES, the rider fails to take the scheduled trip.
- 3) Without any notice to RIDES, the rider delays the scheduled trip.
- 4) The driver arrives at a drop-off location and the rider delays the bus by not getting off the bus promptly, or when no one is at the location to receive the rider and the rider cannot be left unattended.

Q. What if the rider feels the no-show was RIDES error?

A. The rider should call RIDES immediately.

The customer service representative will research RIDES records for trip for accuracy

Q. What if the rider feels the no-show was outside of their control?

A. Again, the rider should call RIDES and explain to the customer service representative what prevented them from taking the scheduled ride. The rider may be requested to provide documentation. The purpose of the documentation is to provide a fair and consistent policy for all.

Q. Why does RIDES need a No-Show Policy?

A. A no-show ultimately results in a loss of revenue.

Q. RIDES no show policy will be implemented with a verbal reminder following a first and second no show. The third unexcused no show will result in the passenger suspension for a month. RIDES will notify the passenger when they have been reinstated.

RIDES needs you to be ready to ride when the vehicle arrives. Our RIDES drivers will stop the bus as close to the front door of the pickup address as possible. Please be at the front door of your pickup location so you can identify/or be identified by the bus driver.

Please be ready to go when the vehicle arrives so that the driver can stay on schedule for all passengers.

Drivers are not permitted to honk the horn or ring apartments to let you know the vehicle has arrived. Wait in an area where you can see or hear the vehicle arrive or where the driver will be able to see you. Remember, when you make your reservation, the customer service representative will confirm your trip by giving you a 30-minute “pick-up window.” RIDES may arrive to pick you up at any time during the pickup window.

Riders’ Tip: Make sure that your address is clearly visible from the street, especially in the dark. If you are being picked up at a large building, make sure when you schedule your ride, to tell the customer service representative which entrance you will be at. Carry needed medication with you in case we are delayed and your trip takes longer than expected. If you use oxygen, bring an adequate (extra) supply. If you are diabetic or hypoglycemic, please bring a small snack with you in case the trip is longer than planned.

Out of courtesy for other RIDES customers who are scheduled on the same vehicle, the driver will wait no longer than three (3) minutes after their arrival time within the pickup window. The vehicle will depart when the three-minute period is up. You can check your clock with RIDES at any time to make sure the times match by asking the customer service representative when you call in.

Riders must be ready to depart at any time during the thirty (30)-minute pickup window described when the reservation was made. If a rider has not boarded the vehicle within three (3) minutes after the vehicle arrives, the vehicle will depart and a no show will be assessed to the rider’s record.

The driver and/or dispatcher will not be able to call the customer to advise that the vehicle has arrived. It is the rider’s responsibility to be at the front door, prepared to board, when the vehicle arrives. If the rider does not board the bus within the three (3)-minute period, the driver will contact dispatch for permission to depart, and the trip marked as a “No Show.” If the trip is the originating trip of the day (first trip of the day), the bus will not be sent back (unless we were in error in scheduling or the driver was at the wrong location).

Early Pickup

Sometimes, your vehicle will arrive before the start of the pickup window because of a cancellation or especially light traffic. If your bus arrives before the start of the pickup window, you may wait to get on the vehicle until the start of the pickup window time, or you may get into the vehicle and leave right away. It is your choice.

Late Pickup

Unexpected delays can happen because of road construction, traffic conditions, bad weather, or on occasion, mechanical problems with a vehicle. If a vehicle has not arrived 30 minutes after your scheduled pickup time, you may call RIDES to find out the estimated time the bus will arrive. Stay within sight of the pickup location if at all possible, in case the vehicle arrives while you are calling.

Door-to-Door Service

RIDES service policy is door-to-door. This type of service requires you to be at the door in front of your residence or in front of your destination point after your business is complete within three (3) minutes of the bus’s arrival. RIDES understands that in some cases this may not be possible. It may depend on:

- The nature of a passenger’s physical ability.
- Adverse weather conditions.

- Whether a physical barrier exists (e.g., sidewalk construction).

For safety reasons, RIDES requires that the driver not leave their vehicle unattended or lose the ability to keep their vehicle in sight when assisting a rider for door-to-door service.

Steps and Ramps

In order to assure the safety of the bus drivers and passengers riders using a wheelchair or mobility aid, door-to-door service is provided to a rider only if qualifying ramps are available. RIDES drivers are not permitted to cross the threshold of the passenger's residence. RIDES drivers are not permitted to carry a passenger or lift a mobility device down steps or to be maneuvered around objects. If the mobility device needs any adjustments made they should be completed prior to boarding or an aid should be available to make the required adjustments.

Personal Care Attendant (PCA) and Guests

A Personal Care Attendant (PCA) is someone you need to help you with daily activities such as opening doors, traveling in a mobility device or medical care. You must inform the customer service representative that a PCA will be riding with you when scheduling a ride request. This ensures that there will be room on the vehicle for you, your PCA, and other scheduled riders. Only one (1) PCA to travel with you. A PCA must get on and off the bus at the same places and times the passenger does. Drivers cannot add riders who do not have a reservation, so if a reservation is not made for the PCA, they may not be allowed to ride.

Unless otherwise requested, the PCA is responsible for assisting the passenger/you when on the bus, not our drivers.

Personal Care Assistants do not pay a fare as long as they demonstrate that their primary role is to be the passenger's assistant.

CAREGIVER RESPONSIBILITIES

If a rider cannot be left on their own without safety concerns at either the pickup point or the drop-off point due to mental or cognitive disabilities or because of severe memory problems, it is the responsibility of the rider's caregivers or family, to clearly identify them to the customer service representative when making the reservation. The driver will be informed of the rider's limitations and take appropriate precautions as necessary. The driver cannot act as an attendant for a rider faced with these health conditions. Riders with mental or cognitive disabilities will be allowed to travel without an attendant only if they exhibit safe behavior on the bus.

An attendant or caregiver must be present at the pickup point or drop-off point for riders who cannot be left alone. If a responsible attendant or caregiver is not present when the driver attempts to pickup or drop-off a rider with a disability of this type, it can seriously disrupt the driver's schedule. If this does happen, RIDES may suspend service to the rider and report the situation to proper protective services.

Companions/Guests: A companion is a friend, relative, or other person who is traveling with you but is not coming along to assist you. Companions must pay the appointed fare when accompanying you, and must get on and off the vehicle at the same places and times as you. You must inform the customer service representative that a companion will be riding with you when you schedule a ride request, or

any time before 5:00 p.m. the day before your scheduled ride. This ensures that there will be room on the vehicle for you, your companion, and other scheduled riders. You may schedule only one (1) companion to ride with you. Drivers cannot add riders who do not have a reservation, so if you fail to make a reservation for your companion, they will not be allowed to ride with you. Additional companions will be accommodated if there is enough space on the vehicle. To schedule additional companions, you may call the day of the ride to see if there is enough space on the vehicle. Both PCAs and companions must also be ready for boarding when the rider boards. Drivers will not wait for a PCA or companion if they are not ready.

Children: All children under four (4) years of age must be accompanied by an adult. They cannot ride unattended. Children ages four (4) to six (6) are permitted to ride without the presence of an adult however an adult must be present at origin of pick and destination. If an adult is not present to walk the child onto the bus and debark with the child, the child will not be transported. Upon arrival at destination if the child is not met by an adult the child will be returned to point of pick up at passenger's payee expense. If traveling with an eligible fare-paying adult RIDES policy allows children ages one(1) and under will not pay a the fare. Drivers can assist with securing the child's seatbelt. The driver will not secure a child restraint car seat, will not assist with a stroller, and are not permitted to carry children on or off the vehicle for you. If you will need assistance with the child please plan to have a companion join you.

Scooters

Three and four wheeled scooters can be difficult to secure on vehicles. Due to the presence of some manufacture warnings on scooters/mobility devices, that they should not be used as seats on moving vehicle our driver may recommend/encourage the transfer to a vehicle seat if the passenger is able to do so. The drive will not mandate transfer. They are however required to than secure the mobility device/scooter to the standard of RIDES securement policy.

BRINGING THINGS ALONG

Package Limitations

You may bring grocery bags, luggage, or other packages or (legal) personal items with you onto the bus. Because drivers are not required to assist with loading and unloading of packages and personal items, please do not plan to bring more than you and/or the assistant who is traveling with you can manage. Delaying the vehicle due to excessive packages may result in a no show being assessed to your record.

Grocery Carts

Groceries or shopping carts must not block the aisle and must be secured by the rider so as not to present a safety hazard to the riders. Groceries or the cart will not be permitted to be stored in the in the door step area. Passengers with a mobility device are requested to mindful as to the number of packages that can safely be attached to their wheelchair. If a mobility device passenger repeatedly exceeds a manageable number of packages service may be denied.

If the groceries or shopping cart cannot be accommodated under these guidelines due to the size

of the cart and/or the groceries blocking or narrowing the aisle, the driver may deny the passenger a ride.

Life Support

RIDES allows respirators, portable oxygen (*attached to your chair if you have one*), or other life support equipment as long as it does not violate laws or rules related to the transportation of hazardous materials. Your equipment must be small enough to fit safely onto the RIDES fleet vehicle and be managed by you or your personal care attendant.

Service Animals

Service animals are permitted on all RIDES vehicles. Service animals include guide dogs, signal dogs, and other animals trained to work or perform tasks for persons with disabilities. When traveling with a service animal, be sure to inform the customer service representative when a trip is scheduled. This ensures there will be room on the vehicle for you and your service animal, along with other scheduled riders. Passengers are responsible for maintaining control of all service animals while on board the bus. When transporting with a service animal, please follow these guidelines:

- To maintain control of your service animal, it may need to be on a leash and in a crate when boarding, while riding, and when exiting the bus.
- Birds, reptiles, amphibians, and rodents must be kept in an enclosed secured crate.
- The animal must remain at your feet or on your lap. The animal may not sit on a vehicle seat.
- You are responsible for any damage or soiling caused by the animal to the RIDES bus or property.
- The animal must be clean and well groomed.
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Pets

Animals that are not service animals may ride on RIDES vehicles only if they are properly secured in a crate or kennel. For safety reasons, drivers are not permitted to carry crates or kennels on or off the RIDES vehicles. If transport requires support with a pet, please arrange to travel to include an assistant. RIDES will not transport pets/crate without accompanying passenger.

RIDER COURTESY AND CONDUCT

RIDES requests that all passengers comply to the following common sense rules to ensure the safety of all passengers and drivers, we ask simply as that all riders, their personal care attendants, and any companions traveling with riders observe the following:

Rules of Conduct:

- Board the vehicle promptly
- Remain seated once on board
- Lab belt seat belt use is mandatory
- No smoking on the vehicles
- Maintain appropriate, reasonable personal hygiene
- Refrain from eating or drinking while on-board (*unless approved for health reasons*)

- Alcohol or with illegal drugs are prohibited
- Abusive, threatening, or obscene language or actions will not be tolerated
- No deliberate fare evasion
- Refrain from petting guide dogs or other service animals without the permission of the owner
Electronic devices must be used within reason and will be removed if offensive to other passengers or present risk to the driver. Use of headphones is encouraged.
- Do not tamper with any vehicle equipment
- Littering is prohibited
- Shirts and foot cover are required (*if ambulatory*)
- Strollers must be folded and stored and secured in such a manner as to not block the aisle or present potential injury.
- Head, arms, and other body parts must be kept inside the bus
- Objects including, head, arms must be kept inside the bus at all times.
- Responsible adults are accountable for the actions of children.
- Federal regulations prohibit the transportation of flammable or explosive materials on transit Vehicles and will not be permitted.
- Dangerous weapons are prohibited on RIDES fleet vehicles
- Depart the vehicle upon demand of an authorized RIDES representative including the bus driver.

Riders, personal care attendants, or companions traveling with riders, who violate rules of courtesy and conduct, may be subject to penalties, up to and including suspension of service.

Riders, personal care attendants, or companions traveling with riders, who engage in physical abuse or cause physical injury to another rider or driver, or who engage in other illegal activities, may be subject to immediate and permanent suspension from receiving RIDES service.

They may also be subject to

- Possible criminal prosecution, which may include fines.
- Riders, personal care attendants, or companion traveling with riders, who engage in an activity that disrupts the safe or effective operation of RIDES services, may also be subject to a suspension of service.

If a rider is disruptive to RIDES service, RIDES reserves the right to require

- that a personal care attendant travel with the rider as an option instead of service suspension.

EXCEPTIONS TO THE RULES

RIDES recognizes that some disabilities and health-related conditions may cause people to act in ways that may break RIDES transit policy. Disability related conditions will always be considered before

suspension of service. RIDES, and its Board of Directors will consider all factors and resolve to maintain the safest operating service possible. RIDES will seek to develop a plan with a passengers support system to ensure that the safety of the RIDES service is not compromised.

ELIGIBILITY APPEAL PROCESS

A rider who disagrees with a suspension decision may request an appeal. The appeal request must be made in writing and must be received by RIDES, Executive Director within 30 days of the suspension.

WEATHER CONDITIONS

Passengers are responsible for snow and ice removal to make accessible pick up for the RIDES bus driver. If the point of pick up is not accessible, the ride will be considered a no show. If residence is an apartment complex, it is still the responsibility of the passenger to make the apartment manager is aware of the policy. If there is a recurring problem with the apartment management not removing the snow, please contact the RIDES administration.

WINTER WEATHER PROCEDURES

In the event of an accumulation of snow or ice, RIDES will follow the procedures listed below:

If weather conditions and/or snow or ice accumulations do not allow the bus lift to be safely deployed, the driver will not attempt a pickup. The driver will notify our service representatives whom will make contact with the passenger to notify of cancellation.

If the lift can be safely deployed, but the sidewalk or driveway to or from the bus is not sufficiently clear of snow empowering passenger to safely approach the bus the driver will notify dispatch of the condition. Thee passenger will be notified of the condition. If the pathway can be cleared and accessible the trip maybe rescheduled if reservations allow.

A call must be placed to RIDES customer service representative for a new trip to be scheduled.