SAFETY:

Please keep ramps, sidewalks and driveways free of ice, snow, toys, and other obstructions which may present a safety hazard to the passenger and the operator offering assistance. Drivers will not lift passengers or wheelchairs. Passengers carrying hazardous materials (i.e. kerosene, gasoline, firearms, dynamite, etc.) will not be allowed on transit vehicles. Children under forty (40) pounds will not be transported without an approved child's safety seat provided by the parent/guardian of the child. Children or infants are never to be held in the lap of an individual while the vehicle is in motion.

WHEELCHAIRS should have fully functional brakes which must be in the locked position when the passenger is on a lift and when the vehicle is in motion.

ANIMALS carried on a transit vehicle must be in a closed carrier or container *(if riding space is available)* unless the animals are trained to assist disabled passengers.

PROPER CONDUCT:

All passengers are expected to exercise proper conduct while using the transit service. Any disruptive behavior can be cause for suspension. SRTS reserves the right to revoke riding privileges.

Within City Limits: ***(excluding City of Sioux City)***

Please refer to a separate brochure for services provided in Sioux City.

Curb-to-curb - $4.00 per one way trip.

(Definition of curb-to-curb services is provided on the inside of this brochure.)

Door-to-door - $7.00 per one way trip.

(Definition of door-to-door services is provided on inside of this brochure.)

Outside City Limits:

Curb-to-curb - $4.00 plus $0.50 per mile.

Door-to-door - $7.00 plus $0.50 per mile.

Round trips to and from Sioux City:

Must be at least 4 passengers with one week in advance arrangements: $11.00 per passenger per round trip with one destination and $4.00 for each additional destination.

For reduced elderly fares (age 60 or over) contact: Siouxland Aging Services at 800-798-6916 (toll free)

All services are open to the general public.

SRTS Public Transit does not discriminate on the basis of race, age, disability, religion, color, sex or national origin. Services are open to the general public, including persons with disabilities, as required by the American's with Disability Act (ADA). For more information on Title VI of the Civil Rights Act of 1964, please call 800-881-2076 or TDD/TTY 800-735-2942. If anyone feels there has been a violation of this policy, a complaint may be filed with the SRTS Executive Director or Transit Director by phone at (712) 279-6286 or 800-881-2076 or TDD/TTY 800-735-2942 or in writing to: PO Box 1077, Sioux City, IA 51102-1077.

If you need this brochure in a different format of language, please contact our office.

Siouxland Regional Transit System (SRTS)

Providing transit services in:

Woodbury County, Iowa

(excluding City of Sioux City)

A separate brochure is available for services provided in Sioux City.

"The mission of Siouxland Regional Transit System is to provide safe, dependable, and efficient public transit services for all citizens within our service area in a manner that will help them maintain and improve their quality of life."

ADA Accessible Buses

For reservations call:

800-881-2076 (toll free) or (712) 279-6919

TDD/TTY users may place a reservation by calling RELAY IOWA: 800-735-2942

Updated July 2013

Woodbury County Services:

DAYS AND HOURS OF SERVICE:

Monday - Saturday: 5:30 a.m. - 7:00 p.m.

Service will not be provided on the following holidays: New Year's Day (January 1), Memorial Day, Independence Day (July 4), Labor Day, Thanksgiving, and Christmas (December 25) or other days designated by SRTS.

RESERVATIONS:

Call 800-881-2076 (toll free) or
(712) 279-6919
Reservations must be made 24 hours in advance.

Hours of service for scheduling rides are: Monday through Friday from 6:30 a.m. to 6:00 p.m. A voice message can be left if unable to call during service hours.

The following information will be needed:

- **Pick-up address?**
- **Drop-off address?**
- **Is a return ride needed?**
- **Will there be other passengers including children?**
- **Will you need curb-to-curb or door-to-door service?**
- **Will you need to use the lift to enter/exit the bus?**

Please be ready at least five (5) minutes earlier than the scheduled pick-up time.

All children under five (5) ride free, but must have appropriate car seats and be accompanied by a responsible care provider.

TYPE OF SERVICE

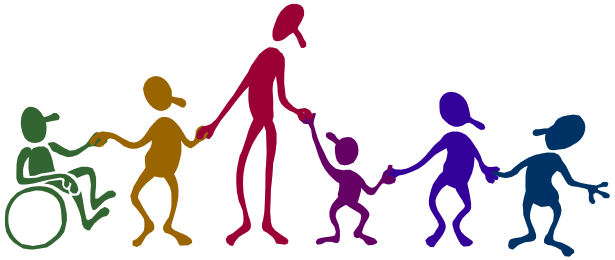
Siouxland Regional Transit System (SRTS) is a demand-responsive, ADA accessible, public transit system which provides public transportation services to residents of Woodbury County. We use mobility device lift equipped buses.

Curb-to-curb is defined as the individual waiting at the curb when the vehicle arrives and the individual is dropped off at the curb.

Door-to-Door service is defined as the individual waiting outside the door, and will be delivered to the door at his/her destination.

PERSONAL CARE ATTENDANT:

If the passenger will be traveling with a personal care attendant, please schedule the additional person when making the reservation. Each rider is allowed one (1) personal care attendant, and this person will ride free of charge. The attendant must be assisting the client or will be charged for the trip.



PASSENGER ASSISTANCE:

Drivers are instructed to assist passengers, which may include walking support or maneuvering of wheelchair. Drivers are instructed not to run errands for passengers. Transit buses are not allowed to move furniture or assist with more packages than the passenger can carry.

DESTINATIONS:

Drivers are instructed to stop at the passenger's destination only. Drivers will not enter a facility to locate a passenger. The passenger should be ready at the door of the scheduled location when the bus arrives. A destination will not be changed after the passenger has boarded.

ON TIME ARRIVALS, CANCELLATIONS, AND NO SHOWS:

At the scheduled pick-up time, riders should be ready to board when the vehicle arrives. If the ride is no longer needed, please call the SRTS office or have your provider call 800-881-2076 or (712) 279-6919 at least one hour before the scheduled pick-up time. <u>If the SRTS office is not notified, it will be considered a no-show.</u>

A no show is defined as someone not boarding the vehicle once it arrives, on time, for pick-up. A no show is still expected to pay for the service that was requested.