

BOOKING A RIDE

Reserve **at least 24 hours** in advance (same-day if available). Be ready **15 minutes before** pickup.

Please provide:

- ✓ Pickup / drop-off / return info
- ✓ Number of passengers
- ✓ Service type - wheel chair lift needed?

DESTINATIONS

- Drivers will only stop at the scheduled destination
- They will not enter buildings to find passengers
- No changes to the destination are allowed after boarding

ARRIVALS, CANCELLATIONS, AND NO-SHOWS

- Be ready to board at your scheduled time.
- Cancel your ride **at least 1 hour** in advance. If not canceled, it counts as a **no-show** (not boarding when the vehicle arrives on time).

CONTACT & RESERVATIONS

Call:
(712) 279-6919 (**local**) or
800-881-2076 (**toll-free**)

TTY/Relay Iowa:
800-735-2942

Limited English Proficiency (LEP) Services

Hours:
Monday-Saturday
5:30 AM - 7:00 PM

Closed on Holidays:
New Year's Day, Memorial Day,
Independence Day, Labor Day,
Thanksgiving & Christmas

ACCESSIBILITY & NON-DISCRIMINATION

SRTS welcomes all riders, including those with disabilities. We do not discriminate based on race, age, gender, disability, religion, or national origin.

Complaints: Call the Transit Director at 800-881-2076 or (712) 279-6286
TTY/Relay Iowa: 800-735-2942
Limited English Proficiency (LEP) Services
Mail: 6401 Gordon Drive, Sioux City, IA 51106



Transit Services

For the general public including those with disabilities in the counties of
Cherokee, Ida & Monona



(712) 279-6919
6401 Gordon Drive
Sioux City, Iowa 51106

SERVICE TYPES



Curb-to-Curb – Wait at the curb; drop off at curb



Door-to-Door – Wait at your door; drop-off at destination door



ADA accessible buses with wheelchair lifts

FARES

- ▶ **Within City Limits**
Curb-to-Curb: \$4 one-way
Door-to-Door: \$7 one-way
- ▶ **Outside City Limits**
Curb-to-Curb: \$4 + \$0.50/mile
Door-to-Door: \$7 + \$0.50/mile
- ▶ Group trips available (min. 4 riders)
- ▶ Tickets available from drivers

RIDER GUIDELINES

- ✓ Children under 5 ride free (must have car seat & adult)
- ✓ No hazardous materials allowed
- ✓ Animals must be in carriers (except service animals)
- ✓ Wheelchairs must have working brakes
- ✓ Drivers do not lift passengers or carry heavy items
- ✓ Be respectful. Disruptive behavior may result in suspension

PASSENGER ASSISTANCE

- ✓ Drivers **can assist** with:
 - Walking support
 - Maneuvering a wheelchair
- ✓ Drivers **cannot**:
 - Run errands
 - Move furniture
 - Carry more packages than the passenger can manage on their own
- ✓ Personal Care Attendant Policy:
 - Personal care attendants **ride free** (1 per rider)
 - Be sure to **include attendant** when making reservation

