

PARATRANSIT SERVICES

DAYS & HOURS OF SERVICE:

Monday - Friday: 6:00 a.m. - 6:00 p.m.

Saturday: 7:00 a.m. - 6:00 p.m.

There is no service on the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving, & Christmas or days celebrated as such.

PASSENGER ASSISTANCE:

Drivers will offer assistance to a Paratransit passenger for walking support, maneuvering a wheelchair, and with a limited number of small packages when boarding & exiting the vehicle. Additional assistance must be provided by a personal care attendant.

ATTENDANTS/COMPANIONS:

Each certified passenger is allowed one Personal Care Attendant (PCA). Please schedule a seat for a PCA when making the reservation. There is no charge for a PCA. A trained & certified service animal may accompany the passenger.

RULES & SERVICE MODIFICATION

Disruptive passenger behavior may lead to the revocation of the privilege to ride. Conduct must be civil & courteous. Sioux City Transit System adheres to standards in the ADA Paratransit Policy Manual which is available upon request. A request for a reasonable modification of services may be made by the completion of a request form that is available on the website or administrative office.

SERVICES & FARES:

Origin to Destination: A passenger boards at the street curb when the Van arrives & exits at the curb of the destination. The one-way trip cost is \$3.60. Door-to-Door service will be given when requested with 24 hr. notice or at the time of the ride reservation.

RESERVATIONS: Siouxland Regional Transit System **Telephone: 712.279.6919.**

Rides may be scheduled for the next business day and up to 14 days in advance. When possible, please schedule the return trip at the same time to secure the ride. Reservations are taken Monday-Friday 6:00 a.m. to 6:00 p.m., Saturdays: 8:00 a.m. to 4:00 p.m. All other times the reservation is taken via telephone recording.

TRAVEL & DESTINATIONS:

Each trip has one scheduled destination. No change will be made after the passenger boards. An additional stop is defined as a separate trip. Each separate trip will incur a full charge of \$3.60. Please schedule multiple destinations in advance.

A Driver cannot enter a facility to look for a passenger. Communication with the SRTS Dispatcher is critical if there may be a delay. Be prepared to give information about the trip date, time, and location.

ON TIME ARRIVALS, CANCELLATIONS, AND NO SHOWS:

Passengers are expected to be ready to board when the vehicle arrives. On-time means 15 minutes before the scheduled time & no more than 5 minutes after. A no-show is defined as not boarding the vehicle and the driver waiting 5 minutes after the start of the pickup window time. Changing or cancelling a trip must be done at least 1/2 Hour prior to the scheduled pickup time.

SAFETY:

Ramps, sidewalks, & driveways must be free of ice, snow, & other obstructions that present a safety hazard. Drivers cannot lift passengers or wheelchairs. Prohibited items: hazardous materials (i.e. flammable liquids, firearms, explosives) will not be allowed on the vehicle. Children under 40 pounds must be secured in an approved child's seat provided by the parent or guardian. No child or infant may be held in the lap of an adult while the vehicle is in motion.

WHEELCHAIRS:

A wheelchair should have fully functional brake that must be in the locked position when the passenger is on a lift and when the vehicle is in motion.

SERVICE ANIMALS:

An animal that rides must be in a closed carrier or in a portable kennel. There are no restrictions on a trained & certified service animal.

CERTIFICATION APPLICATION

PROCESS: Applications are available at the Sioux City Transit Administrative Office & on the City website www.sioux-city.org/transit. The application and professional verification form must be completely filled out.

Return it to:

**SIoux CITY TRANSIT SYSTEM
509 NEBRASKA STREET
P.O. BOX 447
SIoux CITY, IOWA 51101**

CERTIFICATION:

Certification for Paratransit services is based upon a professional medical assessment. It includes these essential criteria:

1. An ability to get from your residence to the nearest bus stop.
2. An ability to use an inclined ramp.
3. An ability to locate bus stops & understand the bus stop system, and an ability to read & understand the bus route schedule.

APPROVAL:

Applications are approved by Sioux City Transit System. If approved, a Certificate for Eligibility for ADA Paratransit Service & ID Card will be issued. The card is numbered with an expiration date. When expired, the certification must be renewed. The card may be used to identify eligibility to ride any public transit system's Para Transit service within the United States of America.

QUESTIONS OR APPEALS
about the certification process can be directed to the
**Sioux City Transit Office,
712.279.6405**

IMPORTANT MOBILITY RESOURCE NUMBERS

**Siouxland Center for Active
Generations
712.255.1729**

**Siouxland Aging Services
712.279.6900**

PRIVATE TRANSPORTATION VENDORS

NIGHTS & WEEKENDS VOUCHER PROGRAM

**Siouxland / Action Taxi
712.277.0000 or 712.252.4777**

**Care-A-Van Transportation, LLC
712.224.2290**

**EZ CABS, INC
Taxi Company
712.276.5440 or 712.266.9999**

Sioux City Transit System ADA PARATRANSIT SERVICE

Paratransit Service is required by the Americans with Disabilities Act (ADA). The basis of eligibility is based upon functional ability & whether a disability prevents a person from using the Sioux City Transit System fixed bus routes, rather than a medical diagnosis. Eligibility is not based on geographic coverage by a fixed route or by the time that route operates.

SERVICE AREA:

The Paratransit service area coincides with the regular fixed route area: the corporate limits of Sioux City, So. Sioux City, No. Sioux City, & Sergeant Bluff. If your trip requires travel outside this area, please contact **Siouxland Regional Transit @ 712.279.6919**.

For information/applications, call
Sioux City Transit System
(SCTS)
712-279-6405.