



INRTC
Iowa Northland
Regional Transit
Commission

RIDER'S GUIDE



Providing Public Transit Service in
Black Hawk, Bremer, Buchanan, Butler,
Chickasaw, and Grundy Counties

Iowa Northland Regional Transit Commission
229 E. Park Ave.
Waterloo, IA 50703
(319) 233-5213
1-800-369-3022
www.inrcog.org/rtc.htm

Regional Transit Commission **Rider's Guide**

Table of Contents

	<u>Page</u>
Welcome to RTC	1
Service	2
Service Area	3
Fares	3
Reservations	3
On-Time Arrivals	5
Destinations	5
Priority Seating	6
Passenger Assistance	6
Seatbelt Policy	7
Wheelchairs	7
Changes, Cancellations, No Shows	8
Trips for Medical Appointments	9
Inclement Weather	9
Holidays	9
Safety	10
Proper Conduct	10
Aides/Escorts	11
Animals	11
Cell Phone Use	11
No Backing Policy	11
Donations	12
Other Transit Providers	12

The Iowa Northland Regional Transit Commission (RTC) does not discriminate against any person on the grounds of race, color, national origin, sex, age or disability. No person will be excluded from participation in, or denied the benefits of, or be subject to discrimination under any project, program or activity funded in whole or in part by the Federal Transit Administration (FTA).

RTC will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin, and shall take affirmative action to ensure the applicants and employees are not discriminated against during employment.

For more information or if you feel that you or someone you know has been discriminated against by RTC or its employees please contact the INRCOG/RTC Title VI Coordinator at (319) 235-0311 or Iowa Department of Transportation Office of Employee Services-Civil Rights at (515) 239-1422 immediately. Discrimination complaints will be handled progressively beginning with the Director of Transit. Appeals will be elevated to the INRCOG Executive Director, if necessary, for final determination.

Welcome to RTC

The Iowa Northland Regional Transit Commission (RTC) is pleased to provide you with transportation services. We look forward to serving your transportation needs.

This guide provides the general policies and procedures for all users of our system.

Our telephone number is:
(319) 233-5213 or 1-800-369-3022

Captioned telephone users may contact us by calling Relay Iowa at 7-1-1.

Over-the-phone interpreting is available for riders who have limited English proficiency by calling RTC.

Office Hours for Reservations/Information:
Monday - Friday 8:00 a.m. - 4:00 p.m.

Transit Service Hours of Operation:
Monday - Friday 6:30 a.m. - 6:00 p.m.

Our website is:
www.inrcog.org/rtc.htm

We hope you enjoy riding RTC!

Service

RTC provides transportation service within our service area Monday through Friday. All services are open to the general public, including persons with disabilities. Our service is generally provided curb-to-curb, however, if requested, service may be provided from outside the door of the pick-up location to the entrance of the building of the drop-off location. **Drivers will not enter homes or buildings and will not close or lock doors. Passengers should be able to exit on their own or have the appropriate assistance from an aide/escort.**

RTC reserves the right to schedule your trip on any accessible vehicle(s). In all cases, a trip is defined as a one-way ride regardless of the length of the ride. Service will be provided to the best of our ability based on space, time, and driver availability.

Service to individuals or groups using a dedicated vehicle may be available. Please contact RTC for more information.

Service Area

RTC provides transportation services to persons in Black Hawk, Bremer, Buchanan, Butler, Chickasaw, and Grundy counties. RTC generally does not provide service for one-way trips that begin and end in the Waterloo-Cedar Falls metropolitan area; that service is provided by MET Transit ((319) 234-5714).

Fares

RTC works with numerous agencies that provide riders with financial assistance for their transportation needs. Riders not receiving financial assistance will be charged the current cost for their rides. Current costs for a one-way ride can be found on our website or by calling RTC.

Reservations

Reservations must be made at least twenty-four (24) hours in advance of the time of the trip. Reservations will not be accepted for service the same day. Reservations for Monday rides should be made the previous Friday.

When you make your reservation, please be ready to provide the following information:

- The date you wish to ride.
- The number of passengers.
- 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.
- Special assistance that may be requested or any special equipment that you may use such as a wheelchair, walker, or scooter.
- Your phone number.

We request that you schedule the return time of your trip when making your reservation. When a reservation is made without a return time scheduled, the return trip may be worked-in, if possible. This type of work-in may cause a lengthy wait for your return trip.

To make a reservation for a ride call:

**(319) 233-5213
or
1-800-369-3022**

On-time Arrivals

Passengers should be ready at the scheduled pick-up time. Drivers will wait no longer than five (5) minutes beyond the scheduled pick-up time. Drivers arriving ten (10) minutes before the pick-up time or ten (10) minutes after the pick-up time are considered to be operating on time.

Destinations

Drivers are instructed 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.

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

Upon arrival at a destination, if the driver finds the destination locked or unattended, the passenger will be returned to the trip origin as soon as the driver's schedule permits. A second attempt to transport the passenger to that destination may not be made during the same day. A destination may not be changed after the passenger is on board the vehicle.

Priority Seating

Priority seats, located near the front of the vehicle, are reserved for persons with disabilities and seniors. When folded up, the area is used for wheelchair securement. If you are a senior or have a disability and wish to sit in a priority seat, but find the area is occupied, please inform the driver. The driver will ask those occupying the priority seats if they are willing to move. Drivers are not allowed to force a person sitting in a priority seat to move.

Passenger Assistance

Drivers will assist passengers as needed including providing walking support, maneuvering of a wheelchair (excluding wheelchairs on steps), and operating the wheelchair lift.

Drivers will not run errands for passengers. Please do not ask them to do so. Drivers will not make multiple trips to carry packages, such as groceries or laundry, or to handle heavy packages. Passengers who have an item(s) that they cannot carry should make separate arrangements for package delivery.

Seatbelt Policy

RTC requires that provided seatbelts be worn and buckled at all times by our drivers and all passengers. Seatbelts that are required include lap belts appropriate for the driver and ambulatory passengers. Failure to comply with this policy shall result in RTC refusing to provide service to the passenger. There are no exceptions to this policy.

Wheelchairs

Passengers using wheelchairs will not be assisted up or down steps. A ramp shall not have a grade in excess of standard grade, which is 1:12. All wheelchairs should be in good working order and have fully functional foot-rests and brakes which must be in the lock position when the passenger is on the lift or when the vehicle is in motion. All wheelchairs will be tied-down or secured while the vehicle is in service and all riders will wear combination lap and shoulder belts. We strongly encourage our wheelchair riders to have seatbelts permanently attached to their wheelchairs. RTC will not provide wheelchairs for riders.

Changes, Cancellations, No Shows

We request at least one-half (1/2) hour notice of any change or cancellation of service. Any cancellation received less than one-half (1/2) hour before the scheduled pick-up time will be regarded as a **no-show**, and will be subject to the 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 be reminded of this policy. Two no-shows in a thirty (30) day period of time will result in suspension of service for two (2) weeks. If, after being suspended for two weeks, the passenger is again a no-show within the next thirty (30) day period, it will result in a thirty (30) day suspension of service.

**To cancel a ride call:
(319) 233-5213
or
1-800-369-3022**

To cancel a ride, provide your name and phone number, as well as the date(s) and time(s) of the rides you wish to cancel. In

addition, please provide the address of the pick-up and destination of each ride you wish to cancel.

Trips for Medical Appointments

Please make every attempt to schedule medical appointments between 9:30 a.m. and 2:00 p.m. Emergency medical trips should be handled by an ambulance service.

Inclement Weather

RTC shall decide when inclement weather warrants delaying or canceling service. Announcements of delayed or cancelled service will be posted on KWWL-TV, KGAN-TV, www.kwwl.com, www.cbs2iowa.com or other local media outlets.

Holidays

Service will not be provided on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving Day, Christmas Eve, and Christmas Day or days celebrated as such.

Safety

Please keep ramps, sidewalks, and driveways free of ice, snow, toys and other obstructions that may present a safety hazard to you and the driver. Drivers are not allowed to lift passengers and/or wheelchairs under any circumstances.

Passengers carrying hazardous or dangerous materials or items (i.e., explosives, knives [other than a pocket knife], kerosene, gasoline, firearms, etc.) will not be allowed on RTC vehicles. No alcoholic beverages or illegal drugs are allowed on the bus.

Proper Conduct

All passengers are expected to exercise appropriate conduct on RTC vehicles. RTC reserves the right to revoke riding privileges of riders who threaten the health, welfare, or safety of other passengers, the driver, or themselves. Swearing, biting, fighting, hooliganism, harassment, bullying, intimidating, or any threatening behavior will not be tolerated.

Smoking is prohibited in RTC vehicles.

Aides/Escorts

An aide/escort, or someone providing assistance to a passenger, may ride RTC vehicles if space is available. An aide's/escort's ride must be scheduled along with the passenger when making a reservation. There is no cost for one aide/escort to ride, provided they are necessary to assist the passenger.

Animals

Any and all assistance animals may be transported on RTC vehicles provided they are trained and necessary to assist a passenger.

Cell Phone Use

RTC drivers are not required to carry cell phones. However, an RTC driver, who chooses to do so, will utilize a cell phone only in case of an emergency, such as contacting 911 or to call for assistance in case of a mechanical breakdown. RTC drivers will not make phone calls on behalf of any riders.

No Backing Policy

It is the policy of RTC to not allow drivers to back vehicles except as necessary because of physical barriers.

