

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. If the driver cannot safely pickup or drop off directly in front of a residence or facility, they will then pickup or drop off at the nearest safe location. 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 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 are not allowed unless the animal has been trained to assist a disabled passenger they are traveling with.

PROPER CONDUCT:

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

All services are open to the general public including persons with disabilities.

EARL Public Transit

Information & Scheduling

<http://www.neicac.org/transit>

Toll Free (866) 382-4259 Local (563)382-4259

General Public Rates:

Curb-to-curb - \$2.00 (one way) in town services in Cresco, Decorah, Elkader, Guttenberg, Oelwein, Waukon, and West Union

Distance Trips - \$2.00 per mile

For reduced elderly fares (age 60 or over) contact: NEI3A-Area Agency on Aging at 800-779-8707

EARL 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 Disabilities 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 EARL Public Transit Director or NEICAC Chief Financial Officer by phone at 563-382-4259 or 800-382-4259 or TDD/TTY 800-735-2942 or in writing to 305 Montgomery St., Decorah, IA 52101.

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



EASY, AFFORDABLE, RELIABLE, LIFE CHANGING

***Providing transit services in:
Allamakee, Clayton,
Fayette, Howard and
Winneshek Counties***

RIDERS GUIDE

For reservations call:

866-382-4259 (toll free) or 563-382-4259

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

ADA Accessible Vans/Buses



“NEICAC’s mission is to strengthen communities toward lifelong success.”

NEICAC - EARL PUBLIC TRANSIT SERVICES:



Office Hours

Monday - Friday 6:00 AM—5:00 PM

To make a reservation, call our office at 866-382-4259 (Toll Free) or (563)382-4259

- * **Reservations must be made 24 hours in advance when possible.**
- * **Same day transportation will be accommodated if a driver is available.**
- * **A voice message can be left if unable to call during office hours.**

You will need to provide the following information at the time of scheduling:

- **Pick-up address**
- **Drop-off address**
- **Is a return ride needed**
- **Will there be other passengers including children or service animal**
- **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 fifteen (15) minutes prior to your 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.

Regular 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 EARL Public Transit

TYPE OF SERVICE

Northeast Iowa Community Action Corporation EARL Public Transit (EARL) is a demand-response, ADA accessible, public transit system which provides public transportation services to residents of Allamakee, Clayton, Fayette, Howard and Winneshiek counties in Iowa. We use mobility device ramp and lift equipped vans and buses.

Curb-to-curb is defined as picking up and dropping off the individual at the curb of their pick up and drop off locations.

Door-to-Door service is defined as the driver assisting the individual from the main door of their pick up location to the transit vehicle and will be assisted to the main door at his/her destination. This service must be requested at the time of scheduling.

PASSENGER ATTENDANT:

If the passenger needs additional assistance they may request to bring an attendant to ride with them. Please schedule the additional person when making the ride reservation.

Each rider is allowed one (1) attendant, and this person will ride free of charge. The attendant must remain with the rider.

PASSENGER ASSISTANCE:

Drivers may assist passengers when requested at the time of scheduling, which may include walking support or maneuvering of wheelchair. Drivers are instructed not to run errands for passengers. Transit drivers are not allowed to move furniture, assist large package items or with more packages than able to carry at one time.

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. Any change in destination after the passenger has boarded must be approved via the EARL Public Transit office.

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 EARL Public Transit office or have your provider call 866-382-4259 or (563) 382-4259 at least one hour before the scheduled pick-up time. **If the EARL Public Transit office is not notified, it will be considered a no-show.** A no show is defined as someone not boarding the vehicle once it arrives, on time, for pick-up.