



NEICAC-EARL PUBLIC TRANSIT RIDER'S GUIDE

To make a reservation, call 866-382-4259 or 563-382-4259. TDD/TTY users may place a reservation by calling RELAY IOWA: 800-735-2942.

We need the following information to accurately schedule your ride:

- Appointment time of Medical Appointment/Work Arrival or Pick up time
- Pick-Up Address
- Drop-Off Address
- Is return ride needed?
- Will anyone be riding with you to assist you to get in/out of vehicle or assist you in getting to your appointment?
- Will you need door to door service?
- Will you need to use the lift to enter/exit the vehicle?

The bus will arrive in a window of time, you are provided this information when your ride is confirmed by our reservation staff. Please be ready to board the bus.

CANCELLATIONS MUST BE PHONED IN. FAILING TO CALL WILL BE CONSIDERED A "NO SHOW". No shows may result in a suspension or termination of service.

Drivers are not authorized to make unscheduled stops. Any change in your scheduled ride must be called into the office first.

Drivers won't enter a facility to find a passenger.

Always use Handrails when Boarding or Exiting the vehicle.

Use the seatbelt and remain seated during the trip.

Service Animals are welcome to ride with you.

Be Courteous to the Driver and other passengers.

Do not eat or drink while onboard the vehicle.

Dispose of all trash appropriately.

Limit Carry-on to 2 grocery sized bags.

THE POSSESSION OF DANGEROUS OR UNAUTHORIZED MATERIALS, SUCH AS EXPLOSIVES, FIREARMS, GUNS, OR KNIVES IS FORBIDDEN.

Please contact NEICAC-EARL Public Transit with concerns, complaints, or helpful suggestions.

NEICAC-EARL PUBLIC TRANSIT RESERVES THE RIGHT TO REFUSE SERVICE TO ANYONE WHO CONDUCTS THEMSELVES IN A MANNER WHICH IS DEEMED DANGEROUS, DISRUPTIVE OR MAY OTHERWISE IMPOSE CONCERNS FOR THE SAFETY OF PASSENGERS, TRANSIT EMPLOYEES, OR THE VEHICLE.

General Public Rates:

In-town - \$2.00 (one way) In-town services are scheduled in Cresco, Decorah, Elkader, Guttenberg, Oelwein, Waukon, and West Union.

Out of town trips - \$2.00/mile

NEICAC-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).

IF YOU HAVE DISCRIMINATION CONCERNS RELATED TO YOUR PUBLIC TRANSIT SERVICES, 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 NEICAC-EARL PUBLIC TRANSIT DIRECTOR OR NEICAC CHIEF FINANCIAL OFFICER BY PHONE AT 563-382-4259 OR 866-382-4259 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 866-382-4259 or 563-382-4259.

REVIEWED/REVISED: 05/23



**NORTHEAST IOWA
COMMUNITY ACTION CORPORATION**



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