

The Heart of Iowa Regional Transit Agency (HIRTA) serves as the designated public transit service provider for the Iowa Department of Transportation's Region 11, covering the seven central Iowa counties of Boone, Dallas, Jasper, Madison, Marion, Story, and Warren.

Services are **open to the public** and **door to door**, meaning clients can be picked up at their home, dropped off at their desired destination and returned to their home. Services may be used for any purpose, shopping, pre-school, medical appointment, beauty shop or just to visit a friend - HIRTA will get you where you need to go.

Our drivers are trained to provide professional and courteous service.



MISSION STATEMENT:

The Heart of Iowa Regional Transit Agency provides public transit service available to all citizens and visitors of Boone, Dallas, Jasper, Madison, Marion, Story, and Warren Counties in central Iowa, enhancing quality of life, enabling access to employment and education, and promoting independent lifestyles for central Iowa residents

HIRTA Board Meetings are open to the public and are held the 4th Thursday of each month at 9:30 am at the Des Moines International Airport, 5800 Fleur Dr. Conf Room 3 Des Moines, IA

HIRTA 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 Disability Act (ADA)

For more information on Title VI of the Civil Rights Act of 1964, please call 800-669-4000 or (TTY) 800-669-6820.

If anyone feels there has been a violation of this policy, a complaint may be filed with the HIRTA Executive Director by phone at 515-256-5680 or 877-686-0029 or in writing to: 5800 Fleur Dr. Ste 215, Des Moines, IA 50321

Spanish and Large Print versions of this brochure are available upon request.

If you need a different format, or language, contact our office.

Find us on the Web at
www.hirtapublictransit.com

If you have a question or concern, please contact the
HIRTA Administrative Office
(515) 256-5680

Office Hours Monday - Friday
7:30 a.m. to 4:30 p.m.

Fax: (515) 256-5681
info@hirtapublictransit.com

5800 Fleur Dr. Ste 215
Des Moines, IA 50321



Heart of Iowa Regional Transit Agency

Serving the Counties of:
•Boone •Dallas •Jasper
•Madison •Marion
•Story •Warren

*Providing Public Transit
in Central Iowa
since 1981*



HIRTA Administrative Office
(515) 256-5680

Find your Service Provider

Transit Services provided under contract with

Boone County

Boone County Transportation
(515) 432-5038

www.boonecountytransit.com

Dallas County

HomeCare Services

(515) 993-4531

(515) 465-2300 Perry

(515) 999-2216 Granger

Jasper County

Heartland Senior Services

(641) 787-0366

www.heartland seniorservices.com

Madison County

Madison County Elderly Services

(515) 462-1334

Marion County

Marion County CAP (Knoxville)

(641) 842-6571

COC (Pella)

(641) 628-1166

Story County

Heartland Senior Services

(515) 233-2906

www.heartland seniorservices.com

Warren County

RRACAP/Warren County Center

(515) 961-2543

Hearing Impaired use Relay Iowa

TTY: 800-735-2942

Voice: 800-735-2943

3 Easy Steps on How to Ride HIRTA

1.) Scheduling a Ride:

Get started by calling the local service provider in your area and let them know the date, time and destination. To ensure a ride, a 24 hour advanced reservation is recommended.

To change or cancel your ride, please call your service provider as soon in advance as you can. If you don't cancel and the bus arrives to pick you up, you will be considered a no-show and may be charged a no-show fee.

2.) Getting on the Bus

It is always a good idea to be ready for your pick up at least 5 minutes early. If you need assistance, the driver can assist you to and from your door to the bus, and from the bus to your door.

3.) Riding the Bus

All passengers must be seated and wear their seatbelt. If you use a wheelchair or scooter, our drivers will make sure you are secure.

For more information

Contact our Administrative Office at

515-256-5680

or visit us online 24 hours a day at

www.hirtapublictransit.com



Great reasons to use Public Transportation:

◆ Saves Money

Individuals that use public transportation save an average of more than \$9,000 every year

◆ Quality of Life

83 percent of older Americans say that public transit provides easy access to the things they need in everyday life.

Public transportation is a vital link for the more than 51 million Americans with disabilities.

◆ Go Green

Public Transportation generates 95% less carbon monoxide than private vehicles and saves 37 Million tons of carbon monoxide annually. It also saves the U.S. the equivalent of 42 billion gallons of gasoline annually

◆ Safety

The National Safety Council estimated riding the bus is over 170 times safer than private transportation.

◆ Quick Facts

In 2009, Americans took 10.2 billion trips on public transportation.

35 million times each weekday, people board public transportation.

Public transportation is a \$48.4 billion industry that employs more than 380,000 people.