

# The Bus You Trust.

## Open to people of all ages, abilities and income levels...

HIRTA service is door to door in the counties of Boone, Dallas, Jasper, Madison, Marion, Story and Warren.

## Public Transit continues to be one of the safest modes of travel in the United States.

Our transit operators are highly trained, and undergo national background checks, drug screenings and driving record reviews.

### Non-Discrimination Policy:

HIRTA Public Transit is committed to ensuring no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, age, disability, religion, color, sex or national origin, as protected by Title VI of the 1964 Civil Rights Act. If you feel there has been a violation of this policy, a complaint may be filed with the HIRTA Executive Director by phone at 515-309-9280 or 1-877-686-0029 or in writing to: 2824 104th St. Urbandale, IA 50322. For more information on HIRTA's Title VI obligations, please visit [www.ridehirta.com](http://www.ridehirta.com) or call 1-877-686-0029. Services are open to the general public, including persons with disabilities, as required by the American's with Disability Act (ADA). Spanish, large print and audio versions of this brochure can be made available. If you need a different format, or language, contact our office.

### Reasonable Modification Policy:

The US DOT issued a Final Rule under the American Disability Act (ADA) and Section 504 of the Rehabilitation Act of 1973 which took effect on July 13, 2015. Per this rule, HIRTA is required to make reasonable modifications to our policies and practices to ensure individuals with disabilities have equal access to HIRTA's transit programs and services. Contact our office if you need to make a request.



**SERVING CENTRAL IOWA'S PUBLIC  
TRANSIT NEEDS SINCE 1981**



**HIRTA Central Office**

2824 104th Street  
Urbandale, IA 50322

1-877-686-0029

[info@ridehirta.com](mailto:info@ridehirta.com)



07/2017

# How to Ride.

HEARING IMPAIRED use Relay Iowa  
7-1-1 (TTY) 1-800-735-2943 (Voice)

# Service

## Hours.

### SCHEDULING A RIDE:

Dial 1-877-686-0029 and let us know the date, time and destination of your trip. Schedule or cancel your trip via email at [erides@ridehirta.com](mailto:erides@ridehirta.com).

One day advanced reservation is required and should be made by 3:00 p.m. (Holidays and Dial-a-Ride in Story County excluded). Trips are provided on a space-available basis—to change or cancel your ride, contact us minimum one hour in advance.

### BOARDING THE BUS:

Be ready for pick-up at least 10 minutes early. If you need assistance, the driver will assist you between the bus and doors.

### RIDING THE BUS:

All passengers must be seated and wear their seat-belt. All HIRTA drivers are trained to safely secure any mobility device you may be riding with. Please provide this information at the time your ride is scheduled.

### HIRTA bucks.

Available for sale for Boone, Jasper, Marion, Story and Warren Counties. \$10 books (10 \$1.00 tickets) may be purchased at some local Hy-Vee stores, CyRide in Ames or at HIRTA.

Call 1-877-686-0029

## BOONE, JASPER, MARION, STORY AND WARREN COUNTY FARES:

### \$2.00 IN TOWN

(Boone, Newton, Knoxville, Pella, Ames and Indianola). Senior (age 60 and older) rides may be eligible for subsidized funds from the Area Agency on Aging. These fares are suggested donations of \$1.00 and \$2.00 (NAPIS form required). Contact HIRTA to determine eligibility.

### \$4.00 IN COUNTY

### \$10.00 TO DES MOINES (Specific days)



**BOONE COUNTY:**  
Weekdays, 6:30 a.m.–5:30 p.m.

**JASPER COUNTY:**  
Weekdays, 6:00 a.m.–6:00 p.m.

**NEWTON:**  
Weekdays, 6:00 a.m.–10:00 p.m.  
Saturdays, 8:00 a.m.–6:00 p.m.  
Sundays, 9:00 a.m.–6:00 p.m.

**STORY COUNTY:**  
Weekdays, 6:00 a.m.–5:30 p.m.

**AMES:**  
Weekdays, 6:00 a.m.–8:00 p.m.  
Saturdays, 7:30 a.m.–6:00 p.m.  
Sundays, 8:30 a.m.–6:00 p.m.

**MARION COUNTY:**  
Weekdays, 7:00 a.m.–4:00 p.m.

**PELLA AND KNOXVILLE:**  
Weekdays, 6:00 a.m.–5:00 p.m.

**PELLA:**  
Saturdays, 9:00 a.m.–5:00 p.m.  
Sundays, 7:30 a.m.–12:30 p.m.

**WARREN COUNTY:**  
Weekdays, 7:30 a.m.–4:00 p.m.

Dallas and Madison County services are contracted and they set their own fares and hours. For more information, visit us online at [www.ridehirta.com](http://www.ridehirta.com).