

Dial-A-Ride Eligible



Eligibility is approved based on a persons inability to use CyRide's regular service. This is determined by federal rules based on the person's disability preventing them from:

- Traveling to a bus stop
- Boarding the bus, and/or
- Inability to understand how to ride the bus.

Call CyRide at 292-1100 for a form to determine eligibility.

If eligible, customers will receive an "ADA Card" that must be presented to the driver each time Dial-A-Ride service is used.

Not Dial-A-Ride Eligible

CyRide's regular, fixed-route bus service is also available. It:

- Does not require calling in advance to ride
- Allows service animals to ride with the customer.
- Has reserved seats directly behind the driver for disabled and elderly customers.

Or, contact HIRTA toll free at 1-877-686-0029 to determine eligibility for other services they offer.

CyRide operates its transit service without regard to race, color, and national origin.

For more information, or to file a complaint, or concern email cyride@cyride.com or call CyRide at 292-1100 and ask for the Assistant Director of Operations.

Fares

Dial-A-Ride Eligible	
Customer (one-way trip)	\$2.00
(Cash or HIRTA bucks equal to \$2.00)	
Companions	\$2.00
Personal Care	
Attendant	Free
Customers traveling east	
of the Skunk River.....	\$5.00
(Weeknights after 6:00 pm and all day Saturday	
and Sunday.)	
General Public.....	\$18.00

Separate, correct fares for each "one-way ride" are required. Prepayment for a return trip can not be accommodated.



HIRTA Contact Information

Ames Address:

721 E. Lincoln Way
Ames, Iowa 50010

Administrative Office Address:

2824 104th Street
Urbandale, IA 50322

Toll Free Phone: 1-877-686-0029

E-mail: Info@ridehirta.com

CyRide

**DOOR-TO-DOOR SERVICE
WITHIN THE CITY OF AMES
FOR PERSONS WITH A
DISABILITY**

HOW TO RIDE DIAL-A-RIDE



CALL:

**HIRTA FOR SERVICE
(TOLL FREE)
1-877-686-0029**

**CYRIDE FOR ELIGIBILITY
292-1100**

HOW TO RIDE DIAL-A-RIDE SERVICE

What is Dial-A-Ride

- Door-to-door transportation operating within the city limits of the City of Ames for individuals not able to use a fixed-route (scheduled) bus.
- Under contract with CyRide, service provided by the Heart of Iowa Regional Transit Agency (HIRTA).
- Wheelchair lift-equipped service that is available when fixed-route buses are running.
- Service where drivers assist customers in/out of the vehicles and in carrying packages or groceries to their door; however, drivers are not allowed into the home. For further assistance, customers will need to arrange for an aide or friend to accompany them on the bus.
- A safe transportation service that requires seatbelts to be worn at all times.

Reasonable Accommodation

CyRide provides reasonable accommodations to our policies, practices and procedures in order to ensure individuals with disabilities have equal access to its transit service.

To request a reasonable accommodation, contact HIRTA's Customer Service Supervisor, Amber Falls, toll free at 1-877-686-0029 or afalls@ridehirta.com. For more information, please visit www.cyrider.com/reasonable-accommodation.

When to Make Reservations

Weekdays: 7:30 AM - 4:30 PM

After these hours, customers can leave a message and a HIRTA representative will return the call with information regarding the desired trip.

Hours of Service

Dial-A-Ride service is designed to "complement" CyRide's regular bus service. Therefore, it is available during the same days and hours as the regular bus service.

Arranging a Ride

Dial-A-Ride service is an advanced-reservation service. Reservations must be made at least by 4:30 pm the day before service is required and can be made as much as 14 days in advance. Call HIRTA toll free at 1-877-686-0029.



Pick up times may be scheduled up to one hour before or after the pick up time required by the customer.

Information Needed for Reservations

1. Pick-up address
2. Drop-off address
3. Desired time of trip
4. If special assistance is needed
5. Reservation for return trip, if known at the time

The 10 Minute Window

Ten minutes are allowed for unforeseen circumstances such as weather conditions that may affect the bus's arrival. Customers must be ready to board the bus at their scheduled time, but the bus may arrive up to ten minutes later.



Canceling a Reservation

All Dial-A-Ride customers must notify HIRTA of cancelled trips, which allows more rides to be provided. Call HIRTA toll free at 1-877-686-0029 at least 30 minutes before the scheduled pick up time.

Subscription Service

Customers traveling to the same location and time on a regular basis may set up a subscription trip, which allows the person to travel without the need to call each day, only to cancel a trip if it is not needed. The following guidelines must be met:

1. Same pick up location
2. Same destination
3. Same time of day and day of the week
4. At least 3 weeks in a row

Personal Care Attendant

Only one Personal Care Attendant is eligible to ride with the Dial-A-Ride customer and must assist the person during their trip.