



## NEICAC-EARL PUBLIC TRANSIT RIDER'S GUIDE

To make a reservation:

☎ **866-382-4259** or **563-382-4259**

TDD/TTY: Call **RELAY IOWA** at **800-735-2942**

When scheduling, please provide:

- Appointment or pick-up time
- Pick-up address
- Drop-off address
- Return ride needed?
- Will someone assist you in/out of the vehicle or at your appointment?
- Do you need **door-to-door service**?
- Do you need to use the **lift**?

👉 The bus will arrive during the time **window** provided when your ride is confirmed. Please be ready to board.

### Cancellations & No Shows

- **All cancellations must be phoned in.**
- Failure to call = **NO SHOW**.
- Repeated no shows may result in suspension or termination of service.

### Rider Guidelines

- Drivers cannot make unscheduled stops. Call the office about changes.
- Drivers cannot enter facilities to find passengers.
- Always use handrails when boarding or exiting.
- Seatbelts must be worn. Remain seated during the trip.
- Service animals are welcome.
- Be courteous to the driver and fellow passengers.
- No eating or drinking on the bus.
- Dispose of trash properly.
- Limit carry-ons to **2 grocery-sized bags**.
- Possession of dangerous or unauthorized items (explosives, firearms, knives, etc.) is **strictly forbidden**.

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.

### Fares

- **In-town:** \$3.50 one way  
(Available in Cresco, Decorah, Elkader, Guttenberg, Oelwein, Waukon, West Union)
- **Out-of-town trips:** \$2.25 per mile

Payment is due at the time of service.

### Passenger Rights

NEICAC-EARL Public Transit **does not discriminate** based on race, age, disability, religion, color, sex, or national origin. Services are open to the public, including persons with disabilities, in compliance with the **Americans with Disabilities Act (ADA)**.

If you have concerns about discrimination:

☎ **800-881-2076** or **TDD/TTY 800-735-2942**

You may also file a complaint with the NEICAC-EARL Public Transit Director or NEICAC CFO by calling **563-382-4259 / 866-382-4259** or writing to:  
**305 Montgomery St, Decorah, IA 52101**

### Contact

☎ **866-382-4259 | 563-382-4259**  
TDD/TTY: **800-735-2942**

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

**Reviewed/Revised: 05/23, 07/24, 9/25**

