

## Dial-A-Ride Eligible



Eligibility is approved based on a person's 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.

To obtain an application to ride, visit [www.cyride.com/DAR-application](http://www.cyride.com/DAR-application) or call CyRide at 515-292-1100. Those approved will receive an ADA Card to show the driver when boarding the bus.

**VISITING AMES?** Individuals may request an "ADA Visitor Card" for up to 21 days during a 365-day-period. This card will be processed within 24 hours of the request but requires the following documentation:

1. ADA Card from home transit system OR
  2. Proof of disability from doctor or healthcare professional, if disability not apparent
- Visitors will also need to provide the expected dates of travel (under 21 days) & proof of residency outside of Ames.

## NOT Dial-A-Ride Eligible

If denied for Dial-A-Ride service, CyRide's fixed-route bus service is also available. It:

- Does not require calling in advance to ride.
- Allows service animals to ride with customers.
- 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 "open to the general public" services they offer.

## Fares

Dial-A-Ride Eligible Customer (one-way trip).....	\$2.00
(Cash or yellow tickets equal to \$2.00)	
Companions .....	\$2.00
Personal Care Attendant .....	Free
General Public.....	\$18.00

- Please present "ADA Card" with Fare.
- Separate, correct fares are required for each one-way trip.

## Appeals Process

If denied service, individuals may appeal to CYCADA—CyRide's Committee on the ADA. Visit [www.cyride.com/DAR-appeal](http://www.cyride.com/DAR-appeal) or call CyRide at 515-292-1100 for more info.

## HIRTA Contact Information

**Administrative Office Address:**  
2824 104th Street  
Urbandale, IA 50322

**Toll Free Phone: 1-877-686-0029**

**E-mail: [Info@ridehirta.com](mailto:Info@ridehirta.com)**

**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](mailto:cyride@cyride.com) or call CyRide at 515-292-1100 and ask for the Assistant Director of Operations.**

## CyRide

COMPLEMENTARY ADA  
DOOR TO DOOR SERVICE  
FOR PERSONS WITH A  
DISABILITY

## HOW TO RIDE DIAL-A-RIDE



## CALL:

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

**CYRIDE FOR ELIGIBILITY  
515-292-1100**

**RELAY IOWA ASSISTANCE:  
711 OR 1-800-735-2942**  
(deaf, hard-of-hearing, or speech impaired)

Revised: 7-1-2023

# HOW TO RIDE DIAL-A-RIDE SERVICE

## ***What is Dial-A-Ride?***

- Door-to-door transportation for individuals with a disability not able to use a fixed-route (scheduled) bus to anywhere within the City of Ames or 3/4 of a mile from any CyRide fixed route, whichever is greater. Dial-A-Ride's service area may be viewed at: [www.cyride.com/DAR-Service-Area](http://www.cyride.com/DAR-Service-Area).
- Under contract with CyRide, service provided by the Heart of Iowa Regional Transit Agency (HIRTA).
- Wheelchair lift-equipped service that operates when fixed-route buses are running.
- A safe transportation service that requires seatbelts to be worn at all times.
- 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.
- Eligible Dial-A-Ride passengers may have one Personal Care Attendant to provide necessary assistance during their trip or at their destination as well as one companion to ride with them during their trip.

## ***Reasonable Modification***

CyRide provides reasonable modifications to our policies, practices and procedures in order to ensure individuals with disabilities have equal access to its transit service. To request a reasonable modification, contact HIRTA's Communications Manager, Amber Falls, toll free at 1-877-686-0029 or [afalls@ridehirta.com](mailto:afalls@ridehirta.com). For more information, please visit [www.cyride.com/reasonable-modification](http://www.cyride.com/reasonable-modification).

## ***When to Make Reservations***

Weekdays: 7:00 AM - 4:00 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 4:00 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.

## ***Reservation Information Needed***

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.

## ***The 10 Minute Window***



Ten minutes, before and after a customers scheduled pick up time, are allowed for unforeseen circumstances such as weather conditions that may affect the bus's arrival. For example, for a 4:00 p.m. pick-up time, the bus may arrive between 3:50 and 4:10 p.m.

## ***Cancelling a Reservation***

Dial-A-Ride customers must notify HIRTA as soon as possible to cancel when they do not plan to ride an upcoming trip. When cancelling your trip, HIRTA will also cancel your PCA and/or companion riding with you. Call HIRTA toll free at 1-877-686-0029 at least 30 minutes before the scheduled pick up time to cancel your reservation.

## ***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 FREE with the Dial-A-Ride customer and must assist the person during their trip or at the destination.