

Non-Discrimination Notice to the Public

The City of Mason City assures that no person shall, on the grounds of race, color, national origin, or sex as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259), be excluded from or denied participation in or benefits of, or be otherwise subjected to discrimination under any program or activity. The City of Mason City further assures every effort will be made to ensure nondiscrimination in all of its committees, programs and activities, regardless of the funding source.

The City Administrator of the City of Mason City will be responsible for initiating and monitoring Title VI activities and all other responsibilities as required.

If you believe you have been subject to an unlawful discriminatory practice by the City of Mason City, you have the right to file a complaint with the City.

Title VI complaints may be filed with:

- City of Mason City
- Iowa Dept. of Transportation
- Federal Highway Administration
- U.S. Dept. of Transportation

Complaints must be in writing, and must be signed by the complainant and/or the complainant's representative. A Title VI complaint form is available at the Mason City City Administrator's office during normal business hours.

Welcome to Mason City Paratransit!



Mason City Paratransit (MCP) is proud to provide you with transportation services. We look forward to serving your transportation needs. In order for us to serve you well, we ask that you read, and abide by, the following policies and procedures information.

The service is funded by the City of Mason City and provided by Region 2 Transit. Hours are:
Monday - Friday from
6:30 a.m.- 6:00 p.m.

If you have questions about the policies or procedures please contact:

Dylan Schulte, Transit Director
10 1st St NW
Mason City, IA 50401
Email: dschulte@masoncity.net
Tel: 641-421-3616



General Information

Type of Service

MCP provides Paratransit transportation service **open to the public** within the Mason City city limits. As a general rule, the service provided is door-to-door. This means service will be provided from outside the door of the origin to the outside door of the destination. This does not mean to the door of an appointment beyond the entrance door of the building. Drivers are instructed not to close or lock home doors. Passengers should be able to exit on their own or have the appropriate assistance from an aide.

Aide and/or Companion Needs

One (1) aide or escort shall be allowed to ride free per disabled passenger, provided both the disabled passenger and escort board and alight together at the same location. Each disabled person has the right to have one (1) aide accompany him/her and ride free. Also, additional companion(s), as space allows, may ride at the same cost as the eligible disabled rider. MCP reserves the right to schedule your trip on any accessible vehicle(s). In all cases, a trip is defined as a one-way ride regardless of the length of the ride.

Fares

If your ride is not financially supported by an agency or organization, MCP charges a fare for each one-way trip. Fares, according to your eligibility, shall be paid prior to receiving services: \$1.00 for ADA reduced fare eligible passengers and \$4.00 for non-eligible passengers.

Reservations

We request that reservations be made at least the day before the scheduled trip is to occur. Reservations may or may not be accepted for requested service for the same day depending on space availability. Any trip reservation pick-up time may be negotiated up to one hour before or after the requested time. This means if you make a request to be picked up at 8:30 a.m. to be at work by 9:00 a.m. we may request that you be picked up at 7:30 a.m. Likewise, if you are finished working at 3:00 p.m. we may arrange to pick you up at any time before 4:00 p.m.

When you make your reservation, please be sure you have the following information ready:

- The date you wish to ride
- The exact address of where you are to be picked up
- The exact address of your destination
- The time you wish to be picked up and/or the time of your appointment
- Any special equipment that you may use such as a wheelchair, walker, or scooter



On-time Arrivals

The passenger should be ready to go at the scheduled pick-up time.

The drivers are instructed to wait no longer than two (2) minutes. The driver may, at that point, go to the door if there are no other passengers aboard the bus. Otherwise, the driver will call the Dispatcher who will attempt to call the passenger. If no phone number is available to the Dispatcher, the driver will only be required to honk and wait an additional two (2) minutes. Drivers arriving fifteen (15) minutes before pick-up time or fifteen (15) minutes after pick-up time shall be considered operating on time.

Medical Trips

Emergency medical trips should be handled by an ambulance service.

Passenger Assistance

Drivers are instructed to assist passengers. Assistance may include walking support or maneuvering of a wheelchair (excluding wheelchairs on steps).

Drivers are instructed not to run errands for passengers. Please do not ask them to do so.

Wheelchairs

Passengers using wheelchairs will not be assisted up or down steps. A ramp

shall not have a grade in excess of standard grade, which is 1:12. All wheelchairs should be clean and in good working order. All wheelchairs will be tied-down or secured while the vehicle is in service.

Destinations

Drivers are instructed to stop at the scheduled destination only. Travel arrangements with more than one destination will be treated as separate trips and must be scheduled as such.

Drivers will not enter a facility to look for a passenger. Passengers should be ready at the door of the scheduled location when the vehicle arrives.

Upon arrival at a destination, if a driver finds the destination locked or unattended, the passenger will be returned to the trip origin as soon as the driver's schedule permits. A second attempt to transport the passenger to that destination may or may not be made during the same day depending on space availability.

A destination may not be changed after the passenger is on board the vehicle.

Changes, Cancellations, No Shows

We request at least one (1) hour notice of any change or cancellation. Any cancellation received fifty-nine (59) minutes or less from the scheduled pick-up time will be regarded as a no-show, and will be subject to the no-show policy provided below. A no-show is defined as no one boarding

the vehicle once it arrives, on time, for a pick-up. After the first no-show, the passenger will be reminded that second no-show within a thirty-day (30) period of time will result in suspension of service. No-show suspensions are reviewed on a case-by-case basis and previous ridership history will help determine the suspension timeframe to provide better penalty equity. There will be a one week minimum suspension timeframe for all no-show suspensions.

**To cancel or change a ride call,
641-423-2262.**

In order to cancel a ride, you will need to provide your name and phone number, as well as the date(s) and time(s) of the rides you wish to cancel. In addition, please provide the address of the pick-up and destination of each ride you wish to cancel.

Inclement Weather

During inclement weather, MCP will operate unless the Mason City snowplows have been pulled from the roads. Notice will be given to KIMT and the Globe Gazette for publication on-line.

Safety

Please keep ramps, sidewalks, and driveways free of ice, snow, toys, and other obstructions that may present a safety hazard to you and the driver. Drivers are not to lift passengers and/or wheelchairs.

Proper Conduct

All passengers are expected to exercise appropriate conduct on MCP vehicles. MCP reserves the right to revoke the riding privileges of riders who threaten the health, welfare, or safety of themselves, other passengers, or the driver.

Holidays

Service will not be provided on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day After Thanksgiving, and Christmas Day.

Animals

Any and all animals carried on MCP vehicles may be transported provided they are trained and necessary to assist a passenger or placed in a completely enclosed carrier during travel. There are no restrictions placed on service animals.

To request service, or if you have questions about the service, you may call: 641-423-2262 during the hours of 6:00 a.m. – 6:00 p.m. Requests for service are accepted by voice mail 24-hours a day, 7 days a week. For those with hearing impairments please use Relay Iowa by dialing 711 or 800-735-2942.