

**IOWA NORTHLAND REGIONAL TRANSPORTATION AUTHORITY
MEETING NOTICE**

**INRCOG BOARD ROOM
229 EAST PARK AVENUE
WATERLOO, IA**

THURSDAY, September 17, 2026, 1:00 PM

AGENDA

Actionable Items

1. Approval of the agenda.
2. Review and consider approval of the minutes for the July 16, 2026 meeting.

Discussion Items

1. Project updates (TA-SA/TAP and STBG)
2. An overview of [INRTC OnBoard Public Transit Service](#).
3. General discussion
 - Iowa DOT's Notice of Funding Opportunity (NOFO) - [Federal Recreational Trails \(FRT\)](#), [Iowa Clean Air Attainment Program \(ICAAP\)](#), [Statewide Transportation Alternatives \(TA Set-Aside or TAP\)](#).
 - [Iowa Trails and Bike Summit in October 02, 2026](#).
4. Adjournment

www.bhcmpo.org/rta

Everyone can come to this meeting. If you need special help to join, call INRCOG at (319) 235-0311 at least two days before the meeting.

Policy Board Members (Term Ending 12/31/2026)

Representing	Name	Title
Black Hawk County	Ritch Kurtenbach	Supervisor
Bremer County	Duane Hildebrandt	Supervisor (Vice Chair)
Buchanan County	Keith Wieland	Supervisor
Butler County	Greg Barnett	Supervisor (Chair)
Chickasaw County	Scott Cerwinske	Supervisor
Grundy County	Mark Schildroth	Supervisor
City of Waverly	James Bronner	City Administrator
City of Independence	Brad Bleichner	Mayor
City of Denver (Small City At Large)	Joel Wikner	Councilmember
City of Dunkerton (Small City At Large)	Michael Schares	Mayor
City of La Porte City (Small City At Large)	Jane Whittlesey	City Clerk
City of New Hampton (Small City At Large)	Steve Geerts	Mayor

Transportation Technical Committee Members (Term Ending 12/31/2026)

Representing	Name	Title
Black Hawk County	Cathy Nicholas	County Engineer
Bremer County	Landon Moore	County Engineer
Buchanan County	Alex Davis	County Engineer
Butler County	John Riherd	County Engineer
Chickasaw County	Roman Lensing	County Engineer
Grundy County	Jeff Skalberg	County Engineer
City of Waverly	James Bronner	City Administrator
City of Independence	Matthew Schmitz	City Manager
City of Denver (Small City At Large)	Joel Wikner	Councilmember
City of Dunkerton (Small City At Large)	Michael Schares	Mayor
City of La Porte City (Small City At Large)	Jane Whittlesey	City Clerk
City of Clarksville (Small City At Large)	Jerald Heuer	Mayor

Bicycle and Pedestrian Advisory Committee Members (Term Ending 12/31/2026)

Representing	Name	Title
Black Hawk County Conservation	Mike Hendrickson	Executive Director
Bremer County Conservation	Andrew Hockenson	Director
Buchanan County Conservation	Ben Bonner	Executive Director
Butler County Conservation	Matt Wilken	Executive Director
Chickasaw County Conservation	Chad Humpal	Director
Grundy County Conservation	Nick Buseman	Executive Director
City of Waverly	James Bronner	City Administrator
City of Independence	Matthew Schmitz	City Manager
City of Denver (Small City At Large)	Joel Wikner	Councilmember
City of Dunkerton (Small City At Large)	Michael Schares	Mayor
City of La Porte City (Small City At Large)	Jane Whittlesey	City Clerk
City of Clarksville (Small City At Large)	Jerald Heuer	Mayor

**IOWA NORTHLAND REGIONAL TRANSPORTATION AUTHORITY
POLICY BOARD**

THURSDAY, July 16, 2026

MINUTES

Schildroth (Acting Chair) called the meeting of the Iowa Northland Regional Transportation Authority (RTA) to order at 1:00 p.m.

Meeting Attendees:

Name	Title	Representing	Role
Steve Geerts	Mayor	City of New Hampton	Policy Board Member
Michael Schares	Mayor	City of Dunkerton	Policy Board Member
Keith Wieland*	Supervisor	Buchanan County	Policy Board Member (Online)
Mark A. Schildroth	Supervisor	Grundy County	Policy Board Member (Acting Chair)
Scott Cerwinske*	Mayor	City of Independence	Policy Board Member (Online)
Alex Davis	County Engineer	Buchanan County	TTC Member
John Riherd	County Engineer	Butler County	TTC Member
Landon Moore	County Engineer	Bremer County	TTC Member
Landon Moore	County Engineer	Bremer County	TTC Member
Roman Lensing*	County Engineer	Chickasaw County	TTC Member (Online)
Matthew Schmitz *	City Manager	City of Independence	TTC Member (Online)
Larry Farley	City Administrator	City of Denver	Attendee
Krista Billhorn*	District Planner Supervisor	IADOT	Attendee (Online)
Nick Fratzke	Director of Transportation	INRCOG	RTA Staff
Oghogho Oriakhi	Transportation Planner I	INRCOG	RTA Staff
Sanzida Rahman Setu	Transportation Planner II	INRCOG	RTA Staff

*Online Attendees **

The meeting started with the approval of the agenda. Motion was made by Schares, seconded by Geerts to approve the agenda. Motion carries unanimously.

Next was to review and consider approval of the minutes for the June 18, 2026, meeting. Motion was moved by Schares, seconded by Geerts to approve. Motion carried unanimously.

Up next was the public hearing to review and approve the final INRTA Final FY 2027-2030 Transportation Improvement Program (TIP). Schildroth (Acting Chair) opened the public hearing on July 16, 2026, at 1:03 p.m. Fratzke noted that INRCOG held two public input sessions both in-person and virtual, each running for an hour and received no public feedback on the TIP. Hearing no public comment, the Acting Chair called for any additional comments or discussion on final TIP. Hearing none, the public hearing was officially closed at 1:06 p.m. Following that, Schildroth called for a motion to adopt the INRTA Final FY 2027-2030 Transportation Improvement Program (TIP). A motion was moved by Schares, seconded by Geerts to approve. Motion carried unanimously.

Afterwards, Schildroth commenced the discussion items.

Discussion Items

1. Project updates (TASA/TAP and STBG).

- Buchanan County completed the deconstruction of first boxed culvert, and the second culvert project is halfway done.
- City of Denver's State funded street resurfacing project is underway.
- Bremer County is preparing for two CHBP funded bridge projects letting in November 2026 and two raised bridge projects letting in December 2026. Additionally, two STBG funded culvert replacement projects are scheduled for next year.
- Black Hawk County has finished all project engineering work for this year apart from the federally funded bridge project on Winslow Rd.
- Butler County started the construction of two BROS projects. The Ridge Ave bridge project is expected to be completed on July 16, 2026, while work on the 120th St bridge over Flint Creek is progressing steadily.
- Chickasaw County is preparing for V56 project letting in September 2026. Additionally, they are conducting a brief public input survey on current bridge conditions and proposed improvements, in partnership with the Iowa DOT.
- City of Independence has started the engineering work of the Enterprise Drive Trail Phase II Project.

2. General Discussion

- **Butler County Industrial Park Road RISE Grant:** Butler County was awarded a \$360,000 RISE grant to help build a new roadway for Feldmeier Equipment's new facility in the Shell Rock Industrial Park. The new road will improve access to the highway and support the company's expansion, with plans to begin operations at the new site early next year. The county also received approximately \$3 to \$4 million through a federal funded bundle bridge project with six other counties. The total project is estimated at about \$24 million.
- **Black Haw County MPO Microtransit Solution:** The MPO is working with MET Transit to explore opportunities for a new microtransit service that would complement existing fixed-route and paratransit options. The service would help address first-mile/last-mile transportation needs and improve access in areas where fixed routes are less effective. The concept is still in the early planning stages, with hopes of developing the service over the next one to two years.
- Iowa DOT Commission meeting will be held on October 13, 2026, with a public input session. Anyone is welcome to share any feedback.

There being no further discussion, Schildroth called for a motion to adjourn. Schares moved the motion, seconded by Geerts. Motion carried unanimously. The meeting was adjourned at 1:21 p.m.

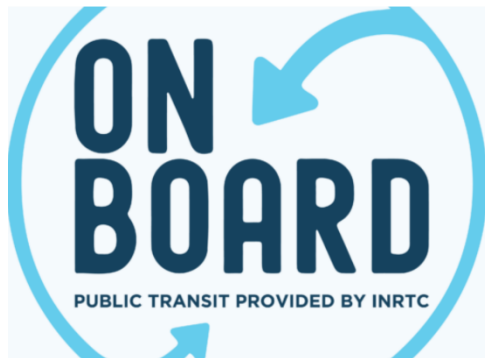
Sincerely,
Sanzida Rahman Setu
RTA Staff

INRTC OnBoard Public Transit



OnBoard Public Transit

Providing Public Transit Service in:
Black Hawk, Bremer, Buchanan, Butler, Chickasaw, and Grundy Counties in Northeast Iowa.

[Schedule A Ride](#)[Contact Us](#)

About Us

OnBoard Public Transit is a service of the Iowa Northland Regional Transit Commission (INRTC) and is open to the general public, including persons with disabilities. In addition to providing transit, INRTC is responsible for coordinating transportation in the region.

Schedule A Ride

Ride reservations must be made 24 hours in advance.

To schedule a ride or for more information, contact us: 319-233-5213 or 1-800-369-3022.

Captioned telephone users may contact us by calling: Relay Iowa at 7-1-1.

Over-the-phone interpreting is available for riders who have limited English proficiency by calling: 319-233-5213 or 1-800-369-3022.

- **Transit Hours of Operation:** Monday-Friday, 6:30 a.m.-6:00 p.m.
- **Office hours for Reservations/Information:** Monday-Friday, 8:00 a.m.-4:00 p.m.
- **Cost for Rides:** \$2.00/mile (minimum \$8.00/one-way trip)



Enjoy Driving? Enjoy Helping People?

Contact us about our current openings for Bus Driver!

[Phone: 319-233-5213](#)[E-mail](#)

Interested applicants may also complete and submit the OnBoard Public Transit Application for Employment for consideration when positions become available.

[OnBoard Public Transit Application for Employment](#)[Casual Driver Job Opening](#)[Full-Time Transit Driver Job Opening](#)



INRCOG
Iowa Northland Regional
Council of Governments



Iowa Northland Regional Council of Governments
Iowa Northland Regional Transit Commission dba
OnBoard Public Transit
229 E. Park Ave., Waterloo, IA 50703

Title VI Complaint Process

In compliance with US Dept. of Transportation Title VI regulations (49 CFR Part 21), the Iowa Northland Regional Council of Governments (INRCOG), its Advisory Committees, and Delegated Authority Groups (including the Iowa Northland Regional Transit Commission dba OnBoard Public Transit, the Black Hawk County Metropolitan Area Transportation Policy Board, and the Regional Transportation Authority Policy Board) operate without regard to race, color or national origin.

Any person who believes he or she has been discriminated against by INRCOG or any of its Advisory Committees and Delegated Authority Groups on the basis of race, color, or national origin may file a Title VI Complaint. A Title VI Complaint Form can be downloaded at www.inrcog.org or by call INRCOG at 319-235-0311.

1. Complaints must be filed within 180 calendar days of either:
 - a. the date of the alleged act of discrimination; or
 - b. the date person became aware of the alleged discrimination; or
 - c. the date the conduct was discontinued if a continue course of conduct.
2. INRCOG will notify the complainant within 10 business days that the receipt has been received.
3. INRCOG will also notify the Iowa DOT of with 10 business days of receipt of the complaint
4. INRCOG will process the complaint within 90 calendar days of receipt of the complaint
5. INRCOG will invite the complainant to participate in mediation to resolve the complaint by informal means; the complainant must respond to INRCOG in writing within 10 calendar days if they choose to participate in mediation
6. Mediation should be completed within 30 calendar days of receipt of the complaint.
7. A written Notice of Final Action with be provide to the complainant within 60 days of the date the discrimination complaint was filed.
8. The complainant has the right to file a complaint with the Iowa DOT, FHWA, USDOT or USDOJ within 30 calendar days after the Notice of Final Action, if she or he is dissatisfied with the final action on the discrimination complaint.

All information gathered in this process will be kept confidential.



INRCOG
Iowa Northland Regional
Council of Governments



Iowa Northland Regional Council of Governments
Iowa Northland Regional Transit Commission dba
OnBoard Public Transit
229 E. Park Ave., Waterloo, IA 50703

TITLE VI Complaint Form

Title VI of the Civil Rights Act of 1964 states "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Title 42 U.S.C. §2000d.

Please provide the following information necessary in order to process your complaint. A formal complaint must be filed within 180 days of the occurrence of the alleged discriminatory act. Assistance with completing this form is available by contacting INRCOG's Director of Administrative Services at (319) 235-0311.

Complainant's Name _____

Address: _____ City: _____

State: _____ ZIP Code: _____

Telephone (Home/Cell): _____ Telephone (Work): _____

E-mail: _____

Person(s) discriminated against (if other than complainant):

Name: _____

Address: _____ City: _____

State: _____ ZIP Code: _____

Telephone (Home): _____ Telephone (Work): _____

What is the discrimination based on (check all that apply)?

- ☐ Race/Color
- ☐ National Origin
- ☐ Sex
- ☐ Disability

- ☐ Income Status
- ☐ Limited English Proficiency
- ☐ Age

Continue to Next Page

Date of the alleged discrimination

(month, day, year):

Location of the alleged

discrimination:

Agency or person that was

responsible for the alleged

discrimination:

Have you filed this complaint with any other Federal, State, or local agency? Yes No

If yes, whom?

What remedy are you seeking?

List names and contact information of persons who may have knowledge of the alleged discrimination.

Describe the alleged discrimination. Explain what happened and whom you believe as responsible. (If more space is needed, use the back of this form.)

Continue to Next Page

Please sign and date. The complaint will not be accepted if it has not been signed. You may attach any written materials or other supporting information you think is relevant to your complaint.

Signature of Complainant (or his/her authorized representative)

Date

INRCOG and INRTC do not discriminate against any person on the grounds of race, color, national origin, sex, age or disability. If you need assistance completing this form, contact INRCOG at: (319) 235-0311.

Over the phone interpretation is available for those who have limited English proficiency.
Captioned telephone users may contact us by calling Relay Iowa at 7-1-1

Submit this form and return to:

INRCOG

229 E. Park Ave.

Waterloo, IA 50703



INRCOG
Iowa Northland Regional
Council of Governments



**Iowa Northland Regional Council of Governments/
Iowa Northland Regional Transit Commission dba OnBoard Public Transit**

Title VI Notice to the Public

The Iowa Northland Regional Council of Governments/Iowa Northland Regional Transit Commission dba OnBoard Public Transit hereby gives public notice that it is the policy of the agency to assure full compliance with Title VI of the Civil Rights Act of 1964 The Act, and related statutes and regulations, provide that no person shall, on the ground of race, color, national origin, gender, age or disability be excluded from participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. The Civil Rights Restoration Act of 1987 amended Title VI to specify that entire institutions receiving federal funds, whether schools, colleges, government entities or private employers, must comply with federal civil rights laws, rather than just the particular programs or activities that receive federal funds.

We are also concerned about the impacts of our programs, projects and activities on low income and minority populations ("Environmental Justice") under Title VI. Any person who believes that they are being denied participation in a project, benefits of a program, or otherwise being discriminated against because of race, color, national origin, gender, age, or disability, may contact:

Title VI Coordinator
Iowa Northland Regional Council of Governments
319-235-0311

Or

Office of Employee Services - Civil Rights
Iowa Department of Transportation
515-239-1422

You should contact the above individual or Iowa DOT office as soon as possible but no later than 180 days after the alleged discrimination occurred, or if there has been a continuing course of conduct, no later than 180 days after the alleged discrimination was discontinued.

Contact the Title VI Coordinator to get more information on the agency's Title VI Program.

General ADA Procedure

Purpose:

The Iowa Northland Regional Transit Commission (INRTC), operating as OnBoard Public Transit, is committed to ensuring compliance with the Americans with Disabilities Act (ADA) and Federal Transit Administration (FTA) Circular 4710.1. This procedure outlines how INRTC provides accessible transportation services to individuals with disabilities, ensures nondiscrimination, and meets ADA requirements.

Scope:

This procedure applies to all OnBoard Public Transit services, employees, contractors, and volunteers engaged in providing public transit services.

Policy Statement:

OnBoard Public Transit will make all services, programs, and activities accessible to individuals with disabilities and ensure they receive the same opportunities as others to participate in and benefit from public transit.

Key Responsibilities:

1. ADA Coordinator:

- Oversee ADA compliance across all services and activities.
- Serve as the primary point of contact for ADA-related inquiries and complaints.
- Conduct regular reviews of ADA-related policies and procedures.

2. Transit Staff:

- Ensure that transit services are delivered in a manner that complies with ADA requirements.
- Receive training on ADA compliance, including assisting individuals with disabilities and operating accessibility equipment.
- Report any ADA-related issues or barriers to the ADA Coordinator.
- Ensure all vehicles, lifts, ramps, and other accessibility equipment are properly maintained and in good working order.
- Perform regular inspections to prevent service disruptions.

Accessible Services:

1. On-Demand Services:

- Complementary paratransit service will be provided for individuals who cannot use fixed-route service due to a disability.
- Eligibility determinations will be made in accordance with ADA guidelines.

2. Alternative Formats:

- OnBoard Public Transit will provide materials in accessible formats upon request, including large print, Braille, or electronic versions.

Reasonable Accommodations and Modifications:

Reasonable modifications to policies, practices, and procedures will be made to ensure equal access for individuals with disabilities, as outlined in the agency's Reasonable Modifications of Policy and Procedure Policy. Requests for modifications can be submitted by phone, email, or in writing.

Training:

1. All staff will receive initial and ongoing training on ADA requirements, including:
 - Sensitivity and awareness training to improve interactions with individuals with disabilities.
 - Proper operation of accessibility equipment.
 - Emergency procedures for assisting individuals with disabilities.
2. Training will be conducted annually and updated as needed to reflect changes in ADA regulations.

Complaint Procedure:

1. Filing a Complaint:

- Individuals who believe they have been subjected to discrimination or denied ADA-compliant services can file a complaint by contacting the ADA Coordinator:
- **Phone:** [319-233-5213]
- **Email:** nfratzke@incog.org
- **Mail:** OnBoard Public Transit
229 E Park Ave
Waterloo, IA 50703

2. Investigation:

- The ADA Coordinator will review and investigate all complaints promptly and impartially.
- A written response, including the findings and any corrective actions, will be provided within 5 business days.

3. Appeals:

- If the complainant is dissatisfied with the response, they may appeal the decision within 30 days. Appeals will be reviewed by the Director of Transportation or designee.

Monitoring and Evaluation:

- Regular assessments of services, facilities, and equipment will be conducted to ensure compliance with ADA requirements.
- Feedback from passengers with disabilities will be solicited to identify areas for improvement.

Public Notification:

OnBoard Public Transit will prominently display information about ADA rights and accessible services on its website, vehicles, and transit facilities. Information will also be available in accessible formats upon request.

Emergency Procedures:

Emergency plans will include provisions for assisting individuals with disabilities in evacuating vehicles and facilities safely. Staff will receive training on these procedures annually.

Contact Information:

For questions, accommodations, or complaints related to ADA compliance, please contact:

- **ADA Coordinator:** Nick Fratzke, Director of Transportation
- **Phone:** [319-233-5213]
- **Email:** nfratzke@inrcog.org
- **Mail:** OnBoard Public Transit
229 E Park Ave
Waterloo, IA 50703



Iowa Northland Regional Transit Commission Reasonable Modifications of Policy and Procedure Policy (Summarized)

OnBoard Public Transit will make reasonable modifications to its policies, practices, and procedures when necessary to avoid discrimination and ensure that individuals with disabilities have equitable access to transit services, unless such modifications:

1. Would fundamentally alter the nature of the service, program, or activity.
2. Would create a direct threat to the health or safety of others.
3. Are not necessary to enable an individual with a disability to access the service, program, or activity.

*A public transit agency may only deny a request for reasonable modification to the agency's policies and practices for one or more of the following reasons:

- Granting the request would fundamentally alter the nature of the entity's services, programs, or activities
- Granting the request would create a direct threat to the health or safety of others
- Without the requested modification, the individual with a disability is able to fully use the entity's services, programs, or activities for their intended purpose.

Requesting a Reasonable Modification:

1. Submitting a Request:

- Individuals may request a reasonable modification in advance of using OnBoard Public Transit services. Requests can be made:
 - **By phone:** [319-233-5213 or 1-800-369-3022]
 - Relay Iowa 711 [Over-the-phone interpreting available]
 - **By email:** lsires@inrcog.org
 - **In writing:** OnBoard Public Transit
229 E Park Ave
Waterloo, IA 50703
- Individuals are encouraged to provide as much detail as possible about the modification needed to assist the agency in evaluating the request.
- For request of this policy and associated documents in their entirety, please reach out the above listed contact.





INRTC
Iowa Northland
Regional Transit
Commission

RIDER'S GUIDE



Providing Public Transit Service in
Black Hawk, Bremer, Buchanan, Butler,
Chickasaw, and Grundy Counties

Iowa Northland Regional Transit Commission
229 E. Park Ave.
Waterloo, IA 50703
(319) 233-5213
1-800-369-3022
www.inrcog.org/rtc.htm

2017

The Iowa Northland Regional Transit Commission (RTC) does not discriminate against any person on the grounds of race, color, national origin, sex, age or disability. No person will be excluded from participation in, or denied the benefits of, or be subject to discrimination under any project, program or activity funded in whole or in part by the Federal Transit Administration (FTA).

RTC will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin, and shall take affirmative action to ensure the applicants and employees are not discriminated against during employment.

For more information or if you feel that you or someone you know has been discriminated against by RTC or its employees please contact the INRCOG/RTC Title VI Coordinator at (319) 235-0311 or Iowa Department of Transportation Office of Employee Services-Civil Rights at (515) 239-1422 immediately. Discrimination complaints will be handled progressively beginning with the Director of Transit. Appeals will be elevated to the INRCOG Executive Director, if necessary, for final determination.

Welcome to RTC

The Iowa Northland Regional Transit Commission (RTC) is pleased to provide you with transportation services. We look forward to serving your transportation needs.

This guide provides the general policies and procedures for all users of our system.

Our telephone number is:
(319) 233-5213 or 1-800-369-3022

Captioned telephone users may contact us
by calling Relay Iowa at 7-1-1.

Over-the-phone interpreting is available for
riders who have limited English proficiency by
calling RTC.

Office Hours for Reservations/Information:
Monday - Friday 8:00 a.m. - 4:00 p.m.

Transit Service Hours of Operation:
Monday - Friday 6:30 a.m. - 6:00 p.m.

Our website is:
www.inrcog.org/rtc.htm

We hope you enjoy riding RTC!

Service

RTC provides transportation service within our service area Monday through Friday. All services are open to the general public, including persons with disabilities. Our service is generally provided curb-to-curb, however, if requested, service may be provided from outside the door of the pick-up location to the entrance of the building of the drop-off location. **Drivers will not enter homes or buildings and will not close or lock doors. Passengers should be able to exit on their own or have the appropriate assistance from an aide/escort.**

RTC 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. Service will be provided to the best of our ability based on space, time, and driver availability.

Service to individuals or groups using a dedicated vehicle may be available. Please contact RTC for more information.

When you make your reservation, please be ready to provide the following information:

- The date you wish to ride.
- The number of passengers.
- 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.
- The time you wish to return.
- Special assistance that may be requested or any special equipment that you may use such as a wheelchair, walker, or scooter.
- Your phone number.

We request that you schedule the return time of your trip when making your reservation. When a reservation is made without a return time scheduled, the return trip may be worked-in, if possible. This type of work-in may cause a lengthy wait for your return trip.

To make a reservation for a ride call:

**(319) 233-5213
or
1-800-369-3022**

Service Area

RTC provides transportation services to persons in Black Hawk, Bremer, Buchanan, Butler, Chickasaw, and Grundy counties. RTC generally does not provide service for one-way trips that begin and end in the Waterloo-Cedar Falls metropolitan area; that service is provided by MET Transit ((319) 234-5714).

Fares

RTC works with numerous agencies that provide riders with financial assistance for their transportation needs. Riders not receiving financial assistance will be charged the current cost for their rides. Current costs for a one-way ride can be found on our website or by calling RTC.

Reservations

Reservations must be made at least twenty-four (24) hours in advance of the time of the trip. Reservations will not be accepted for service the same day. Reservations for Monday rides should be made the previous Friday.

On-time Arrivals

Passengers should be ready at the scheduled pick-up time. Drivers will wait no longer than five (5) minutes beyond the scheduled pick-up time. Drivers arriving ten (10) minutes before the pick-up time or ten (10) minutes after the pick-up time are considered to be operating on time.

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 the 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 not be made during the same day. A destination may not be changed after the passenger is on board the vehicle.

Priority Seating

Priority seats, located near the front of the vehicle, are reserved for persons with disabilities and seniors. When folded up, the area is used for wheelchair securement. If you are a senior or have a disability and wish to sit in a priority seat, but find the area is occupied, please inform the driver. The driver will ask those occupying the priority seats if they are willing to move. Drivers are not allowed to force a person sitting in a priority seat to move.

Passenger Assistance

Drivers will assist passengers as needed including providing walking support, maneuvering of a wheelchair (excluding wheelchairs on steps), and operating the wheelchair lift.

Drivers will not run errands for passengers. Please do not ask them to do so. Drivers will not make multiple trips to carry packages, such as groceries or laundry, or to handle heavy packages. Passengers who have an item(s) that they cannot carry should make separate arrangements for package delivery.

Changes, Cancellations, No Shows

We request at least one-half (1/2) hour notice of any change or cancellation of service. Any cancellation received less than one-half (1/2) hour before the scheduled pick-up time will be regarded as a **no-show**, and will be subject to the 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 of this policy. Two no-shows in a thirty (30) day period of time will result in suspension of service for two (2) weeks. If, after being suspended for two weeks, the passenger is again a no-show within the next thirty (30) day period, it will result in a thirty (30) day suspension of service.

**To cancel a ride call:
(319) 233-5213
or
1-800-369-3022**

To cancel a ride, provide your name and phone number, as well as the date(s) and time(s) of the rides you wish to cancel. In

Seatbelt Policy

RTC requires that provided seatbelts be worn and buckled at all times by our drivers and all passengers. Seatbelts that are required include lap belts appropriate for the driver and ambulatory passengers. Failure to comply with this policy shall result in RTC refusing to provide service to the passenger. There are no exceptions to this policy.

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 in good working order and have fully functional foot-rests and brakes which must be in the lock position when the passenger is on the lift or when the vehicle is in motion. All wheelchairs will be tied-down or secured while the vehicle is in service and all riders will wear combination lap and shoulder belts. We strongly encourage our wheelchair riders to have seatbelts permanently attached to their wheelchairs. RTC will not provide wheelchairs for riders.

addition, please provide the address of the pick-up and destination of each ride you wish to cancel.

Trips for Medical Appointments

Please make every attempt to schedule medical appointments between 9:30 a.m. and 2:00 p.m. Emergency medical trips should be handled by an ambulance service.

Inclement Weather

RTC shall decide when inclement weather warrants delaying or canceling service. Announcements of delayed or cancelled service will be posted on KWWL-TV, KGAN-TV, www.kwwl.com, www.cbs2iowa.com or other local media outlets.

Holidays

Service will not be provided on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving Day, Christmas Eve, and Christmas Day or days celebrated as such.

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 allowed to lift passengers and/or wheelchairs under any circumstances.

Proper Conduct

Smoking is prohibited in RTC vehicles.

An aide/escort, or someone providing assistance to a passenger, may ride RTC vehicles if space is available. An aide's/escort's ride must be scheduled along with the passenger when making a reservation. There is no cost for one aide/escort to ride, provided they are necessary to assist the passenger.

Any and all assistance animals may be transported on RTC vehicles provided they are trained and necessary to assist a passenger.

RTC drivers are not required to carry cell phones. However, an RTC driver, who chooses to do so, will utilize a cell phone only in case of an emergency, such as contacting 911 or to call for assistance in case of a mechanical breakdown. RTC drivers will not make phone calls on behalf of any riders.

It is the policy of RTC to not allow drivers to back vehicles except as necessary because of physical barriers.

Although RTC does not accept donations, the Northeast Iowa Area Agency on Aging (NEI3A) helps to financially support senior transportation in our service area. As such, NEI3A has prioritized their support for trips to NEI3A meal-sites, medical appointments, grocery stores, local dialysis facilities, and pharmacies. NEI3A encourages donations be made directly to them by our senior riders to help support these services. All donations or contributions are used to support and expand transportation service.

RTC maintains contracts with other agencies that provide open-to-the-public services on our behalf. These providers will do their best to serve you, but their service is based on space, vehicle, and driver availability. A list of our current contractors, contact information, and fares is found on our website at www.inrcog.org/rtc.htm.

If you do not have access to the internet and want further information about our subcontractors, call RTC at (800) 369-3022.

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