



## HIAWATHALAND TRANSIT FAQ'S

### How do I request transportation for a minor or vulnerable adult?

Please fill out the attached Ride Request Form or contact Hiawathaland Transit to have one mailed, faxed or emailed to you. Fill out the forms completely and return to our office as soon as possible. If this request is for school transportation the form is **due by August 1<sup>st</sup>** to ensure consideration for the first round of routing.

### How much does it cost?

Each one-way trip costs \$2.00 on Route (where applicable) and \$2.50 on Dial-a-Ride. If requesting a route deviation (that we can accommodate) a \$0.50 deviation charge is required in addition to the regular fare. Payment is required at the time of boarding, and we do charge for any "no-shows".

### How do I pay for the bus?

You may pay for your rides with cash, tokens, or a pass. If you choose to use cash, EXACT change is needed – our drivers cannot make change and we do not allow pre-payment. To find out where you can purchase tokens or passes, please call our dispatch center, or visit our website.

### Who can ride the bus?

Anyone! Hiawathaland Transit is a public transportation system open to anyone of any age. We provide transportation for a variety of needs- doctor's appointments, school, grocery stores, friendly visits, summer recreation events, etc. Please feel free to contact us for more information.

### What do I do if myself or someone I scheduled a ride for no longer needs that trip?

**If, for any reason, you or someone you scheduled a ride for will not be riding the bus when they are scheduled, it is your responsibility to contact Hiawathaland Transit of the change.** We request all passengers who need to cancel a scheduled trip(s) provide a minimum 2-hour cancellation notice of the pick-up time. A "no show" occurs when an individual misses the scheduled pick-up time or does not give at least the 2-hour cancellation notice. Individuals who no show the bus will be charged for their missed trip(s). In the event a passenger no shows a scheduled pick-up and has a return trip scheduled for later in the day, their return trip will automatically be cancelled, and the passenger will need to contact dispatch to reschedule.

### How do I know that it is safe to ride your buses?

All drivers have undergone thorough criminal and driving background checks, have a Commercial Driver's License, First Aid/CPR certification, defensive driving, and passenger assistance training. Although we are not able to take passengers directly to the door, our drivers will wait to make sure that your minor or vulnerable adult is safely inside, or in the care of an adult, before leaving whenever possible. Our buses cannot travel down dead-end roads, enter mobile home parks, apartment complexes, or other multi-family dwellings. It is a parent/guardian's responsibility to be present to get their child(ren) on and off the bus if they so choose otherwise the student will be dropped at a pre-determined location.