

FAQ



What if I need information and forms in a different format based on my individual needs?



Answer

Information and forms will be provided in ADA-format upon request.

FAQ



Who do I call to schedule a ride?



Answer

Phone reservations at (712)279-6919 or
Toll Free (800)881-2076.

FAQ



What time do the buses start and stop?



Answer

Hours of operations for ParaTransit are
6am - 6pm Monday through Saturday.

FAQ



What are peak times and how do those times affect my ride?



Answer

Peak times are 7am - 9am and 2pm -4pm. If you are scheduling during these times, you can expect the ride duration be longer (usually up to an hour). If calling for a return ride during these times, expect a longer wait time (up to an hour).

FAQ



Do the buses run on Sunday?



Answer

No.

FAQ



An emergency came up, can a bus pick me up today?



Answer

Yes, provided there is an available driver at the requested time.

FAQ



How much notice do they need to schedule a ride?



Answer

By close of business the day prior. However, there is a greater chance of availability if scheduled up to two weeks ahead.

FAQ



I can't ride the City bus, what do I do?



Answer

Complete an application for para-transit services.

FAQ



I can't ride the City bus, what do I do?



Answer

Complete an application for para-transit services.

FAQ



I only need a ride to get to my appointment, is that ok?



Answer

Yes.

FAQ



How do they know when to pick me up to bring me home?



Answer

A return ride can be scheduled for a particular time, or you/the facility can call reservations to notify them you are ready.

FAQ



Can I schedule a recurring ride?



Answer

Yes

FAQ



How do I pay for my ride?



Answer

You can pay the driver by cash or check. Tickets are also available for purchase through the driver, SRTS office or Transit office.

FAQ



Can I pre-pay for my ride?



Answer

At this time the only pre-pay option is through ticket purchase.

FAQ



Can I pre-pay for a loved one?



Answer

At this time the only pre-pay option is through ticket purchase.

FAQ



Does insurance cover my rides?



Answer

If you have insurance through medicaid or medicare contact reservations to verify coverage and for instructions.

FAQ



How much is the ride going to cost me?



Answer

Para-transit fare is \$3.60 per one-way trip payable to each driver by cash, check or pre-purchased ticket.

FAQ



How long will I have wait for the ride to pick me up?



Answer

Scheduled pick-up windows are generally 30 minutes and given at the time of reservation. Will calls can vary depending on driver availability at the time the call comes in.

FAQ



Will the bus wait for me?



Answer

Usually not unless the ride is scheduled that way based on daily schedules.

FAQ



Will other people be riding the bus with me?



Answer

Yes

FAQ



How much earlier should I schedule my pickup time before my appointment?



Answer

Usually, just provide the appointment time when scheduling. If scheduling during peak times (7am - 9am or 2pm - 4pm) allow 15 minutes extra.

FAQ



Can someone ride with me?



Answer

Yes. One personal care attendant is able to accompany you free-of-charge.

FAQ



Will someone help me to the door?



Answer

Yes, upon request, if help is needed.

FAQ



How do I cancel a ride? Is there a cancellation policy?



Answer

To cancel, contact reservations at least 30 minutes before pick up.

FAQ



What Type of transportation options are available in Sioux City?



Answer

Sioux City Transit/Para-Transit, Siouxland Regional Transit System, taxi cab and other private providers.

FAQ



I can't walk up steps. How will I get on the bus?



Answer

All vehicles are ADA accessible (equipped with lift).

FAQ



Can I bring my walker on the bus?



Answer

Yes

FAQ



Can I bring groceries on the bus?



Answer

Yes, as long as you are able to carry them, the driver may assist with a limited number of small packages and only to the curb or door.

FAQ



Who can I call if I have other questions?



Answer

Phone reservations at (712)279-6919 or Toll
Free (800)881-2076
